



# Student Accessibility Services **HANDBOOK**

Cuyahoga  
Community  
College





This handbook aims to serve as an information resource for the Student Accessibility Services (SAS) program, which provides services for students with disabilities at Cuyahoga Community College (Tri-C®). Services for students with disabilities must be requested and are individualized based on functional limitations and documentation provided.

If you need more detailed information, please contact the SAS office at your preferred campus for further assistance. SAS is available at all campuses, and students may utilize the available services at any campus.

Department email: [CCCSAS@tri-c.edu](mailto:CCCSAS@tri-c.edu)

|                     |              |
|---------------------|--------------|
| Eastern Campus      | 216-987-2052 |
| Metropolitan Campus | 216-987-4344 |
| Western Campus      | 216-987-5079 |
| Westshore Campus    | 216-987-5736 |

Hours of Operation:  
Monday – Friday, 8:30 a.m. – 5 p.m.

Visit our website at **Tri-C Student Accessibility Services Home Page ([tri-c.edu/student-accessibility-services](http://tri-c.edu/student-accessibility-services))**.

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*This publication is provided in an alternate format upon request.*



## Table of Contents

|   |           |
|---|-----------|
| <b>Welcome.....</b>   | <b>4</b>  |
| Mission and Purpose .....   | 4         |
| Applying for Services.....  | 5         |
| Confidentiality .....   | 6         |
| Rights and Responsibilities .....   | 7         |
| Grievance Procedure.....  | 8         |
| <b>Accommodations .....</b>   | <b>9</b>  |
| Testing Accommodations .....  | 10        |
| Sign Language Interpreters.....   | 11        |
| Printed Materials Available as Accommodations.....                                | 11        |
| Assistive Technology/Equipment Available as Accommodations .....                  | 12        |
| College Credit Plus (CCP).....  | 12        |
| Telecommunication Devices .....   | 13        |
| Emergency Evacuation Procedures.....  | 13        |
| Temporary Disabilities.....   | 13        |
| Conditions Not Considered Disabilities.....                                       | 13        |
| Service Animals.....  | 14        |
| Disability Services Provisions: Differences Between High School and College ..... | 15        |
| <b>Other Services and Resources .....</b>   | <b>16</b> |
| Counseling Services .....   | 16        |
| Paying for College .....  | 16        |
| Admissions and Enrollment Services.....   | 16        |
| Financial Aid and Scholarships .....  | 16        |
| Tutoring Services .....   | 16        |
| Student Life .....  | 16        |
| <b>Other Information .....</b>  | <b>17</b> |
| Campus Accessibility .....  | 17        |
| Parking .....   | 17        |
| Transportation.....   | 17        |
| <b>STUDENT ACCESSIBILITY SERVICES OFFICE LOCATIONS .....</b>                      | <b>18</b> |



## **Welcome**

Welcome to the Student Accessibility Services (SAS) at Cuyahoga Community College (Tri-C®), which provides classroom accommodations and support for students with disabilities enrolled at the College. Services to students with disabilities are individualized based on need and the documentation provided. The purpose of this handbook is to address frequently asked questions about the service provided by SAS and to explain the procedure to obtain the services available.

## **Mission and Purpose**

Tri-C is committed to making higher education accessible to all eligible students with disabilities. Student Accessibility Services at Tri-C serves more than 1,500 students and visitors with disabilities annually. SAS supports students with disabilities at any Tri-C campus, site, location or online course. Common disability types include learning disabilities, sensory limitations, psychiatric conditions, physical mobility conditions and chronic health issues. Students choose Tri-C because of its continued commitment to serving their needs.

Discrimination against any individual based on age, ancestry, color, disability, military status, national origin, race, religion, sex, sexual orientation, veteran status or genetic information is prohibited at the College.

The Americans with Disabilities Act (ADA) defines a disability as any mental, physical or learning condition that substantially limits any major life function. The ADA mandates access to higher education for those self-identifying as disabled.

Likewise, section 4112.022 of the Ohio Revised Code prohibits state-assisted higher education institutions from discriminating against individuals with disabilities.

The Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990 mandate that colleges and postsecondary institutions ensure that qualified students with disabilities are not denied participation in or the benefits of postsecondary education.

Tri-C embraces human diversity and is committed to affirmative action and equal opportunity. In addition, the College is committed to eliminating discrimination and harassment in the workplace and academic environment. These commitments are moral imperatives consistent with an intellectual community that celebrates individual differences, diversity and meaningful individual freedom to pursue professional and educational goals. In many circumstances, these commitments also represent legal requirements.



## Applying for Services

New to SAS

Returning SAS Student

To receive services, students must complete the Intake Form through the **Student Accessibility Services Portal ([tri-c.edu/student-accessibility-services](http://tri-c.edu/student-accessibility-services))**. Select the New to SAS button and submit the requested information.



### Upload Documentation

May include educational documents or detailed diagnoses from a licensed provider.

After submitting this form, students can upload current documentation of a disability from a qualified professional through the Student Accessibility Services Portal. To qualify for services, the student will need to provide documentation establishing that a disability exists that would substantially impact their ability to participate in the educational process if reasonable accommodations are not made.



### Make an Appointment

Set up a meeting through eSARS or contact your campus SAS office.

Students should then schedule an appointment to meet with an SAS student advisor through the Student Accessibility Services Portal. We recommend scheduling the appointment at least four weeks before classes start, as some services may require additional time. During this meeting, the SAS student advisor will review the documentation of the disability, discuss needed accommodations with the student, and, if approved, create an accommodation letter to be provided to instructors and other students.



### Sign the Student Responsibility Form

Form must be signed to receive accommodation letter.

The SAS adviser on each campus advises students with disabilities on accommodations, including campus accessibility and assistive technology, and communicates their disability needs with their instructors. The SAS adviser can refer students to outside agencies for additional assistance if necessary. The SAS adviser may act as a liaison between the student and the agency or between the agency and Tri-C. If it is necessary for the adviser to speak with a service provider (such as a doctor or case manager), the student must sign a release of information to allow the adviser to speak with the agency.




## Confidentiality

Once the SAS office has obtained written materials to verify a student's disability and plan for appropriate services, that information will be kept confidential and secure as required by law. This information will be shared only on a need-to-know basis within the College community and only when there is a compelling reason.

Information may also be released with the student's written consent. Students who elect to authorize a separate individual to access or share their educational records must complete a FERPA (Family Educational Rights and Privacy Act) release form in *my Tri-C* space.

### FERPA



[Add/View Student FERPA Release](#)  
[General FERPA Information](#)  
[Directory Disclosure Form](#)

### Academic Records

- Request Transcripts (Official)
- View Transcripts (Unofficial)
- FERPA Request
- Change Major
- Enrollment Verification

Please review the College website regarding FERPA at [www.tri-c.edu/ferpa](http://www.tri-c.edu/ferpa).



## Rights and Responsibilities

### Tri-C students with disabilities have the right to:

- Accessible courses, programs, services, jobs, activities and facilities offered by Tri-C
- Appropriate confidentiality of all information about their disability
- Reasonable and appropriate accommodations and/or auxiliary aids determined on an individual basis
- Information in alternate formats as appropriate

### Tri-C students with disabilities have the responsibility to:

- Start this process as early as possible by scheduling an appointment with an SAS student advisor and self-identifying as a student with a disability seeking accommodation.
- Provide the SAS student advisor with current documentation of a disability.
- Meet the College's qualifications and essential academic and institutional standards, with or without reasonable accommodation.
- Complete the same or equal course requirements that other students complete, with or without accommodations.
- Contact the SAS office each semester to request their accommodation letter.
  - » The SAS office will send the accommodation letter to the student's chosen instructors.
- Comply with the College's Student Code of Conduct.

### Tri-C SAS has the right to:

- Require current documentation of a disability from a student completed by an appropriate professional source to verify the need for reasonable accommodations.
- Discuss a student's need for reasonable accommodations, including with the professional source of their documentation.
  - » If there is a need to request additional documentation, a signed consent may be required.
- Maintain the College's academic standards.
- Determine appropriate, reasonable accommodations in consultation with students.
  - » These may be alternative accommodations to those requested by the student.
- Postpone or deny a request for accommodations if the documentation fails to verify the need for the requested services.
  - » Faculty and staff outside of SAS should not be involved with this.



- Refuse to provide an accommodation that is inappropriate or unreasonable, including any that poses a direct threat to the health and safety of others, constitutes a substantial change or alteration to an essential element of a course, or poses an undue financial or administrative burden on the College.
- Require a three-day advance notice to proctor exams.

### **Tri-C SAS, along with faculty and staff, have the responsibility to:**

- Ensure that reasonable accommodations and/or assistive technology (such as CCTV, audio recording, adjustable tables, etc.) are provided, allowed and/or arranged.
  - » Please allow up to 48 business hours (excluding holidays and weekends) after receiving an email for the accommodation to be implemented.
- Provide information and materials in alternative formats when necessary and required.
- Treat all students with the same fundamental fairness.
- Follow confidentiality guidelines.
- Promptly discuss any issues concerning a student with a disability with the SAS student advisor or an assistant dean of Student Affairs.
- Maintain appropriate records and communication concerning students with disabilities
  - » SAS maintains these records.
- Inform students with disabilities of College policies and procedures for filing a formal grievance through the director of Institutional Equity and Title IX coordinator or external agencies (such as the Office for Civil Rights).

## **Grievance Procedure**


Students who wish to file a complaint regarding disability-related issues should follow the College policies and procedures for filing a formal grievance through the director of Institutional Equity and Title IX coordinator or external agencies (such as the Office for Civil Rights). Contact the Tri-C **Office of Institutional Equity (OIE)** ADA/504 coordinator at 216-987-4778 for any alleged violations of the ADA or Section 504 of the Rehabilitation Act of 1973. The student may also have the issue reviewed by the Office for Civil Rights at the U.S. Department of Education at 216-522-4970 or 1350 Euclid Ave., Suite 325, Cleveland, Ohio 44114. For more information, visit the Student Complaints, Concerns and Compliments web page ([tri-c.edu/student-resources/student-complaints-and-concerns](http://tri-c.edu/student-resources/student-complaints-and-concerns)).





## Accommodations

Accommodations are provided on an individualized basis. Once the student has met with the SAS student advisor and accommodations have been approved, an accommodation letter will be formally emailed to the instructors. Students may also designate which instructors are to be notified.



**Request an Accommodation Letter**

We will process your request, then send a copy both to you and the instructors you select.

At the start of each semester, students must contact the SAS office to request that accommodation letters be sent to faculty. Letters may be requested each semester using the Request an Accommodation Letter in the SAS Portal. Accommodation letters are not sent without direct requests from students each semester, and faculty are under no obligation to provide classroom accommodations before receiving the letter. Accommodations begin once the faculty member receives an accommodation letter from SAS.

We recommend that students meet with instructors privately during office hours, by email, or as instructed in the syllabus to confirm accommodations. Students do not have to disclose specific disability information to instructors. Students should only discuss the accommodations for which they are approved. This should be done early in the semester. The student should communicate with instructors throughout the semester to provide reminders of planned accommodations, such as testing arrangements. Students should contact the SAS office immediately if they have any problems receiving accommodations.

To request a change in accommodations, the student must schedule an appointment to meet with an SAS student advisor to discuss and provide additional documentation. In certain instances, the SAS student advisor, with the student's permission, will give instructors advance notice if special arrangements need to be made, such as the use of an attendant or an interpreter.



## Testing Accommodations

Students approved for testing accommodations typically test in one of Tri-C's **Campus Testing Centers ([tri-c.edu/testing-center](http://tri-c.edu/testing-center))**, which may require prior scheduling. If testing is in the SAS office, students must schedule their appointments at least three business days before the test date. Prior to receiving testing accommodations, all students must review and sign the **Student Responsibility Form**. Examples of testing accommodations include:

- **Extended Time on Tests and Quizzes**

*Extended-time tests and quizzes* are based on the time it takes to complete the test and are adjusted to meet individual needs based on documentation of the disability and functional limitations.

- **Reading of Exams**

The College utilizes reading software that can read tests in an electronic format. These may be administered through the Campus Testing Center, the SAS office, or, in some cases, the instructor.

- **Scribes**

*Scribes* will write or type exam answers for students who cannot do so because of a disability. Exams that require a scribe may be administered through the SAS office or the instructor.

- **Distraction-Reduced**

Students who require a distraction-reduced environment due to their disability will need to meet with the SAS office to determine which location is most reasonable and appropriate: the Campus Testing Center or the SAS office. An instructor may proctor some tests, which will be determined individually before test administration.

- **Alternative Formats**

*Alternative formats* for testing include enlarged test fonts and audio tests. The student must notify the SAS office if they require an alternative format when they schedule their test.

- **Calculators**

*Calculators* should be a four-function device to assist with basic math function recall. Their use is not intended to solve math equations and provide answers but rather to aid with basic math calculation in a timed environment. For math-related accommodations, the term “basic” refers to addition, subtraction, multiplication and division.



## Sign Language Interpreters

Sign language interpreting services are available for classes, academic advising, workshops, programs and services of Tri-C. To schedule a sign language interpreter, the student must meet with their SAS student advisor 30 days before the start of the term. If there is a delay in requesting services, the interpreters may not be immediately available. The student needs to make their SAS student advisor aware of changes to their schedule. After the term starts, students must inform the SAS office if they will be absent from class. They may also notify their interpreter. If they are late to class, they must inform their interpreter and the SAS office immediately. If not notified, the interpreter will wait 20 to 30 minutes before leaving, depending on the length of the class. If the interpreter has left, the student should go to the SAS office to see if an interpreter is still available. Students can contact the SAS office for more information.

## Printed Materials Available as Accommodations

- **Textbooks in an Alternate Format**

Students who require textbooks in an alternate format should discuss their needs with their SAS student advisor and schedule reading software training. Due to copyright laws, the student is required to purchase a copy of the book and provide the SAS office with a receipt or other proof of purchase. Publishers may require several weeks to provide a textbook in an alternative format.

- **Textbooks Enlarged\***

Students who need textbooks enlarged may need to provide a copy of the text. Depending on demand, this service may take several weeks. The SAS office will coordinate this service.

- **Classroom Handouts**

The SAS office may be able to assist in creating accessible versions of classroom handouts.

- **Braille Materials\***

If a student prefers a Braille format, they should inform an SAS student advisor. Depending on demand, this service will be coordinated with the Cleveland Sight Center and SAS and may take several months.

*\* Please note that a textbook may need to be taken apart for services like enlarging or brailleing. The SAS office will require permission from the book's owner to provide these services.*



## **Assistive Technology/Equipment Available as Accommodations**

Assistive technology and equipment are available for student use for testing and classwork. Reserving the equipment may be necessary based on student demand. If the College does not have the needed equipment, a request should be made to the SAS student advisor for assistance in completing an Accommodation Request Form. Depending on the manufacturer, equipment delivery may take six months or longer. All equipment purchased by the College remains the property of the College. If the equipment is lost or damaged while on loan, the student is responsible for covering the cost.

The SAS office needs to track equipment use. Therefore, the student will be required to complete an Equipment Loan Agreement Form. Some equipment or software, such as CCTV, ZoomText, JAWS and Dragon NaturallySpeaking, are only available for use on campus. All equipment on loan must be returned to the SAS office by the last day of the semester, after three consecutive absences documented by the instructor, or upon request by Tri-C and/or the SAS office.

Please be aware that the SAS office does not provide equipment for personal use.

Examples of Technology and Equipment (not inclusive and subject to change):

- Assistive Listening System
- Closed Circuit TV (CCTV)
- Digital recorder
- Dragon NaturallySpeaking software
- Hand magnifier
- JAWS
- Kurzweil 3000 software
- Large font calculator
- Manual wheelchair
- Perkins Braille
- Specialized mouse and/or keyboard
- Talking calculator
- ZoomText Software

## **College Credit Plus (CCP)**

College Credit Plus (CCP) students who meet the state criteria and elect to take college courses may qualify for SAS. CCP students are considered Tri-C students and will follow the same guidelines. This applies to all Tri-C courses offered online, on campus or at off-campus sites, such as their high school. Accommodation procedures for CCP students follow the College's ADA procedures. See disability service provisions between college and high school accommodations in the table below.



## Telecommunication Devices

Students using Sorenson Video Relay must call 216-223-6181 to identify which campus they will be attending.

**Ohio Relay Service: 800-750-0750.**

## Emergency Evacuation Procedures

Tri-C's *Emergency Procedures Guide* states the following:

During a fire or an emergency, disabled or injured persons should enter the nearest stairwell and wait for rescue. Firefighters and public safety personnel are responsible for checking stairwells and directing rescue operations. Firefighters and paramedics are responsible for the physical evacuation of all wheelchair students or personnel from the stairwells. Only under conditions of immediate danger should other personnel attempt to rescue wheelchair students or personnel.

At the beginning of each semester, students are responsible for familiarizing themselves with the most expeditious evacuation routes from each of their classrooms.

## Temporary Disabilities

Services are available for students with temporary disabilities. Students seeking assistance due to temporary disabilities must follow the same procedures to receive their accommodations as students with permanent disabilities. Services will be provided only for the duration of the disability, as stated by the licensed service provider who is treating the disability.

## Conditions Not Considered Disabilities

Some conditions or circumstances that affect the livelihood of a student are not considered disabilities under the ADA. Those circumstances include but are not limited to:

- English as a Second Language (ESL): Learning a new language does not involve an impairment and can be improved with tutoring and practice. Difficulty with a new language does not indicate a learning disability, though some ESL learners may also have underlying disabilities.
- Pregnancy: Pregnancy is not considered a disability. Some conditions that occur as a result of pregnancy may be disabling and may be protected under the Office of Civil Rights' Title IX statute. If you need pregnancy-related modifications, contact Tri-C's **Office of Institutional Equity ([tri-c.edu/titleix](http://tri-c.edu/titleix))**.
- Test Anxiety: As a stand-alone diagnosis, test anxiety is not considered a disability. The ADA considers a disability to be a condition that impacts a major life activity, such as learning, breathing or eating. Test anxiety is not usually considered to substantially limit a major life activity.



## Service Animals

Service animals are subject to local and state laws and ordinances as long as they do not conflict with the ADA. The service animal must be under the care and control of its handler at all times. Handlers are responsible for any damage or injuries caused by their service animals and must take the appropriate precautions to prevent property damage or injury.

Under the ADA, service animals must be harnessed, leashed or tethered unless these devices interfere with the animal's work or the individual's disability prevents using these devices. In this case, the handler must control the animal through voice, signal or other effective controls.

A service animal is present because it is needed to perform a functional task to assist its owner. Therefore, it is considered "on duty" at all times when it is on campus and should be demonstrating controlled behaviors (quiet, calm, non-distracting, remaining with the handler at all times, etc.). Please note that some service dogs are trained to alert their handlers and may be trained to bark to do so.

Behaviors that indicate a service animal may not be under the care and control of its handler include but are not limited to:

- Uncontrolled barking, whining, growling or making other distracting noises
- Uncontrolled jumping on, nudging, lunging at, sniffing or licking other people
- Regularly escaping the handler or overpowering them
- Destroying College property or the property of others on campus
- Urination or defecation indoors
- Behaviors that pose a direct threat to the health or safety of others

Please contact the **Office of Student Affairs** ([tri-c.edu/student-life/student-affairs](http://tri-c.edu/student-life/student-affairs)) at any campus with any questions or concerns regarding service animals.



## Disability Services Provisions: Differences Between High School and College

|   | High School  | College   |
|---|--|---|
| <b>Goal</b>                                     | Success: All students should graduate  | Access: Equal access to programs and services   |
| <b>Applicable Laws</b>                          | IDEA is the main legal focus, with some application of Sec. 504 of the Rehabilitation Act.                                 | Sec. 504 of the Rehabilitation Act and ADA are the main legal focus.  |
| <b>Responsibility for Identification</b>        | School   | Student   |
| <b>Determining Eligibility</b>                  | Team of teachers, counselors and parents<br>This may include assessments performed by the school.                          | Student Accessibility Services<br>The college or university is not required to diagnose. The student is responsible for providing documentation of the disability, which must meet the requirements of the college or university.   |
| <b>Plan of Service</b>                          | IEP, ETR or Sec. 504 plan written by the team; very formal; mandatory re-evaluations                                       | Accommodation letter written by the college or university's Student Accessibility Services with the student; no specific formula for the plans; re-evaluations not mandated but may be needed   |
| <b>Responsibility for Provision of Services</b> | School: Just about everything but medical care   | <b>College:</b> Reasonable classroom accommodations<br><b>Student:</b> Personal services such as attendants, tutoring, aids and devices<br>The student must follow up with the necessary staff to utilize accommodations.   |
| <b>Educational Setting</b>                      | Entitled to a Free Appropriate Public Education (FAPE) — least restrictive environment                                     | Inclusion/mainstream with accommodations; no “special education” or entitlement; civil rights to equal access if otherwise qualified  |
| <b>Staff and Instructors</b>                    | Trained, designated special education personnel<br>Teachers may be trained to help students according to their disability. | The designated person to contact may be a specialist or have many responsibilities.<br>Faculty may not have any disability services background, are usually not informed of a student's specific disability unless the student chooses to disclose it, and are only expected to know how to provide the prescribed accommodation. |
| <b>What About the Student?</b>                  | The student is included but does not hold primary responsibility.  | The student's services are a team effort between the student, the faculty and Student Accessibility Services.   |
| <b>Due Process</b>                              | State Board of Education's procedure   | 1) Student Accessibility Services<br>2) Director of Institutional Equity/<br>Title IX Coordinator<br>3) Office for Civil Rights   |

*Adapted from the Disability Center, University of Missouri-Columbia; the Office of Disability and Testing Services, Cleveland State University; and the Office for Disability Equity, University of Montana.*



## Other Services and Resources

### Counseling Services

Tri-C offers academic, career and personal counseling with licensed counselors. Students will work with a counselor to identify educational and career goals. Tri-C also offers access to resources to explore solutions related to personal concerns impacting the educational experience and personal development. Visit <https://www.tri-c.edu/counseling-center/index.html>.

### Paying for College

Paying for college can be one of the most challenging parts of earning a degree — but it shouldn't prevent a student from achieving their goals. Tri-C offers many payment options, including grants, scholarships, student loans and tuition payment plans.

#### Admissions and Enrollment Services

Contact the Admissions and Financial Services office at any campus location to set up a [payment plan \(tri-c.edu/paying-for-college/tuition-and-fees/tuition-payment-plan.html\)](https://www.tri-c.edu/paying-for-college/tuition-and-fees/tuition-payment-plan.html). The College also offers several [tuition incentive programs \(tri-c.edu/paying-for-college/tuition-incentive-programs.html\)](https://www.tri-c.edu/paying-for-college/tuition-incentive-programs.html).

#### Financial Aid and Scholarships

To apply for financial aid, complete the Free Application for Federal Student Aid (FAFSA) at [studentaid.gov](https://studentaid.gov) and speak with an advisor in Tri-C's [Student Financial Aid and Scholarships office \(tri-c.edu/paying-for-college/financial-aid-and-scholarships\)](https://www.tri-c.edu/paying-for-college/financial-aid-and-scholarships).

### Tutoring Services

Tutoring services are available in many subject areas at every campus through the [Tutoring Center \(tri-c.edu/tutoring\)](https://www.tri-c.edu/tutoring) and [Writing Center \(tri-c.edu/community/community-services/writing-center.html\)](https://www.tri-c.edu/community/community-services/writing-center.html). Services are free to enrolled students and available in person or virtually by walk-in or appointment.

### Student Life

[Student Life \(tri-c.edu/student-life\)](https://www.tri-c.edu/student-life) sponsors campus programs and activities that promote learning and development. This includes student clubs and organizations, Student Government, leadership and volunteer opportunities.





## Other Information

### Campus Accessibility

The College makes every effort to ensure the campus is accessible. College staff may provide assistance as needed in every office and facility which serves students on campus. In some cases, such as receiving assistance using the library, students will need to make an appointment in advance to ensure that someone is available. Any difficulties with campus accessibility should be reported to the **Office of Student Affairs ([tri-c.edu/student-life/student-affairs](http://tri-c.edu/student-life/student-affairs))**.

### Parking

Accessible parking is provided in all Tri-C parking lots. To park in designated lots, a student must display a state-issued disability placard on the car windshield.

### Transportation

Tri-C supports a Greater Cleveland Rapid Transit Authority (RTA) Student U-Pass program. All enrolled students are eligible to request an RTA pass to use buses and trains. Transportation is also available through various private transportation companies. For more information, contact RTA at 216-621-9500, TTY 216-781-4271, or via the internet at [rideRTA.com](http://rideRTA.com).



## **Student Accessibility Services Office Locations**

### **Eastern Campus**

Student Services, ESS 1202  
4250 Richmond Road  
Highland Hills, Ohio 44122  
216-987-2052  
Sorenson Video Relay: 216-223-6181

### **Metropolitan Campus**

Student Services, MSS 209  
2900 Community College Ave.  
Cleveland, Ohio 44115  
216-987-4344

### **Western Campus**

Liberal Arts, WLA 102  
11000 Pleasant Valley Road  
Parma, Ohio 44130  
216-987-5079

### **Westshore Campus**

Health Careers and Sciences, SHCS 141D  
31001 Clemens Road  
Westlake, Ohio 44145  
216-987-5736

### **Brunswick University Center**

BUC 122  
3605 Center Road  
Brunswick, Ohio 44212  
216-987-5793

This document is for informational purposes and is subject to change. For additional information, please visit the [Student Accessibility Services website \(tri-c.edu/sas\)](http://tri-c.edu/sas).





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[tri-c.edu/sas](http://tri-c.edu/sas)