

COLUMBUS STATE

ACCESSIBILITY SERVICES

Student Handbook

2026-2027

This handbook is available online at www.cscs.edu/disability and in alternate formats upon request.

Table of Contents

Accessibility Services Contact Information & Hours of Operation	3
Accessibility Services Mission Statement	5
Intake Procedures/Letter of Accommodation	6
Special Circumstances	7
Confidentiality and Release of Information	7
Service Animals	8
Dual Credit/College Credit Plus	9
Note-Taking Assistance	9
Unscheduled Absences Plan	11
Code of Student Conduct/Behavior in Accessibility Services Department	12
Using Your Approved Services and Accommodations	13
Testing Policies/Procedures	14
Exam Accommodations	16
Interpreting/Captioning Services Guidelines	18
Accessible Media Guidelines	20
Assistive Technology Loaner Equipment Program	21
Emergency Procedures for Students with Disabilities	21
Campus Resources	22
Voter Registration at Accessibility Services	26
Reporting ADA Discrimination	26
Access Concerns and Accommodation Appeals	26

Accessibility Services Contact Information & Hours of Operation

<u>Mailing Address</u>	<u>Phone Numbers</u>	<u>Location</u>
Accessibility Services 550 E. Spring Street Columbus, Ohio 43215	Main Desk: 614-287-2570 Fax: 614-287-6054 Testing Desk: 614-287-5089	Eibling Hall, Room 101 <u>Email</u> disability@cscs.edu

Hours of Operation

Access Advisor Intake Hours (By Appointment Only – Virtual or In-Person)

Monday: 8:00am-5:00pm
Tuesday: 8:00am-5:00pm
Wednesday: 8:00am-5:00pm
Thursday: 8:00am-5:00pm
Friday: 10:00am-4:30pm

Eibling Testing Center Hours

Testing Center hours vary each semester. Please visit the Testing Center's website for [Locations & Hours of Operation](#).

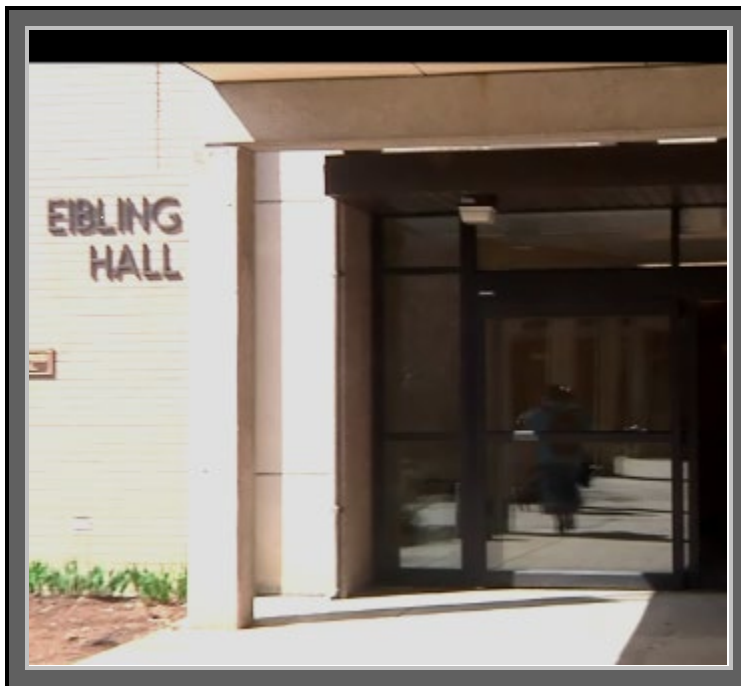
Please note: All visitors to AS (current students, prospective students, faculty, adjuncts, & staff) are required to sign in, regardless of their intent for the visit. Individuals will be assisted in the order in which they've signed in.

Staff Contact Information

Director	Tiffany McClain	tmcclain@cscs.edu
Assistant Director	Sheryl Killen	skillen@cscs.edu
Access Advisors	Autumn Altizer Helen Baker Sarah Conrad Marie De Falco Brian Dixon	aaltizer@cscs.edu hbaker20@cscs.edu sconrad12@cscs.edu mdefalco1@cscs.edu bdixon11@cscs.edu
Accommodated Testing Coordinator	Autumn Altizer	aaltizer@cscs.edu
Accessible Media Coordinator (housed within DEIS)	Alissa Price	aprice16@cscs.edu
Interpreters	Mallory Eichler Maryam Sabri	meichler@cscs.edu msabri@cscs.edu
Testing Services		testingservices@cscs.edu

Accessibility Services Mission Statement

Providing a quality higher education experience to a diverse student population is embedded in the philosophy of Columbus State. We recognize disability as an aspect of diversity that is integral to society and to the campus community. To this end, Accessibility Services collaborates with students, faculty, staff and community members to create usable, equitable, inclusive and sustainable environments. We promote and facilitate awareness and full access through training, partnerships, innovative programs and accommodations.



Intake Procedures

To officially register with Accessibility Services (AS), a current or prospective CSCC student must:

1. Submit verification of your disability for review by an Accessibility Services Access Advisor. Please send all documentation to disability@csc.edu. Information regarding disability verification criteria is available on the Accessibility Services website (under the "How to Register" tab).
2. Complete any necessary placement tests (if applicable). Accommodations are available for the placement tests. Please let AS know when you submit your documentation if you need accommodations beyond extended time.
3. You will receive an email in your CSCC student email account from your assigned AS Access Advisor. This email will either be an invitation to schedule your Intake Appointment if your disability verification is sufficient, or a request for additional documentation to determine if you are eligible for services.
4. Meet with your assigned AS Access Advisor for a virtual, phone, or in-person Intake Appointment and complete an Accommodation Plan. This meeting takes about an hour. During this meeting, you and the AS Access Advisor will discuss your disability and how it impacts your learning in the classroom. You will also discuss and learn how to utilize approved services and accommodations.

Registration with Accessibility Services is a one-time process. If your disability or diagnosis changes during your time here at Columbus State, please inform your Access Advisor so we can ensure that all of your access-based needs are appropriately addressed.

Letter of Accommodation (LOA)

You will receive your Letter of Accommodation via email approximately 1-3 business days after your Intake Appointment. Your LOA can also be requested by emailing disability@csc.edu or stopping by the AS office. Then, you can print more copies of the letter and/or forward it to your instructors.

Your LOA should be distributed to your instructors at the beginning of each semester, or as soon as you receive it from your Access Advisor after your Intake Appointment. We recommend, if possible, providing both a hard copy and an electronic copy of the LOA to your instructor(s). The LOA does not disclose your disability. Rather, it informs your instructor(s) that you are registered with our department, and which accommodations our department has approved for you. It is your responsibility to provide your instructor(s) with your LOA. Failure to do so may result in a delay of your services. Accommodations are not granted retroactively.

Delaware Campus/Regional Learning Center Accommodations

Disability accommodations are also available at the Delaware Campus and at the Regional Learning Centers. The intake procedures outlined above are the same for all CSCC students, regardless of their preferred location to attend classes.

Special Circumstances

Temporary Services

Students who need services on a temporary basis (e.g. due to an injury, accident or short-term illness) may also register for services by following the registration procedures as stated above.

Confidentiality and Release of Information

- Accessibility Services views all materials pertaining to a student's disability as sensitive information. All disability-related information for students at Columbus State Community College is housed in Accessibility Services. Only staff working at Accessibility Services have access to these files.
 - According to the Association of Higher Education and Disability (AHEAD), "it is only necessary to share with the faculty the information that a student has a documented disability and need for accommodation(s)." Additionally, faculty members must have a "legitimate educational interest" to receive student information. Faculty members have no need to know the nature of the disability, "only that it has been appropriately verified by the individual (office) assigned this responsibility on behalf of the institution."
- The Family Educational Rights and Privacy Act of 1974 (FERPA), and the Americans with Disabilities Act (ADA) do not allow faculty or others access to disability-related information.
 - Students may submit a signed "Release of Information" form to permit AS to share information about accommodations and the impact of the disability in the academic setting with specific individuals, with the goal of supporting the student.

Accessibility Services is a Fragrance-Free Zone

The chemicals used in scented products can make some people sick, especially those with fragrance sensitivities, asthma, allergies and other medical conditions.

Accessibility Services staff are committed to being fragrance-free for the health and comfort of our students, staff, and visitors.

We ask that you please join us in keeping the air healthy and fragrance-free when visiting our space.

What types of products can contain scents?

- colognes, aftershaves, fragrances and perfumes
- lotions, powders and creams
- potpourri and candles
- industrial and household chemicals
- soaps and oils
- air fresheners and deodorizers

(Please note that this list is not all-inclusive and other products may trigger a response).

Service Animals

The following guidance is taken from the [ADA Requirements on Service Animals](#).

Students Who Utilize a Service Animal

1. Do not have to officially register with AS. Columbus State cannot ask about the nature of a person's disability to determine if the animal qualifies as a Service Animal. Per the ADA:

Some, but not all, service animals wear special collars and harnesses. Some, but not all, are licensed or certified and have identification papers. When it is not obvious what service an animal provides, only limited inquiries are allowed. Faculty/ Staff may ask two questions: (1) is the dog a service animal required because of a disability, and (2) what work or task has the dog been trained to perform. Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task. Although a number of states have programs to certify service animals, you may not insist on proof of state certification before permitting the service animal to accompany the person with a disability.

2. If it is unclear that an animal is a Service Animal, the student may be directed to Accessibility Services to assist in the determination of whether an accommodation needs to be made, and/or if the animal is indeed a Service Animal.

Service Animal Definition: Service animals are defined as dogs (or in some instances, miniature horses) that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder (PTSD) during an anxiety attack, or performing other duties. Service animals are working animals, not pets. The work or task a dog has been trained to provide must be directly related to the person's disability. Dogs whose sole function is to provide comfort or emotional support do not qualify as service animals under the ADA.

Pet: a domestic or tamed animal or bird kept for companionship or pleasure and treated with care and affection. A pet is not considered a Service or an Assistance Animal. Individuals are not permitted to keep or bring pets on college property without complying with Policy and Procedure 13-03 as stated in the Columbus State Community College Student Handbook.

Where Service Animals are Allowed

- Under the ADA, state and local governments, businesses, and nonprofit organizations that serve the public generally must allow service animals to accompany people with disabilities in all areas of the facility where the public is normally allowed to go.

Service Animals Must be Under Control

- Under the ADA, service animals must be harnessed, leashed, or tethered, unless these devices interfere with the service animal's work or the individual's disability prevents using these devices. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls. A person with a disability cannot be asked to remove their service animal from the premises unless: (1) the dog is out of control and the handler does not take effective action to control it or (2) the dog is not

housebroken. When there is a legitimate reason to ask that a service animal be removed, staff must offer the person with the disability the opportunity to obtain goods or services without the animal's presence.

- The owner is responsible for removal of the animal's waste, including placing the waste in a closed container and removing the container to an outdoor receptacle.
- Owners could be held responsible if any damage is caused by their animals.
- Animals should be healthy with updated vaccines and immunizations and should not pose a threat to Columbus State students, faculty, or staff.

Dual Credit/College Credit Plus

There are different federal laws in place regarding students with disabilities and education.

One set of laws applies to students with disabilities in grades K-12. These laws include the Individuals with Disabilities Education Act (**IDEA**), and The Rehabilitation Act of 1973 Section 504 **Subpart D**.

The other set of laws applies to students with disabilities in college. These laws include The Americans with Disabilities Act (**ADA**) and The Rehabilitation Act of 1973 Section 504 **Subpart E**.

High School students taking College Credit Plus (CC+) and/or Dual Enrollment classes where college credit is being earned are considered to be college students. As such, they are subject to college-level expectations and responsibilities.

It's important to understand that your high school accommodations are not automatically in place in your CC+ class, and some of them may not be permitted in a college-level class. In order to receive accommodations for your college credit plus classes, you need to register with Accessibility Services at Columbus State.

Note-Taking Assistance

There are several accommodations that may be approved for a student, by which they can have access to notes. They are:

Instructor Provided Notes

The student is approved to receive advance copies of class lecture notes, overheads, power point presentations, etc. (when available) in order to facilitate/support their in-class notetaking process. If notes/resources are not already created by instructor, the instructor is under no obligation to create them.

Audio Recording Lectures

- The student informs the instructor that they are approved to record class lectures. They should have signed an "Audio Recording Agreement" form during their intake. This form is available for instructors should they have questions or concerns.
- The student should place the recording device close to the instructor.

Copy of Peer Notes

- The student is eligible to receive a copy of a peer's notes. The student may ask a fellow classmate to take notes on their behalf or may ask their instructor for assistance in

locating someone to do so. Students may pick up a Notetaker Notebook (a carbon-copy notepad designed to provide a duplicate copy of pages of classroom notes) from AS and/or request to receive digital copies of a peer's notes.

- If a student and/or their instructor is unable to locate a peer note taker, please inform your Accessibility Services Access Advisor as soon as possible.

Important Note: Note-taking assistance is not a substitute for attending class. When a student misses a class for a non-disability-related reason, they must make alternative arrangements for obtaining notes.

Priority Registration for Academic Scheduling

All students registered with Accessibility Services are given access to Priority Registration for academic scheduling; allowing students to enroll in courses one week prior to when general registration opens.

Use of Podium/Specialized Seating

A student may be approved to stand at a podium or use a specific type of chair during lecture or lab. This accommodation requires the student and Access Advisor to complete a Furniture Request Form. Please be sure to submit your completed furniture request form to your AS Access Advisor at least one week prior to the start of the semester to ensure adequate processing time.

Lab Assistant

A student may be eligible for the accommodation of Lab Assistant if the student is unable to complete the physical mechanics and dexterity requirements of lab activities independently and safely (e.g., retrieval of supplies or equipment, lifting, pouring chemicals, etc.). A Lab Assistant acts only as the student's hands or eyes. Students approved for this accommodation are responsible for providing Accessibility Services with advanced notice that this service will be required during an upcoming semester. Requests which do not allow sufficient advance notice will increase the possibility that a Lab Assistant will be unavailable. As such, students requiring a Lab Assistant should contact Accessibility Services as soon as applicable courses have been scheduled.

Personal Care Attendant in Classroom

A student may be approved to have a personal care attendant (PCA) to assist with personal needs as an accommodation within the classroom. The PCA is to act as a non-academic participant within the learning environment. The student is responsible for providing their own PCA. Both the student and PCA are responsible for reviewing and abiding by Columbus State's PCA in Classroom policy.

Personal Care Attendant in Testing Room

The student is approved to have a personal care attendant (PCA) available to assist with personal needs in the testing environment (this may include redirection/cueing to task, assisting with physical mobility, and/or tending to medical needs). The PCA is to act as a non-academic participant within the testing environment. The student is responsible for providing their own

PCA. Both the student and PCA are responsible for reviewing and abiding by Columbus State's PCA in Testing Room policy.

Unscheduled Absences Plan

Occasionally, a student's documented disability may cause them to miss more class time than is permitted by the syllabus and instructor. When this occurs, the student will email their instructor within 24 hours of the absence, due date, or quiz/exam to request to use their UAP accommodation.

Students are expected to attend class. Attendance is an academic issue. The documented disability does not release a student from meeting the course requirements.

Should a student have a disability which may cause unscheduled absences to occur, they must discuss this possibility with their Access Advisor. If this accommodation is approved, the student must obtain an Unscheduled Absences Plan from their Access Advisor.

This plan should be presented to the instructor, along with the student's Letter of Accommodation, at the beginning of the semester (or as early as possible after the student completes registration with Accessibility Services). It should be given to each of the student's instructors throughout the student's time at Columbus State.

The Unscheduled Absences Plan gives recommended extensions on deadlines for assignments, quizzes/tests, and in-class participation.

The form also explains the need for the student to complete **all** required coursework, perform all essential functions and meet all the requirements of the class. If the student misses too much classwork due to disability-related absences, it may become impossible for the student to pass the course.

Frequently Asked Questions

How do I talk to my instructor about my need to miss class for disability related reasons?

When you deliver your LOA and UAP you should discuss each of your accommodation needs in that specific course. If you are requesting flexibility with attendance, you should let your instructor know. Remember, you have the right to maintain the confidentiality of your disability. It may be helpful to explain to your instructor what has worked well related to attendance in previous courses.

Do I have to communicate with my instructor every time I am absent?

Communication with your instructor is very important and expectations should be discussed when sharing the UAP. In some instances, instructors may ask that you communicate with them on an ongoing basis. Part of this communication is so that your instructor can be made aware that this absence was disability related and so that you can also obtain any important information that may have been discussed when you missed class. Discuss the best format of communication (email, Blackboard, next class meeting etc.) and any concerns you may have related to your ability to communicate.

Do I need to provide a doctor's note if my absence is disability related?

No, you should not be required to provide a doctor's note when your absence is disability related. However, if you are missing class for a non-disability related reason, then your instructor may have a policy in place to request proof of absences.

If I am absent, will my instructor record the lecture for me?

No, the instructor is not required to provide a course recording or notes from the class(es) that

you miss. However, you may utilize the instructor's office hours, when available, to clarify any questions you have about course content.

Code of Student Conduct/Behavior in Accessibility Services Department

Accessibility Services is a professional environment that provides services and accommodations for students with disabilities at Columbus State Community College. In order to best serve our students, we expect everyone to be courteous and appropriate to one another and to Accessibility Services staff. Profanity, aggression (verbal or physical), threats, yelling, slamming doors or items, and failing to comply with Accessibility Services guidelines, etc. are considered unacceptable behaviors. These cause disruption to other students, and to Accessibility Services staff, who are working with these students.

Disruptive and disorderly conduct, or failure to comply with the guidelines and expectations of the college's Code of Student Conduct, may result in AS staff asking the student to leave the office, contacting the campus police to have the student removed, and/or filing an Incident Report with the Office of Student Conduct. The same general expectations of behavior apply to all students, including those with disabilities. Students registered with Accessibility Services must adhere to the policies and guidelines stated in the Code of Student Conduct. These policies apply to academic and non-academic behavior on and off campus. To refer to the Code of Student Conduct, please visit the [Office of Student Conduct's website](#). Feel free to discuss any questions, comments, or concerns with your assigned Accessibility Services Access Advisor.

Using Your Approved Services and Accommodations

1. Analyze your classes.

Look at the requirements for each of your classes and consider your particular disability-related needs when determining which accommodations you will be using for each of your classes. Some accommodations may not be necessary for every class.

2. Email a copy of your Letter of Accommodations to your instructors.

You may choose to forward to your instructor a copy of the Letter of Accommodations your AS Access Advisor emailed you. In the email, request to discuss your accommodations after class with your instructor.

3. Meet with your instructors.

Another option is to print out a hard copy of your Letter of Accommodation and bring it to class with you. Give your Letter of Accommodation to your instructor and ask to discuss your approved accommodation, either before or after class. When meeting with the instructor, make specific accommodation requests. You do not need to disclose the specific nature of your disability to your instructor. If you are uncomfortable identifying your disability, keep the conversation focused on the accommodations for which you are eligible.

4. Maintain communication.

Stay in contact with your instructor throughout the semester and provide gentle reminders of planned accommodations (e.g., if you plan to use testing accommodations through Testing Services).

5. Report Problems.

You should immediately alert your Accessibility Services Access Advisor and/or instructor if you are having difficulties with any accommodation, service, or class.

Important Note: Services and accommodations are authorized based on your disability and specific functional limitations. You may not receive all of the accommodations contained in this handbook.

Questions?

Please visit the [Accessibility Services website](#) for more information.

Students may also contact our office via email or phone to schedule an appointment to speak to an Access Advisor.

Accessibility Services Contact Information

614-287-2570 Main Desk
614-287-6054 Fax
614-429-1224 VP
disability@csc.edu

Testing Policies/Procedures

Step 1: Email your Letter of Accommodation (LOA) to your Instructor

- Students are required to provide a copy of their LOA to their instructor(s) prior to receiving testing accommodations.
- Can't find the LOA your Access Advisor originally sent you? No problem! Email disability@cscs.edu to request a digital copy of your LOA. You can then forward this LOA on to all of your instructor(s) each semester.

Step 2: Schedule your exams/quizzes via RegisterBlast

- All students are required to schedule exam appointments using the [RegisterBlast scheduling system](#). Appointments to test in the Testing Center must be made at least 24 hours in advance of your desired testing date. RegisterBlast contains a record of each student's approved accommodations. When scheduling an appointment, simply choose the accommodations you need for each test, and they will be available upon check-in for that appointment. Visit our academic testing website for more information on [how to schedule an exam appointment in RegisterBlast](#)
- If you experience problems scheduling your appointment, please call the Testing Center at (614) 287-5750.

Step 3: Preparing for tests

- All students are encouraged to politely remind their instructors to set accommodations for exams one week before each test.
- Students with an audio accommodation can access this by utilizing Read & Write software. Read & Write is available in-person at all testing center locations. Instructions for downloading and installing this program so it can be used when testing in the virtual environment can be found at the bottom of our [Alternate Media page](#). Please review our [detailed guide for using Read & Write while testing](#) before beginning the first exam.

Step 4: Coming to the Testing Center to take your test:

- Please arrive fifteen (15) minutes before your scheduled appointment. If you arrive more than 15 minutes beyond your scheduled appointment time, you may be asked to reschedule. Tests will start no later than 2 hours prior to Accessibility Services/Testing Services closing time. A Test Denial will be issued to any student arriving to test less than 2 hours prior to close. If you are taking an exam on your deadline date and you are not able to test due to a late arrival, you must reach out to your instructor for a possible deadline extension.
- Students will need to know their CSCC login credentials when coming to take exams.
- A valid photo identification is required. If an individual does not have valid identification, an exam will not be administered. Valid identification is a state driver's license, state identification card, and/or CSCC Cougar student identification card.

Accessibility Services & Testing Services - Testing Center Policies and Guidelines

Student Conduct Policy

All students are expected to adhere to the CSCC Code of Conduct and Academic Integrity policies. Anyone who violates these procedures will not be permitted to start or continue their exam session. If misconduct occurs in the Testing Center, an Incident Report detailing the situation will be submitted to the Office of Student Conduct, as well as the student's instructor.

Identification

Everyone is required to present valid photo identification when reporting to the Testing Center: Examples of valid photo IDs include a current Cougar (Student) ID card, state issued ID, passport, work/school ID, or other legitimate ID bearing a photo and full name. If an individual does not have identification or if the name on the ID does not match the name in the student's records, an exam will not be administered.

Academic Testing: An ID with a name that does not match what's in CSCC's student records must be accompanied by a certificated document (i.e. Marriage License, Name Change Verification Form, etc.) with both the name in the system and the name on the ID provided.

Placement Testing: You will need a valid Photo ID with your name matching your CSCC registered name, your 7-Digit Cougar ID Number, Cougarweb Username and Password to take the Placement Tests. For more information on Placement Testing (including ID policies), please [click here](#).

Out of Region Testing: Identification is verified when signing into your CSCC student account (Blackboard and CougarWeb). Additional verification may be required, e.g. Photo ID.

Cell Phones and Electronic Devices

Cell phones and electronic devices (including photo/video capturing devices, fit-bits, calculator watches, smart watches, Google glasses, etc.) are not permitted in the Testing Center when taking an exam. If you choose not to leave these items at home, you will be asked to store the items in a locker (where applicable) or underneath the testing station. If it vibrates or rings while in the Testing Arena, your test will be stopped and an Incident Report will be filed and sent to your instructor explaining why your test was not completed. Students may not use cell phones in Testing Center lobbies but should make/take calls outside of the Testing Center.

Personal Belongings

Students may only bring the items required for testing (ID, etc.). Personal belongings must go in a locker (where applicable) or underneath the testing station and cannot be accessed during testing. Only required exam materials are allowed on your desk in the Testing Arena.

Calculators

Calculators are not provided by any Testing Center. If a calculator is allowed for your exam, you are responsible for this, as well as knowing what type/kind (basic, graphing, model, etc.). This information is most often found in your course syllabus. All programmable calculators must have their memory cleared before and after testing.

Food/Beverages/Gum/Water Bottles

No food, beverages, chewing gum or water bottles are allowed in any Testing Center. Exceptions are made only in documented medical situations.

Breaks

Break policy varies depending on the type of exam a student is taking. Traditionally, students taking any CSCC Distance Learning Exam are prohibited from leaving the Testing Arena once the test has been started. If a student is approved for frequent breaks as an accommodation, and needs to take a restroom break, they must check in and out with Testing Services personnel. Students should not loiter in the Testing Center lobby and are not permitted to leave the building for any reason during testing. Students utilizing the restroom must use the bathrooms located on the same floor as the Testing Center. If the bathrooms located closest to the Testing Center are unavailable at the time of the break, the student **MUST** notify Testing Center staff prior to going to a restroom on an alternate floor. Students approved for double time as an accommodation, but not approved for frequent breaks, will only be permitted a break after 2 hours of testing. Students approved for frequent breaks should be limited to 10 minutes. After 10 minutes, your exam will be stopped, and an Incident Report will be created.

Students taking the Placement Test may take a break in between tests.

Distraction Free Environment

Accessibility Services and the Testing Department strive to maintain the best possible conditions for testing. It is our goal to provide a quiet, distraction-free testing experience in a comfortable environment. Earplugs are available upon request. You cannot use earbuds, headphones, or anything that has a cord attached. Please communicate with Testing Services staff if you have any concerns about the testing environment.

Children 14 and Under

No children are allowed in any CSCC Testing Center. Children may attend with a parent/guardian for instances of inquiry only. As a matter of safety and proper testing environment, children may not wait in the lobby/waiting areas while a student is taking an exam, even with a parent/guardian. If an unattended child is discovered while testing is in progress, the examinee will be required to end testing and leave the Testing Center immediately.

Supervision

Students are constantly monitored by proctoring staff and audio/video surveillance while taking an exam.

Pop Quizzes

The instructor must contact Accessibility Services & Testing Services in the event of a pop quiz as soon as it is planned. Sometimes instructors prefer to accommodate pop quizzes in class. When this is not possible (i.e. student requires exams/quizzes in an alternate format, etc.), the instructor can arrange for pop quizzes to be taken with Accessibility Services/ Testing Services. There is still the requirement that Testing Services receives the quiz and test admin form at least 3 business days in advance to allow for processing time; however, all students, regardless of accommodations, will be allowed to take pop quizzes with Accessibility Services/ Testing Services without being required to schedule in advance.

Exam Accommodations

Test accommodations may include but are not limited to:

- Extended time (double time)
- Distraction-Reduced Testing Space
- Private Room

- Audio Format (mp3 and pdf versions)
- Electronic Format
- Braille
- Frequent Breaks
- Access to Food & Drink while testing
- Large Print
- CCTV
- Scribe
- Personal Care Attendant in Private Testing Room
- Spell Check Access
- Calculator
- Dictation Software
- Screen Magnification Software
- Screen Reading Software

Using Readers and/or Scribes for Exams

Readers

- A Reader will only be provided in the event that audio format (pdf or mp3) is unable to be prepared ahead of time and/or if our assistive technology software is not compatible with the computer software program being utilized by a campus department.
- Readers can be asked to repeat information, so do not hesitate to ask.
- Readers will only read what is on the printed page and **cannot** be asked to interpret, define, explain, or reword questions.
- Readers need feedback from you to be effective. Let your reader know what reading tone, rate, etc. works best for you.

Scribes

- Scribes will write down verbatim what you have dictated. The scribe is **not** responsible for organizing or paraphrasing your thoughts into a final draft.
- Scribes are responsible for general spelling and sentence ending punctuation. You are responsible for directing the scribe for any spelling of specific, class related terminology or punctuation within sentences.
- At any time, you will have the opportunity to review what the scribe has written either by reading or having it read to you.
- If there are corrections, you will direct the scribe to make them.
- If a scribe is needed for the entire test, Accessibility Services will **ONLY** provide a scribe for the duration of the student's accommodated testing time.

Interpreting/Captioning Services Guidelines

Accessibility Services coordinates interpreting and/or captioning services for all academic related activities for registered CSCC students who are D/deaf or hard of hearing.

To receive Interpreting and/or Captioning Services in the classroom:

1. Students must attend a one-time Intake Appointment with the Assistant Director (AD) who oversees Interpreting and Captioning Services. (See “Intake Procedures” for more information).
2. During the Intake Appointment, you will receive and discuss the Accessibility Services Policies for using Interpreting and/or Captioning Services.
3. To request interpreting for one-time event/meeting, complete the [Campus Event/Meeting Accommodation Request form](#). Requests with less than 2 weeks’ notice will be filled based on interpreter availability.
4. Schedule your classes for CSCC for the current semester. As soon as you have scheduled classes you will need to:
 - a. Complete the [Interpreting/Captioning Request for Academic Courses Form](#) and submit it. Once you hit submit, you should be redirected to a response received confirmation page. Our department will also send an email to your CSCC email confirming receipt of your request within 2-3 business days. If you do not hear from an AS representative within 2-3 business days, please email studentaccess@csc.edu to confirm your interpreting request has been received.
 - b. If you change your schedule, add or drop a class, you MUST inform AS immediately by submitting an updated request via the Interpreting/Captioning Request for Academic Courses Form and/or contacting studentaccess@csc.edu.
 - c. Request services no later than the On-Time Registration deadline. Please note: It can take several weeks to arrange services. For requests received after the on-time registration deadline, onset of services may be delayed.
 - d. Notify the AD of ANY changes including: absences (planned or last minute), class location changes, service cancellation or withdrawal from a course.
 - e. An interpreter/captionist will wait twenty minutes before leaving a class or an appointment. After three failures to notify Accessibility Services that services are not needed or that you will be arriving late, interpreting/captioning services will be suspended. Services will remain suspended until you meet with the AD of Interpreting and Captioning Services.
 - f. The interpreter/captionist will not copy notes from a board. It is the student’s responsibility to capture (or utilize a Notetaker system) diagrams/PowerPoints or classroom content demonstrated on a board.

Captioning Services

Captioning services will be provided in-class via a captionist laptop that communicates to the student laptop (provided by AS) using special software. This transcription allows for meaning-to-meaning class lectures, discussions, meetings or other academic related activity. A student can communicate with the captionist via typing questions or comments or taking their own supporting notes on the student laptop.

- a. The captionist will edit the lecture transcripts and email the material within 24 hours.
- b. Do not provide other students copies of the captioned notes. Providing notes to other students may result in a loss of captioning service.
- c. It is the student's responsibility to copy or utilize a Notetaker system for diagrams/PowerPoints or classroom content demonstrated on a board.
- d. The captioning equipment is provided to students for in-class use only.

As is true with Interpreting Services, Accessibility Services, within reasonable limits, will attempt to honor ongoing classroom or one time appointment requests made on short notice. Requests which do not allow sufficient advance notice increase the possibility that interpreting or captioning services will be unavailable.

Class Attendance

Class attendance is crucial for successful academic completion. When a student who uses an interpreter, or captioning provider, will be absent from class, notifying the AD is required.

The interpreter or captioning provider can be notified ahead of time when any absence is planned. When possible, prior notification of the absence should be given to the AD. The interpreter, or captioning provider, is there as a supplement to the classroom experience, not as a substitute. If a student misses class, they need to meet with the instructor for follow-up. Interpreters and captioning providers are not responsible for the student's absence nor their academic coursework.

No-show Policy

If interpreting or captioning services have been requested, and you know that you will be unable to attend class, you should provide at least 24 hours' advance notice so that the service provider can be informed and possibly re-assigned. Advance notice is defined as informing the AD prior to the start of the class or assignment from which the student will be absent.

In some situations, students may not be able to provide 24-hour notice; however, any advance notice is helpful. Failure to provide any advance notice is considered a "No-Show".

To give advance notice a student should contact the AD via email at studentaccess@csc.edu stating the class or classes from which you will be absent.

Failure to provide notice will result in the following actions:

- First "No-Show": An email will be sent to remind the student of the policy and appropriate procedures.
- Second "No-Show": An email will be sent to the student informing the student that they have two "No-Shows." In addition, the letter will remind the student of the policy and appropriate procedures.

- Third “No-Show”: Services will automatically be temporarily suspended, and an email will be sent to the student informing the student of the policy and the appropriate procedure. Services will remain suspended until the student makes an appointment and meets with the Supervisor of Interpreting and Captioning Services to reinstate services.

Accessible Media Guidelines

Accessible Media converts printed materials such as textbooks and handouts into different formats. This enables students to read the material using their computer. Alternate formats can include electronic text, large print, audio materials, and braille.

Once you are approved for Accessible Media by your Access Advisor, you need to complete a training session in order to understand how to use the materials. Accessible Media training sessions are available in-person or virtually. To request an appointment, please utilize the [Accessible Media - Student Appointment Request Form](#).

Students who wish to receive Accessible Media will need to make an Accessible Media request online every semester. Here is the process:

1. Schedule your classes.
2. Submit your Accessible Media request online via the [Alternate Media Request Form](#) as soon as you have a class schedule.
Please Note: Requesting as early as possible is crucial. Textbook conversions can take up to 6 weeks to produce.
3. Purchase your books. (Please note: do not wait until books are purchased to make an AM request)
4. Starting as early as the week before classes begin, submit proof-of-purchase receipts online via Blackboard. You must submit proof of purchase to receive access to your books in an alternate format.
5. Download books via Blackboard.

Detailed instructions for these steps can be found in the [Alternate Media Guidelines](#).

To receive other course materials such as syllabi and handouts in an alternate format, please contact the Accessible Media team. Please note: this process can take a few days, so it is important to ask for materials at least two (2) business days in advance.

All CSCC students have the opportunity to access a program called Read and Write which will read most digital textbooks and online materials aloud for free. Read and Write can be downloaded from the [Texthelp website](#) by using your CSCC email address.

For further instructions contact the Accessible Media Staff at AlternateMediaTeam@csc.edu

Assistive Technology Locations

Assistive Technology software and hardware is available at most CSCC computer lab workstations.

Assistive Technology Loaner Equipment Program

Accessibility Services owns several pieces of Assistive Technology equipment that can be loaned to qualified students on a semester basis. The type of equipment available varies and is limited in quantity. Students should check with their AS Advocate to determine if they are eligible to participate in the Loaner Equipment program.

Type of equipment available includes, but is not limited to:

- Talking and Large Print calculators
- Hand-held CCTVs
- Digital Recorders
- Perkins Braille
- Amplified Stethoscopes

Students that are eligible and choose to participate in the Loaner Equipment program will be required to fill out a Loaner Agreement form. Students are liable for the device while it is in their possession and are fully responsible for any damage or loss that occurs with any part of the loaned equipment.

All loaner equipment is due back the Friday of Finals week of the semester in which the device was loaned. Should a student fail to return the device on time, a hold will be placed on student records. This hold impacts a student's ability to register for classes and/or obtain transcripts. The hold will be released upon return of the equipment or resolution of the situation.

Medical Emergencies

Students with Seizure Disorders

If you have a seizure disorder that is not controlled by medication, and have seizures often, it is wise to alert your instructor to your condition. Let them know what to expect if you were to have a seizure during class, and under what circumstances it would be necessary to call 911. For additional information, you should refer your instructor to the Accessibility Services Instructor Handbook, which provides some brief instructions on how to react to a seizure. We also have a [Seizure First Aid handout](#) (created by the Epilepsy Foundation) that you can provide to your instructor(s) each semester.

Emergency Procedures for Students with Disabilities

In order to ensure your safety, develop an emergency plan or a strategy **in advance**. How you respond to an emergency depends on:

- the type of emergency
- your specific disability
- the location of your classes
- where you work on campus

Students with Mobility Disabilities

Elevators provide access for students with mobility disabilities to classrooms throughout campus. However, during an emergency such as a fire or tornado, elevators can be very dangerous and often cease working. Furthermore, elevators have been known to break down at times leaving people with mobility disabilities stranded on upper floors. As a result, it is unlikely that you will be able to evacuate without the assistance of others. The following steps can help to ensure your safety in an emergency:

1. Make a plan.

For every building in which you have class or work on campus, locate an area or refuge, which could include a stairway or an adjacent classroom/room with a fire rated door and walls, where you will await rescue during a fire.

2. Inform others of your plan.

In most instances, this should be the instructor of your class. Let them know the location (e.g. classroom in the Northwest corner of this floor) you have selected to await rescue personnel in the case of an emergency.

Students Who Are Blind or Have Low Vision

As a student who is blind or has low vision, you should develop a plan of action for emergency situations as well. An ideal time to develop this plan is at the start of each semester as you work with your personal mobility and orientation specialist to locate your classrooms (CSCC does not provide mobility and orientation specialists).

Important Note: For any emergency and for students with any type of disability, the first step is to contact 911. When reporting the emergency, it is important to indicate your specific evacuation needs (e.g., you use a wheelchair or a respirator or have breathing or stamina difficulties).

Campus Resources

Campus Police

The mission of the Campus Police department is to enhance the quality of life and the educational environment of the campus community by working in collaboration with students, staff, faculty, and other stakeholders. They offer several safety related services including patrol of campus property and buildings, assistance with vehicle lockouts and jumpstarts, investigation of threats (harassment, disruptive or offensive actions, disorder and criminal offenses), investigation of forced entry, theft or vandalism and other reported offenses. They also provide on-campus escorts, First Aid to injured or ill people, and a text message alert system.

Location: Delaware Hall, Room 047

Phone: 614-287-2525

Career Services

Career Services provides personalized, one-on-one career counseling to our students, including exploring your major, career planning, resume reviews, interview prep, job search assistance, networking tips, and student employment for current students and alumni up to one year after graduating.

Location: Nestor Hall, Room 108

Phone: 614-287-2782

College2Careers Opportunities for Ohioans with Disabilities (OOD) Counselor

Columbus State has a full-time College2Careers Counselor on site to provide career counseling and additional services that can assist students with disabilities to stay in school, complete a degree, and obtain employment after graduation. For more information or to determine eligibility, contact Special Magyidu at special.magyidu@ood.ohio.gov or 614-287-3817.

Compliance Office

The Compliance Office supports Columbus State's commitment to maintain a workplace, and academic environment free of discrimination and harassment. The College shall not tolerate discriminatory or harassing behavior by or against students, employees, faculty members, vendors, customers or other persons participating in a College program or activity. Protected classes for purposes of [Policy 3-43, Discrimination/Harassment](#) are sex, race, color, religion, national origin, ancestry, age, disability, genetic information (GINA), military status, sexual orientation, pregnancy and gender identity and expression.

Phone: 614-287-5519

Library Assistance

The CSCC library can assist you when it comes to retrieving electronic and/or photocopying materials from the library. We also have OhioLink, which enables students to borrow books from any institution of higher learning in the entire state of Ohio.

Columbus Campus: Columbus Hall, Reference Desk: 614-287-2460 refdesk@csccl.edu

Delaware Campus: Moeller Hall, Reference Desk: 740-203-8183 refdesk@csccl.edu

Mental Health Counseling

Columbus State has partnered with Uwill for on-demand mental health and wellness counseling at any time, day or night. Students can call Uwill to receive support in the face of a mental health crisis and also set virtual appointments with a licensed therapist based on individual needs and preferences. Students are able to select from among a diverse group of counselors, and can attend sessions via video, phone call, chat, or messaging.

Phone: (833) 646-1526

Mid-Ohio Market (MOM@CState)

The Mid-Ohio Market at Columbus State is a resource for students and community members to access free, fresh, and shelf-stable food on a regular basis.

Location: 400 Grove Street on the Columbus Campus.

Email: midohiomarket@csccl.edu

Military and Veterans Services Department

The Columbus State Military & Veterans Services Department provides individualized enrollment and referral services to assist community members in successfully meeting their educational and career goals.

Location: Union Hall, Room 056

Phone: (614) 287-2644

Email: militaryveteransservices@csccl.edu

Opportunities for Ohioans with Disabilities (OOD)

OOD is the state's agency that provides vocational rehabilitation services to help people with disabilities become employed and independent. Direct vocational rehabilitation is provided by two of its agencies: Bureau of Vocational Rehabilitation (BVR) and the Bureau of Services for the Visually Impaired (BSVI). **BVR** assists people with disabilities by providing vocational rehabilitation and other services. **BSVI** provides vocational rehabilitation and other services to Ohioans who are blind or have low vision.

[OOD Contact Form](#)

Student Central

Student Central, located on the upper level of Madison Hall, is the place to stop for guidance and assistance you need to be a successful student. The Student Services Specialists at Student Central are well versed in every area of Columbus State and will work closely with you to find answers and connect you to the resources you need. The following are now located in Student Central: Admissions, Registration Services, and Financial Aid.

Location: Madison Hall, Upper Level

Phone: 614-287-5353

Student Conduct

The Office of Student Conduct at Columbus State Community College is a resource for students, faculty, and staff to uphold community standards, educate the campus on the importance of social responsibility, and maintain campus security. The Student Code of Conduct was designed to reflect our campus values of Integrity, Community, Respect, and Responsibility. The college expects all students to share these values and hold each other accountable for maintaining a place of learning and growth free from disruption, discrimination, and disrespect.

Location: Nestor Hall, Room 010

Phone: 614-287-2104

Email: studentconduct@csc.edu

Student Engagement & Belonging

The Office of Student Engagement & Belonging (SEB) offers co-curricular experiences that allow students to connect with meaningful support networks and mentorship programming, develop a sense of community, expand leadership skills, build strong problem-solving skills, serve the community, receive support, and have fun

Location: Nestor Hall - Room 116

Phone: 614-287-2637

Email: studentengagement@csc.edu

Student Financial Aid

At Columbus State Community College, we are dedicated to helping students navigate their financial aid options, including any form of financial assistance that helps you pay for college. This includes grants, scholarships, work-study and student loans.

Location: Madison Hall, Upper Level (Student Central)

Phone: 614-287-5353

Email: finaid@csc.edu

Student Issues Support

Navigating the college environment and understanding policies and procedures can be challenging. Students may have issues that impact their educational experience and may need support in determining how to address/resolve their situation.

Email: issuesupport@cscs.edu

Student Wellbeing

The Office of Student Wellbeing is a hub of support and services that enable Columbus State Community College students to thrive in and beyond the classroom. We are committed to assisting students navigate foundational needs challenges as they complete their studies at Columbus State. Through campus and community partnerships, we connect students with resources for housing, food, childcare, transportation, technology, mental health, and financial education.

Location: Center for Workforce Development (WD), Room 1018

Phone: 614-287-5258

Email: studentwellbeing@cscs.edu

Tutoring Services

In addition to in-person tutoring, Columbus State has partnered with NetTutor to give you even more tutoring options. Now, you have access to Columbus State's professional and peer tutors, as well as NetTutor experts, providing assistance in more subjects and at more times, either on campus or online from any computer, anywhere! Tutoring is provided free of charge to current Columbus State students.

Location: Columbus Hall, Room 103

Phone: 614-287-3952

Email: tutoring@cscs.edu

Writing Center

The Columbus State Community College Writing Center is a free one-on-one tutorial service for students, faculty, and staff. Tutors work with writers on a variety of projects such as essay assignments, research papers, résumés, business letters, lab reports, and scholarship applications. Tutors can help with any stage of the writing process, from generating ideas to revising and polishing. Students registered with Accessibility Services who are approved for the service, will receive double time in the Writing Center. Present your Letter of Accommodation to Writing Center staff to receive this service.

Location: Columbus Hall, 102

Phone: 614-287-5717

Email: writingcenter@cscs.edu

Voter Registration at Accessibility Services

Accessibility Services is a designated voter registration site; voter registration forms and other information about voting are available from your Access Advisor. The forms are also available in the front reception area.

- Any resident of Franklin County in Columbus, Ohio, can register to vote using the forms found at Accessibility Services.
- The national voter registration form is also available so that any student from any state can register to vote at Accessibility Services. This form must be sent back to your home state for voter registration purposes.

For students who are already registered voters, you must submit a new form if you have changed your name or address since the last time you voted or if you have not voted in any election in the last four years.

Notes on Voting:

For Ohio residents outside of the Franklin County area, you can vote via an absentee ballot. Your Access Advisor has information on how you can contact your Board of Elections.

- If you are from another state, you must obtain an absentee ballot from your home county and state.

Reporting ADA Discrimination

Any individual with a disability who believes that they have been a victim of discrimination because of their disability should contact the [Compliance Office](#) or file a [complaint online](#).

Access Concerns and Accommodation Appeals

CSCC's Department of Accessibility Services strives to maintain an accessible and welcoming environment for individuals with disabilities. If you have complaints or concerns regarding an experience accessing or registering for accommodations, interacting with staff/faculty, visiting our facilities, or using our services, please review the processes below to determine next steps.

Concerns related to situations that occurred 30+ days prior are significantly more difficult to address. We encourage you to share the details of your experience regardless of when it occurred. Please understand, however, that how we are able to address the issue may be impacted.

Appeals Process

1. The first step is for students to discuss concerns with their assigned Access Advisor. If you are unsure who your Access Advisor is, or if you are not registered with our office, email disability@csc.edu with your name and Cougar ID, and we'll help connect you.
2. If you and your Access Advisor are unable to reach a resolution, the student may consult with an Accessibility Services administrator. Their contact information is available on page 4.

3. After working with Accessibility Services administration, if a satisfactory resolution is still not reached, the student may choose to notify CSCC's [Compliance Office](#) by submitting an online report. Compliance Office staff will review your report and reach out to you to discuss next steps.
4. If the concern cannot be resolved at CSCC, the student may choose to file a complaint with the Federal Office for Civil Rights, The Ohio Civil Rights Commission or Disability Rights Ohio (formerly the Ohio Legal Rights Service). These entities will take complaints and will investigate when appropriate.

Please Note: While third-party documentation may be sufficient to establish the presence of a disability, documentation alone does not inform whether accommodations are reasonable. Medical information will be considered but is not the definitive information that informs our final decisions. We consider a multitude of factors, and medical provider's recommended accommodation does not automatically bind Accessibility Services, and Columbus State Community College, to approve the accommodation as being reasonable.