**The Office of Disability Services or the Office for Institutional Equity: Who should I contact?**

The Office of Disability Services (ODS) is charged with determining who is an eligible student with a disability and coordinating the accommodation needs of individuals with disabilities who participate in University programs to ensure their equal access and participation in the University community.  The Office for Institutional Equity (OIE) is responsible for the prompt investigation and resolution of all complaints of disability discrimination and harassment, as well as other types of discrimination and harassment.

**Generally, individuals who need an accommodation or have a disability-related concern should contact ODS first, before OIE.**

**How does ODS help students with disabilities?**

* ODS serves students will a variety of disabilities, including learning disabilities, chronic health conditions, attention deficit disorder, psychological diagnoses, and mobility, vision and hearing impairments, among others.
* Students who require an accommodation due to a disability must make that request through ODS.
* Upon receipt of the request, ODS will engage in an interactive process with the student to determine what accommodations, if any, are appropriate.
* Finding the right accommodation(s) is an individualized process dependent upon the needs of the specific person and the expression of their disability.
* Once ODS and a student identify the appropriate accommodation, and at the start of each semester, every student with a disability should request that ODS send the student’s professors an Accommodation Memo notifying the professor of the approved accommodation.
* **Students should contact ODS with questions related to the specifics of the Accommodation Memo or the implementation of the accommodation in a particular course. Students should also contact ODS if the approved accommodation may not be sufficient or if a student’s health condition that results in the disability changes, and additional or different accommodations become necessary.**

**How can OIE help students with disabilities?**

* OIE provides information about the University’s Non-Discrimination and Anti-Harassment policies and procedures, including how they protect individuals with disabilities.
* Students may report to OIE that they believe that they need accommodations which ODS declined to provide, or that a professor has failed to implement an accommodation ODS put in place.
* Students may contact OIE to complain about disability discrimination or other types of discrimination.
* **OIE will investigate student concerns about disability discrimination, including that ODS-determined accommodations are not being followed by an instructor or that ODS’s determination of appropriate accommodations is insufficient.**

**One of the first things OIE will ask when a student has concerns about an accommodation or possible disability discrimination is whether the student has already gone through the process with ODS to identify and implement a reasonable accommodation, and what was the outcome of that process. As a result, except in unusual circumstances, students should first work with ODS before bringing their disability-related concern to OIE.**

**Both OIE and ODS perform other functions on Campus as well.**

ODS encourages the full development and academic success of persons with disabilities and seeks to prepare them to lead satisfying and productive lives.

* ODS supports the educational experiences of persons with disabilities in all areas of campus life by advocating for continuous improvement in access to University facilities, programs and services.
* ODS works collaboratively with faculty, staff, students and administrators to make the process of seeking accommodations as streamlined as possible.
* ODS educates the University community on policies, procedures and laws that impact persons with disabilities and their involvement in programs and services at the University.

OIE is responsible for the administration of the University's equal opportunity, equal access, non-discrimination and anti-harassment policies, programs and procedures.

* OIE investigates and resolves all complaints of unlawful discrimination and harassment on other bases besides disability, including age, race, color, genetic information, religion, national origin, sex, sexual orientation, gender identity and/or expression, disability or protected veteran status, and all other classifications protected by law.
* Because sexual violence is a form of sex discrimination, OIE acts as the primary contact and resource for victims of sexual violence, which includes sexual assault, dating and domestic violence, stalking and all other forms of nonconsensual sex.
* OIE provides training and information on unlawful discrimination, harassment and sexual violence to increase awareness of these issues throughout the Campus community and promote the full participation, well-being and equitable treatment of all students, faculty and staff.
* OIE trains Search Committees on best outreach and recruitment practices to attract and successfully recruit diverse pools of qualified applicants.
* OIE conducts outreach to organizations and agencies which serve and provide access and job opportunities for women, minorities, persons with disabilities and veterans.

**How do I contact ODS and OIE?**

**Office of Disability Services**

Main Classroom (MC), Room 147

1899 E. 22nd

Cleveland, OH 44115

216-687-2015

[ODS@csuohio.edu](mailto:ODS@csuohio.edu)

**Office for Institutional Equity**

Administration Center (AC), Room 236

2300 Euclid Ave.

Cleveland, OH 44115

216-687-2223

[OIE@csuohio.edu](mailto:OIE@csuohio.edu)

