STUDENT SERVICES

College Bookstores

College bookstores are located at each of Tri-C's four campuses to serve students, faculty and staff by providing required textbooks and supplies in a customer service-focused retail environment. For additional convenience, the bookstores offer online textbook ordering through the external Tri-C website and *my Tri-C space*. Service for the Brunswick site is available at the Western Campus. The College bookstores carry a selection of general reading books, Tri-C apparel, Stomp apparel and gifts. The Metro Campus bookstore features a Starbucks with freshly brewed coffee and specialty pastries and sandwiches along with grab-and-go items. Hours are posted at each of the College bookstores and may vary during the course of a semester.

Campus Dining Facilities

Campus dining facilities at the Eastern, Metropolitan, Western and Westshore campuses offer assorted beverages and a wide variety of freshly prepared entrees including breakfast items, pizza, specialty and grilled sandwiches, salads and desserts. Einstein Bros. offers freshly brewed coffee and bagels, sandwiches and grab-and-go items at the Metropolitan, Western and Eastern campuses. Starbucks offers freshly brewed coffee, specialty pastries and sandwiches at the Metropolitan Campus bookstore. Hours are posted at each location and on the Campus Dining webpage. In addition, vending machines offering a variety of foods, snacks and beverages are located at multiple sites throughout each campus and facility. Use your Stomp Card for special discounts and incentives at all campus dining retail operations, Starbucks, vending machines and bookstores. A Dining Dollars meal plan for use in campus dining facilities is available as part of the Stomp Card program.

Visit the Campus Dining webpage for locations, current hours and contact information.

Housing

Tri-C is a commuter institution primarily designed to serve residents of Cuyahoga County and, therefore, does not provide student housing.

Campus Parking

No vehicle may be left on Tri-C property longer than 24 hours. Vehicles are subject to tow at the owner's expense thereafter. If a vehicle must be left overnight, Campus Police and Security Services must be notified. Tri-C officially closes one hour after classes end. Citations may be paid by mail or in person at any Enrollment Center. Appeals may be made within 10 days of the notice of violation either in person at the department of Campus Police and Security Services or via the online parking appeal form.

Penalty for nonpayment may include withheld grades, registration hold, impounded vehicle or warrant citation (municipal court). Parking and traffic rules and regulations have been adopted by the Cuyahoga Community College Board of Trustees to regulate traffic and parking on Tri-C property. Motorcycles, motorbikes and motor scooters are subject to the same regulations as automobiles. Motor vehicle laws of the State of Ohio are in full effect on Tri-C property.

RTA U-Pass Program

Tri-C supports the Greater Cleveland Regional Transit Authority (RTA) Student U-Pass program. The U-Pass allows eligible Tri-C students to ride free of charge on all RTA buses and rapid trains during the fall, spring and summer terms.

Eligible students must be enrolled in one or more academic credits at Tri-C, their account must be paid in full, have authorized financial aid to cover full tuition or have a tuition payment plan in place. The U-Pass must be placed in the middle of your Stomp Card, either above or below the student name and number, depending on current card design. The College administers the U-Pass program based on an agreement between Tri-C and RTA. Visit tri-c.edu/RTA for more information.

College Information and Enrollment Support Center

The College Information and Enrollment Support Center provides convenient enrollment support services to Tri-C's new, continuing and returning students. Customer service representatives provide prompt responses to inquiries about College admission, class registration, balances and information on Tri-C's academic and student services. The College Information and Enrollment Support Center also accepts credit card payments toward registration and fees. Contact a representative via Live Chat, email customerservice@tri-c.edu or call 216-987-6000 and press 0. Check out **Ask Tri-C** for quick answers to common questions.

Information Stations and Assistance

Areas of assistance are highly visible near each campus Enrollment Center, with uniformed student ambassadors and other Tri-C staff available to help students and visitors quickly find the information they need.

Computer stations, known as Information Stations, are also located throughout each campus so students and visitors can quickly and conveniently access important information. No login is required to access many of the services at these stations.

At these computer kiosks, students can:

- Log in to *my Tri-C space* to register for classes, check the status of their financial aid, see holds on their academic or financial records, make payments or update program, major, personal or contact information.
- Order required textbooks from the online Tri-C bookstore.
- Make corrections or additions to their Free Application for Federal Student Aid (FAFSA).
- Register or verify registration for Selective Service.
- Search courses online with real-time information regarding when classes are offered and which courses are still open/available.
- Review the Two-Year Course Offering Guide for planned course offerings over the next two years.
- Check degree and certificate requirements in the Tri-C catalog.

- See academic calendars for the current and upcoming semesters.
- View the most recent student handbook.

Campus visitors and students can:

- See the Collegewide calendar of events
- Check employment opportunities
- Learn about resources available to students
- Access safety and security information on the Campus Police webpage

Ask Tri-C

Have questions? Ask Tri-C has answers!

This online service is available 24 hours a day, seven days a week to help students and staff find quick answers to common questions. Ask Tri-C also features the Top 10 questions being asked at any given moment.

To use Ask Tri-C, just type a question in the search box and click Submit. The best answer shows up, along with other related questions. Users can rate the responses from poor to excellent. Feedback allows the quality of answers to improve. Links to related questions provide additional guidance. Users can also chat with or email a customer service representative for further assistance.

Transfer Centers

The Tri-C Transfer Centers help students navigate the process from associate degree completion to successful transfer to a four-year institution. Transfer Center specialists can help students review transfer and partnership options, find and connect with a four-year school that best fits their goals and complete admission applications. Each semester, students can sign up for appointments with visiting (external) advisors to learn more about the transferability of their credits. (Students should also meet regularly with a Tri-C counselor to discuss their Tri-C academic plan.) The Transfer Centers also offer free workshops and tours of local colleges and universities throughout the year.

Tri-C has transfer partnerships with many four-year institutions. The Office of Articulation, Transfer and Prior Learning (ATPL) promotes student success through carefully mapped transfer pathways that optimize credit acceptance, improve degree completion time and ensure the seamless transfer of coursework between Tri-C and partner institutions. Students can visit any campus Transfer Center for assistance in researching and understanding transfer partnership options.

Visit tri-c.edu/transfer for Transfer Center locations, contact information and details on current transfer partnerships.

Campus Police and Security Services

The Campus Police and Security Services department at Tri-C is a fully certified law enforcement agency equipped to provide all necessary safety and security services. Campus Police and Security Services is available to assist students 24 hours a day, seven days a week and provides internal facility patrol, outside campus patrol, student escort service, safety education programs, crime prevention programs and emergency vehicle service.

All services are provided through the Central Dispatch Center:

Non-Emergencies	216-987-4325
Emergencies	216-987-4911

For non-emergencies, contact Campus Police and Security Services:

Eastern Campus	ESS 1620
Metropolitan Campus	MCON 90
Western Campus	WSS G105
Westshore Campus	SLT 123

Lost and Found

Campus Police and Security Services assumes responsibility for accepting all found property. Individuals can contact Campus Police and Security Services at 216-987-4325 for either lost or found property.