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DISABILITY SERVICES FOR STUDENTS
Division of Student Affairs

707.664.2677 • Fax 707-664.3330 • Dial 711 for Relay
www.sonoma.edu/dss

Interpreting and/or Real-time Captioning Services For Students who are Deaf or Hard of Hearing

The Disability Services for Students office coordinates interpreting and captioning services for students who are deaf or hard of hearing students and formally registered with the office. Sign language interpreting or captioning is available for classroom and lab requirements and any other required class activity. Documentation of deafness or hearing impairment must be provided to the DSS office as well as completion of an initial interview, before interpreting services will be provided for any academic settings.

Student Responsibilities:

1. Requesting Interpreting or Captioning Services Upon Admission to SSU

- Students should contact the DSS office as soon as they learn their admission status to communicate enrollment plans and need for accommodation(s). Interpreting or captioning service requires advance coordination time. Student contact should be initiated with as much notice as possible, even months in advance to ensure timely delivery of services.
- Students should send a recent copy of an audiogram (within 3 years if progressive) and schedule an intake meeting with a Disability Management Advisor to register for DSS services for a review and evaluation of accommodation needs.

2. Requesting Interpreting or Captioning Services Before Each Semester Begins

- Students should schedule an appointment with a Disability Management Advisor to request interpreting or captioning services as soon as they have registered for classes each semester. This should occur before the student leaves for the holiday or summer break to ensure adequate time to arrange for this service.
- Failure to request an interpreter or captioning in a timely manner may delay the delivery of this service.

3. Scheduling Changes

- Students should notify their Disability Management Advisor as soon as possible if changes have been made in their schedules. Failure to request an interpreter or captioning in a timely manner may delay the delivery of this service.
- Should a student need captioning or interpreting services for field trips, meetings with professors/classmates or similar situations, DSS requests notification of 5 working days prior to the event. Brief meetings after class can normally be covered by the captioning or interpreting service provider from your class, provided he or she does not have another appointment.

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- To request interpreting or captioning services for an internship, field work or similar situation, a student should meet with a Disability Management Advisor to review in detail the requirements, complexity and scheduling of the situation. Coordination may be necessary with the School or Department regarding the requirements of a particular internship to ensure appropriate skill level, training, etc. of the captioning provider.

4. Communication Related to Attendance

- **Absence:** Students must contact the DSS office and the interpreting or captioning agency as soon as they know they will not be attending class. Agencies must be notified at least 48 hours in advance (dependent on agency cancellation policy) in order for SSU to avoid late cancellation fees. Failure to give 48 hours' notice will result in the absence being considered a "No Show".
 - Captioners are not a substitute for a student's attendance in class. Captioners will not remain in class when a student is absent, nor are they responsible for providing a student with missed materials/information.
 - Excessive student absences will be reviewed for suspension of services.
- **Late to class:** Students must contact the DSS office and the interpreting or captioning agency if they will be late to class. Without notice, interpreters follow the appropriate wait lengths (15 minutes) before leaving the assignment site. If you call ahead of time and still do not show up at the time you indicated you would be present, interpreters will then follow the appropriate wait length for a "No Show".
- **No Show:** Is defined as when a student misses class without any prior notification or any form of communication with the interpreting or captioning agency and the DSS office prior to class time. After a cancellation or no-show, we assume you will return to the next scheduled class session unless you notify us otherwise.
- **Late Cancellation:** Is defined as providing less than 48 hours notice.
- **Wait Length for No Show/Late Arrival:** Interpreters and captioners will wait 15 minutes from the beginning of the stated start time of the scheduled event before informing the DSS office that the student has not arrived.
- **Disability Services for Students Contact Information:** (707) 664-2677 Voice; (707) 664-2958 TTD/TTY

5. Suspension of Services

- Irregular attendance patterns, including late cancelation, no-shows, or tardiness may result in suspension of Interpreting or captioning services.

6. Reinstating Services

- Reinstating interpreting or captioning services will occur after these steps have been satisfied
 - Attendance patterns have been discussed between the Disability Management Advisor and the student
 - The student and Disability Management Advisor are clear about student's enrollment status
 - The student and Disability Management Advisor develop a plan to address attendance concerns and confirm understanding about proper notification

7. Availability of Services

- The Disability Services for Students office will make every effort to schedule interpreting and captioning services dependent upon captioner and interpreter availability and the time request for services was made. The DSS office will discuss reasonable accommodation options (i.e., note-taking) if an interpreter or captioner is unavailable.

8. Procedure for Report Captioner or Interpreter absence/tardiness

- You should contact the Disability Services for Students office immediately if an interpreter or captioner misses or arrives late for an assignment. Efforts will be made to provide a reasonable accommodation. If no substitute is immediately available, the student may be advised to check out a digital recorder from DSS to record the lecture for later transcription.

Disability Services for Students Responsibilities:

1. The DSS office will provide the Registrar's office with a list of registered DSS students, so that the students will be provided with Priority Registration.
2. The DSS office contracts out with approved service providers qualified to provide interpreting and captioning services.
3. The DSS office or approved service provider will relay messages to students should there be a change in interpreting or captioning services. The DSS office will discuss reasonable accommodation options (i.e., note-taking) if an interpreter or captioner is unavailable.
4. Provide course instructors with resources allowing them allowing them to work effectively with Deaf or hard of hearing students.

Interpreter and Real Time Captioner Responsibilities:

1. Adoption of a consistent, accurate and conflict-free theory as well as familiarity and sensitivity to the professional standards
2. Attend all scheduled classes, except in case of illness or emergency, or arrange for substitution through proper channels
3. Prepare, maintain and research job-specific terminology through advance preparation of course materials and consultation with resources including faculty and student
4. Maintain healthy interpreting through awareness of ergonomics and engage active prevention of injuries (i.e., stretching before working, correct posture)

Instructional Staff Responsibilities:

1. Realize the significance of supporting the provided accommodation(s) to ensure academic access and smooth working relationship with student(s) and interpreter(s) or captioners
2. Provide support to interpreters or captioners through provision of supplementary materials (e.g., handouts, copy of overhead diagrams) or information that will enhance interpreting or captioning work
3. Make arrangements to ensure Deaf and hard of hearing students are provided with appropriate and readily achievable opportunities to equally participate and enjoy the benefits of educational programs and activities within the course, including the use of captioned videos/DVD's

Student Agreement for Services:

I agree with the guidelines for requesting interpreting or captioning services and understand that my accommodation services may not be provided in a timely manner if I do not follow through as described.

Student Signature

Date

DSS Staff member

Date