

Deaf & Hard of Hearing Program Student Policies and Procedures

The Disability Resource Center (DRC) at San Jose State University (SJSU) provides communication support services for registered students by contracting for notetakers, sign language/oral interpreters and real-time educational captioners. The following guidelines have been established to define boundaries at SJSU and for the provision of services:

1. Requirements to Receive Services

Deaf students must meet with the Deaf and Hard of Hearing Program Coordinator or the Lead Interpreter each semester to obtain interpreting, captioning, and note-taking services. A student who is newly arrived on campus must bring to the initial meeting an audiogram by a licensed audiologist or medical doctor verifying their hearing loss. At this meeting, students must sign a **"Statement of Agreement"** to confirm that they have read and understood the policies & procedures.

Deaf students must register for their classes with the Coordinator or Lead Interpreter during the priority registration period (early registration) and provide a class schedule to ensure that appropriate interpreting and other support services can be provided for the upcoming semester.

Real-time captioning services may be authorized for Deaf/HoH students who are not proficient in sign language to keep pace with classroom lectures. Transcripts of the lectures may or may not be authorized. These accommodations will be assigned on a case-by-case basis by a DRC coordinator in accordance with standard DRC and University policy.

Assistive Listening Devices (ALDs) are available for loan to students each semester. Registered DRC Students may check out the equipment under the procedures of the Deaf & Hard of Hearing Program and adhere to written guidelines pertaining to its usage.

To request services contact the Coordinator, Lead Interpreter or DRC Staff. The requests must come from students and not interpreters/captioners.

2. Interpreting/Captioning Services Priority

Interpreting/Captioning services will be provided in the following priority:

- a. Classroom (earliest requests are given first priority)
- b. Classroom required activities
- c. Student/Professor meetings
- d. Campus activities
- e. University-sponsored activities

Requests for interpreting/captioning services outside or in addition to the regular classroom hours must be submitted in writing **at least one week in advance**.

3. Interpreter Absence

Should an interpreter/captioner not appear for an assignment, the student must contact the Lead Interpreter or the Coordinator as soon as possible. (408) 924-5990 TTY. If available, a replacement will be sent.

4. Student Absences or Class Cancellations

Students must notify the Deaf & Hard of Hearing Coordinator or the Lead Interpreter if scheduled interpreting/captioning services will not be needed. If the student is canceling for reasons other than illness, the student must notify the Department at least **24 hours in advance**. Last minute cancellations for any reason other than illness will be documented as a "no show". A student who does not show up for a class and has not called must discuss the reason with the Coordinator or Lead Interpreter.

After three student "no shows", interpreting/captioning services will be suspended. To reinstate the services, the student must arrange a meeting with the DHoH Coordinator to discuss the missed scheduled classes and the student's intentions toward future services usage. The DHoH Coordinator will make the final decision regarding reinstatement of services.

5. Late Arrival

The interpreter/captioner will wait outside the classroom 15 minutes for every hour of the assignment for the student to arrive. If the student does not appear at the end of the waiting period, the interpreter/captioner will report the absence to the DHoH Coordinator or the Lead Interpreter. Students must notify the Deaf & HoH Program or the DRC (Disability Resource Center) if they intend to be late so that interpreters/captioners may be informed. Requests for "late shows" must be reasonable; authorizing services for student "late shows" will be determined by the DHoH Coordinator or the Lead Interpreter.

The interpreter/captioner will wait for a student 15 minutes for each hour of the assignment up to a maximum of 45 minutes.

<u>Length of Class</u>	<u>Waiting Period</u>
1 hour	15 minutes
1.5 hours	23 minutes
3 hours	45 minutes

6. Final Exam Week

Interpreters/Captioners will **not automatically be assigned** for final exams. During final exam week, all services are on a per-request basis only. If the student would like an interpreter/captioner for a final exam, the student must contact the DHoH Coordinator or Lead Interpreter and complete a written request form **two weeks** in advance.

7. Requests for Interpreter/Captioner Replacement from Deaf or HoH Students.

If a student is dissatisfied with the interpreting/captioning services, the student is encouraged to discuss their concerns and issues with the interpreter/captioner to resolve the situation. If the student is still not content with the services, the Lead Interpreter will observe and assess the situation and make recommendations to the DHoH Coordinator prior to making any changes.