

**Deaf and Hard of Hearing Program  
Required Procedures for Interpreters and Captioners**

**EDUCATIONAL SIGN LANGUAGE INTERPRETERS  
EDUCATIONAL REAL-TIME CAPTIONERS**

The Disability Resource Center (DRC) at San José 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 professional boundaries at SJSU and for the provision of services:

- 1. Educational Interpreting/Educational Captioning Services Priority:  
Interpreting and captioning services will be provided by 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

**To request services contact the DHoH Coordinator (Deaf & Hard of Hearing Program Coordinator), Lead Interpreter or DRC Staff. The requests must come from students and not interpreters/captioners. Any service provided without prior approval from the Deaf & HoH Program or DRC will not be compensated.**

**2. Interpreter/Captioner Absences**

**Emergency Absences**

If an Interpreter/Captioner is ill or has a family emergency, the interpreter/captioner must call the Lead Interpreter (408) 924-6005 to advise which assignments will be missed. If the Lead Interpreter is not available, call the Staff Interpreter (408) 924-6287 or Coordinator (408) 924-2716.

Pager:

Coordinator (408) 553-5830

Lead Interpreter (408) 553-5858

**Requested Absences**

Consistency of interpreting/captioning services during the semester is critical; therefore, requests for absences will be approved only for compelling reasons.

If an Interpreter/Captioner requests an absence during the regular course of the semester, prior approval must be obtained from the Coordinator. The request must be submitted in writing and addressed to the Coordinator at least two weeks in advance.

An Interpreter/Captioner who has an unapproved absence from a class may not return to that class without first meeting with the Coordinator. All Interpreter/Captioner “no shows” will be documented in the manager’s working file.

### **3. Payment for Student Absences or Class Cancellations**

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

Length of Class	Waiting Period
1 hour	15 minutes
1.5 hours	23 minutes
3 hours	45 minutes

If the student has not shown up for class during the waiting period, the Interpreter/Captioner must immediately contact the office for possible reassignment. If the Interpreter/Captioner does not contact the Coordinator or Lead Interpreter, the Interpreter/Captioner will not be compensated for that assignment. If the Interpreter/Captioner has concerns regarding a reassignment, the Interpreter/Captioner may discuss their concerns with the Coordinator or Lead Interpreter.

If an Interpreter/Captioner is notified less than 48 hours prior to an assignment or class cancellation, payment will be made for the full assignment. If an instructor announces scheduled class cancellations during the semester, notify the Coordinator or Lead Interpreter. The Interpreter/Captioner will be placed on reserved status for the possibility of reassignment.

**Interpreters/Captioners must be available while on reserved status. If the interpreter or captioner does not respond after reasonable attempts while on reserved status, the interpreter/captioner will not be compensated.**

### **4. Attire**

Interpreters/Captioners are expected to dress professionally. Interpreters are to wear muted colors that contrast with their skin tone. Clothing with prints or stripes must be avoided.

## **5. Exams**

As exams are announced during the semester, Interpreters/Captioners should verify with the professor the date and time of exam. Interpreters/Captioner should confirm with the student the length of services to be rendered during exams. If the student excuses the Interpreter/Captioner during the allotted exam time, the Interpreter/Captioner must inform the Coordinator or Lead Interpreter for possible reassignment.

## **6. Final Exams**

All interpreting/captioning services during the final exam period are on a per-request basis from students. The Coordinator or Lead Interpreter will inform the Interpreters/Captioners if services will be rendered during the final exam period.

## **7. Requests for Interpreter/Captioner Reassignment**

### **From Students**

If a student is not satisfied 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 Coordinator prior to making any changes.

### **From the Interpreter/Captioner**

Interpreters/Captioners who wish to withdraw from a permanent assignment must discuss the reasons with the Coordinator. If the reasons are ethical and compelling, the Coordinator will decide on actions to be taken. Pending a replacement, the employee is to remain with the assignment until notified by the Coordinator.

## **Problem Resolution**

If there is a problem with an Interpreter's/Captioner's performance, the Coordinator will meet with the Interpreter/Captioner to discuss the problem. If the problem is not resolved, a second meeting with the Director of the DRC will be held which will be documented in the manager's working file. Disciplinary action will be taken after two meetings and will be documented in writing for both the employee and placed in the manager's working file and official HR personnel file.

## **8. Harassment**

An Interpreter/Captioner may experience harassment, sexual or otherwise, from a faculty member or student. Conversely, an Interpreter/Captioner can harass a faculty member or student. Either situation is unacceptable. The following definition is provided for your information:

Sexual harassment is defined by CSU policy to include "such behavior as sexual advances, request for sexual favors, and other verbal or physical conduct of a sexual nature directed towards an employee, student, or applicant when one or more of the following circumstances are present: ...The conduct has the purpose or effect of interfering with an employee's work performance, (or a student's academic performance) or creating an intimidating, hostile, offensive or otherwise adverse working environment..." Also, Title 5, Education – California Code of Regulations includes that any student may have disciplinary actions taken against him/her if he/she engages in "abusive behavior directed toward...a member of the campus community."

If an Interpreter/Captioner perceives harassment of any nature, the following steps must be taken immediately:

- Inform the Coordinator immediately
- File a report with the University Police Department
- The DRC will work with the Judicial Affairs Office in the office of Student Affairs to determine what, if any, action needs to be taken against the aggressor
- If the Interpreter/Captioner is uncomfortable in that specific situation, the Interpreter/Captioner will be replaced in that assignment.

If an Interpreter/Captioner harasses a student or faculty member, the Coordinator will collaborate with the Human Resources Department to determine the appropriate disciplinary action needed to be taken.

**Harassment of any nature by an employee will not be tolerated and may result in termination of employment from the University.**

## **9. Injuries/Illness**

If an Interpreter/Captioner becomes ill or injured at work, the following procedures must be followed to ensure that adequate and appropriate medical care is received.

- Immediately report the injury or illness to the Coordinator or Lead Interpreter.
- If necessary, the Coordinator or Lead Interpreter will accompany the employee to the Student Health Center for any necessary first-aid treatment. If the Student Health Center is closed, the employee may go to San Jose Medical Center for first-aid treatment.
- If further medical treatment is needed, the employee will be referred to U.S. Health Works (formerly De La Cruz Occupational Health Care), unless the employee has a pre-designated personal physician.

By complying with the following protocol, it may facilitate the processing of the of the employee's Workers' Compensation claim. If employees qualify for Workers' Compensation, consult with the Coordinator to expedite a claim.

- Obtain an Employee's Claim Form for Workers' Compensation Benefits from the Workers' Compensation Office in Building BB.
- If the claim is accepted, all reasonable and necessary medical expenses will be covered. Additional benefits are available and eligibility varies with the individual situation.
- Individuals with specific questions should contact the Workers' Compensation Specialist (924-2149).

## **10. Time Reporting**

The minimum time per assignment is two hours each day. All assignments are rounded off and billed in half-hour increments. Interpreters will bill one hour for every five hours in class for prep time. Captioners will bill one-half hour for each hour in class for edit time. Captioners will also bill one hour for every five hours in class for dictionary-build time.

## 11. Time Sheets

Inclusive dates for billing varies month to month. Consult with the Coordinator for appropriate inclusive dates. **Timesheets should be submitted to the Coordinator on the 20<sup>th</sup> day of each month.** Interpreters/Captioners will estimate for any time worked after the 20<sup>th</sup> through the end of the billing period. The Coordinator will verify all forecasted time at the end of the billing period.

The employee must record the total number of hours worked each day on the timesheet and then submit it to the Coordinator. The Coordinator will calculate the preparation time for each employee and will submit timesheets to the Department Office Specialist for processing. Assignments from the Disabled Employees Assistance Program, Extended Studies or the ADA budget must be billed on a separate timesheet. **The Coordinator may be consulted if there are questions about billing. Late or incomplete timesheets will result in a one-month delay in payment.**

Paychecks can be picked up after 3:30 pm on or after the 15<sup>th</sup> of the following month. If an Interpreter/Captioner cannot pick up their check, arrangements for delivery can be made by submitting a self-addressed stamped envelope to the DRC office.

## 12. Team Interpreting

Team Interpreters are used for classes 1.5 hours or longer or in situations when an Interpreter works for 2 or more consecutive one-hour classes. In these situations, Interpreters provide support and relief interpreting. Interpreters should not read or write during the assignment, as they must be ready to support team at any time.

If an Interpreter is working in a team situation and the team Interpreter does not show up, the Interpreter must call the DHoH office at 924-6005 ten minutes after the start of class.

Recommendations to alleviate the situation:

- Discuss the situation with the student (if appropriate, involve the instructor)
- Work 20 minutes and take a 10 minute break
- Interpret consecutively (i.e. get the main idea across and leave out the details)

### **13. Interpreter/Captioner Evaluations**

Occasionally, the Coordinator or Lead Staff Interpreter may observe an Interpreter/Captioner while on the job. Observations will be arranged ahead of time and the professor's approval will be obtained. After an observation, the Interpreter/Captioner will be scheduled to meet with the Coordinator for feedback. The observation notes will become part of the manager's working file.

During the course of the semester, Deaf and HoH students and professors will be asked to complete an evaluation form regarding services rendered by an Interpreter/Captioner. Feedback from the evaluations will be shared with the employee of areas needing improvement. The actual evaluations will not be shown to the Interpreter/Captioner, as they are confidential. The final employee performance appraisal will be placed in the manager's working file.

### **14. Interpreter/Captioner Benefits**

#### **Legal Holiday and Personal Holiday Pay**

Interpreters/Captioners will receive compensation for legal holidays if the Interpreter/Captioner works more than 10.9 hours during a pay period. This will be added to the paycheck automatically and will be monitored by the Coordinator. Interpreters/Captioners are entitled to one "Personal Holiday" per calendar year.

Below is the formula for determining how much legal or personal holiday pay an employee would receive during a given pay period.

Hours worked in pay period	Hours Earned for Legal Holiday
11 - 30.9	1
31 - 50.9	2
51 - 70.9	3
71 - 90.9	4
91 - 110.9	5
111 - 130.9	6
131 - 150.9	7
151 or over	8

### **Vacation Leave**

An Interpreter/Captioner will earn 6 <sup>2</sup>/<sub>3</sub> hours vacation leave for each 160 hours worked. An Interpreter/Captioner must accrue 160 hours before vacation hours are granted. If the employee terminates employment with SJSU after working 160 hours, then that employee will be paid for unused vacation hours. An employee should contact the Coordinator to determine balance of vacation hours

### **Sick Leave**

An Interpreter/Captioner will earn 8 hours of sick leave for each 160 hours worked. An Interpreter/Captioner must work 160 hours before sick leave hours are granted. If the employee terminates employment with SJSU after working 160 hours, unused sick leave hours **will not be paid**. An employee should contact the Coordinator to determine balance of sick leave hours.

## **INTERPRETER/CAPTIONER IN-RANGE PROGRESSION**

### **Interpreter/Captioner I:**

An Interpreter/Captioner who has attended or is attending a recognized Interpreter Training Program or Court Reporting Program and has passed the SJSU Interpreter/Captioner evaluation. There must be a positive evaluation of the interpreting experience on file. One year of interpreting experience equals a minimum of 450 hours. It is the responsibility of the Captioner/Interpreter to keep track of their hours accumulating up to 450 and to request advancement. Final decision will be determined by the DRC, which will be dependant upon the employee's performance and requirements. This policy is subject to change without notice although employees will be given updates upon change. **The in-range progression only applies to Hourly Intermittent Interpreters and Captioners.**

With less than one year verified university level classroom Interpreting/Captioning experience. Real-time Captioners certified at 180 w.p.m.

With more than one year verified university level classroom interpreting/captioning experience (other interpreting/captioning experience will be considered). Real-time Captioners certified at 180 w.p.m.

With more than two years verified university level classroom Interpreting/Captioning experience (other interpreting/captioning experience will be considered). Real-time Captioners certified at 180 w.p.m.

With more than three years verified university level interpreting/captioning experience. Real-time Captioners certified at 180 w.p.m.

### **Interpreter IIA:**

A certified Interpreter with an AA degree (equivalent experience will be considered) holding one of the following **valid** certificates: IC, TC, IC/TC. A valid certificate is one, which is still honored by the National Registry of Interpreters for the Deaf. ESSE certification will be considered for SEE Interpreters. Must pass SJSU Interpreter evaluation. One year of interpreting experience equals a minimum of 450 hours. It is the responsibility of the Captioner/Interpreter to keep track of their hours accumulating up to 450 and to request advancement. Final decision will be determined by the DRC, which will be dependant upon the employee's performance and requirements. This policy is subject to change without notice although employees will be given updates upon change. **The in-range progression only applies to Hourly Intermittent Interpreters and Captioners.**

With less than one year verified university level classroom interpreting experience.

With more than one year verified university level classroom interpreting experience.

With more than two years verified university level classroom interpreting experience.

**Interpreter/Captioner IIB:**

A certified Interpreter with a BA degree (equivalent experience will be considered) holding one or more of the following valid certificates: CSC, CT, CI, SC:L, MSC, OIC, and/or Evaluator's Certificate. A valid certificate is one, which is still honored by the National Registry of Interpreters for the Deaf. No SJSU Interpreter evaluation required. Real-time captioners (SJSU evaluation required) certified at 200 w.p.m., and possessing a Court Reporting Program Certificate of Completion or CSR. One year of interpreting experience equals a minimum of 450 hours. It is the responsibility of the Captioner/Interpreter to keep track of their hours accumulating up to 450 and to request advancement. Final decision will be determined by the DRC, which will be dependant upon the employee's performance and requirements. This policy is subject to change without notice although employees will be given updates upon change. **The in-range progression only applies to Hourly Intermittent Interpreters and Captioners.**

With more than one year verified university level classroom interpreting/captioning experience.

With more than two years verified university level classroom interpreting/captioning experience.

With more than three years verified university level classroom interpreting/captioning experience.

**INTERPRETER/CAPTIONER STATEMENT OF AGREEMENT**

I agree, by accepting this job at SJSU, that I am committing to the full 14 weeks or remaining weeks of the class (barring illness or emergency). I understand that repeated requests for substitutes (for reasons other than illness) may result in termination of employment. I agree to inform the Disability Resource Center staff of tests, class cancellations, no shows, and room/time changes.

I have read the Required Procedures for Interpreters and Captioners and understand my responsibilities.

Name: \_\_\_\_\_  
(please print)

Signature: \_\_\_\_\_ Date: \_\_\_\_\_