

## **STUDENT GUIDELINES FOR SIGN LANGUAGE INTERPRETING SERVICES**

These policies are intended to assist the Services for Students with Disabilities (SSD), its service providers and registered students in the orderly and efficient operation of providing Sign Language Interpreting Services.

Every effort will be made to provide Sign Language Interpreters for students who request these services. Students must have completed the appropriate forms and provided documentation of their disability to SSD.

### **Student Responsibilities:**

When requesting classroom accommodations, student responsibilities are to:

- Meet with your Disability Management Specialist and obtain an accommodation letter every semester that you are requesting classroom accommodations.
- Schedule a private meeting with the instructor, present the accommodation letter to the instructor, and discuss the accommodations stated in the letter.
- Introduce the Interpreter to the professor/instructor and explain the role of the Interpreter.
- If your professor/instructor needs more information, please direct them to SSD's website.
- Make arrangements with the professor/instructor related to suggested accommodation.
- Leave the meeting with an understanding of the arrangements.

### **Provider Commitment:**

Each Sign Language Interpreter is committed to work for the entire semester. Sign Language Interpreters will not be changed unless there is a compelling reason, and prior approval of SSD is required.

### **Early Registration:**

Early registration is your best assurance of receiving services promptly. Switching sections or making schedule changes may present problems in providing services in a timely manner.

The SSD "Yellow Schedule Form- [Schedule Form and Request for Professor Letters](#)" must be turned in to the SSD office as soon as possible in order to receive your accommodations (i.e.; interpreters, professor letters, note takers). If you change your class schedule a revised yellow form must be submitted as soon as possible.

If classes, internships and other class related requirements are TBA or located off campus, it is your responsibility to obtain the critical information from your professor and submit it to the Lead Interpreter Coordinator. Failure to do so will not guarantee services on the first day of class.

## **Scheduling Work Assignments**

The Sign Language Interpreter work schedules are determined by the business and operational needs of the Office for Disability Services and will be made by SSD staff. Assignments for the upcoming semester are made prior to the first day of classes. Every attempt is made to provide an accurate semester-long schedule, but assignments are subject to change. The following additional factors are considered when assigning interpreters to each class:

1. The request of the student for a particular Sign Language Interpreter for the assignment
2. The student's preference for Sign Language modality
3. The content of the course – demands in terms of vocabulary, technical difficulty, and format (lecture, laboratory, seminar, etc.)
4. The availability of the Sign Language Interpreter
5. Campus Logistics

If it is not possible to meet the above criteria, assignments will be made according to the availability of the most appropriately-skilled interpreter.

### **Attendance:**

Sign Language Interpreters are expected to arrive five minutes before class begins and stay five minutes after. You are responsible for notifying SSD if your Sign Language Interpreter is late or misses a class.

If the Sign Language Interpreter reports to an assignment and the student fails to show, the Sign Language Interpreter must wait fifteen minutes for a class which is up to one hour in duration and twenty minutes for any class over an hour in length. This will confirm the no-show. Sign Language Interpreters are required to report student no-shows immediately to SSD so that student absences can be monitored. If the student plans to attend class, but is later than twenty minutes, the student must notify the Lead Sign Language Interpreter and Communications Coordinator and the assigned Sign Language Interpreter(s) to stay.

As tests are announced, students should determine if the Sign Language Interpreter would be needed for that class period. Students should inform the Lead Sign Language Interpreter and assigned Sign Language Interpreter(s) if their services will not be required for the testing period.

All final exam services are per request only. If the student would like a Sign Language Interpreter for a final exam, the student must contact SSD two weeks in advance.

### **Absence:**

If Sign Language Interpreting Services have been requested, and you know that you will be unable to attend class, you must provide SSD with at least 24 hours advanced notice so the Sign Language Interpreter can be informed. In some situations, students may not be able to provide 24 hours' notice, and these types of situations will be reviewed by SSD. Failure to provide any advanced notice is considered a "No-Show".

## **Failure to provide notice will result in the following actions:**

1. **"First "No-Show"':** SSD will take note of the undisclosed absence.
2. **"Second "No-Show"':** A letter or email will be sent to the student informing the student they have two "No-Shows". In addition, the letter will remind the student of the policy and appropriate procedures.
3. **"Third "No-Show"':** Services will be placed on Hold until the Lead Sign Language Interpreter and DMS reinstate services. The student must make an appointment and meet with their Disability Management Specialist to discuss reinstating services.

In the event that an Interpreter is unable to attend a class for any reason, SSD will attempt to find a replacement Sign Language Interpreter(s). SSD will provide the student with a recording of the lecture, or other devices to be utilized in the unlikely event that the Sign Language Interpreter is late or fails to provide services on a given day. Please note that SSD may not be aware the Sign Language Interpreter is absent, especially in unpredictable events such as car problems, traffic, weather conditions, etc. If an unforeseen event occurs, the student should record the lecture and provide SSD with the recording as soon as possible. SSD will have the recording transcribed in a reasonable amount of time.

### **Requests for Services Outside of Class:**

Meetings with professors, academic advisors, university officials, etc. require students to give SSD a minimum of three days advance notice in view of the difficulty in scheduling Sign Language Interpreter. An effort will be made to fulfill requests made on short notice, with the understanding that Sign Language Interpreter(s) may not be available. Sign Language Interpreter(s) are not permitted to accept requests for services. A request for services must be made to SSD directly in order for Sign Language Interpreter(s) to be confirmed for assignments. Please complete the "[Student Request for Sign Language Interpreter or Captioner](#)" form and submit it to SSD's office, fax or email the request form. A general request made by email or text is not acceptable. Request forms are available on-line at <https://goo.gl/7x2A5s>.

The Ubiduo face-to-face communication system is available at many campus service locations and is available for checkout at the SSD office. Locations for the Ubiduo can be seen on SSD's website and the campus Accessibility websites. To learn more or see a demonstration, contact SSD as noted below.

### **Communication between Student and Sign Language Interpreter:**

If you have concerns regarding the assigned Sign Language Interpreter(s), please contact the Lead Sign Language Interpreter and Communications Coordinator. Every reasonable effort will be made to resolve your concern(s) quickly and fairly.

To file a formal complaint, please refer to the SSD complaint resolution process: Receiving, researching, and resolving student complaints related to program, academic, architectural and technology accessibility and issues. <https://goo.gl/JY9U9Q>.

## **Contact Information for SSD**

Main Office: HML Suite 1202  
E-mail: [ssdstaff@csufresno.edu](mailto:ssdstaff@csufresno.edu)  
Phone: 559-278-2811

## **Lead Interpreter and Communications Coordinator:**

Dianna Clayton  
E-mail: [diclinton@csufresno.edu](mailto:diclinton@csufresno.edu)  
Phone: 559-278-2811

## RECEIPT OF STUDENT GUIDELINES FOR INTERPRETING SERVICES

### STUDENT COPY TO KEEP, PLEASE SIGN SECOND COPY ATTACHED

I have received a copy of the Fresno State/Services for Students with Disabilities Student for Sign Language Interpreting Services. I have read the document, had any questions answered, and I agree to abide by the policies and procedures therein.

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

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

SSD Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SSD Witness Printed Name / Title: \_\_\_\_\_

Please submit the signed original of this form to Services for Students with Disabilities; a copy will be provided to you.

**RECEIPT OF STUDENT GUIDELINES FOR INTERPRETING SERVICES**

I have received a copy of the Fresno State/Services for Students with Disabilities Student for Sign Language Interpreting Services. I have read the document, had any questions answered, and I agree to abide by the policies and procedures therein.

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

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

SSD Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

SSD Witness Printed Name / Title: \_\_\_\_\_

Please submit the signed original of this form to Services for Students with Disabilities; a copy will be provided to you.