



Guidelines for Requesting & Using Interpreter Services

Interpreter services are provided in consultation with the student and in consideration of a number of factors. These factors include (but are not limited to): 1) the degree of hearing loss; 2) the student's preferred method(s) of communication; 3) the type of communication and language dictated by the situation; 4) the setting including size, number of people, acoustics, lighting and technological access; 5) the speaker's method of communication and/or use of media; and 6) the available resources to provide the service or the accommodation.

The following services/accommodations or combinations **may include** but are not limited to:

- Interpreter Services
- Transliteration
- Communication Access Realtime Translation (CART)
- Note takers
- Provisions for the use of personal, assistive listening devices
- Use of FM or infrared assistive listening systems available in designated facilities
- Preferential seating for lip-reading
- Re-location of classes due to acoustical, lighting or technological issues
- Educating faculty/staff on:
 - a. communication techniques between hearing and hearing impaired individuals
 - b. the role and ethics of the service provider (e.g. interpreter, CART provider) including issues of confidentiality and intellectual property
 - c. the use of communications devices.

The key to obtaining optimal services and/or accommodations is based on timing. The earlier services are requested, the greater likelihood that providers will be available at the time requested. *Immediately after registering for classes each semester, the student should submit a request for services / accommodations with a copy of the student's schedule attached to the OSA Specialist in the Office of Student Accommodations.*

Schedule Changes

If a student makes any changes in his/her schedule, he/she must fill out a new Interpreter Request Form. Changes made at the start of/or within the first two weeks of classes will be subject to availability of qualified service provider.

Attendance

When the student is unable to be present at the beginning of a class that is to be interpreted, transliterated or translated the student should make every effort to notify the office staff in the OSA, explaining they have been delayed but should arrive in “15 minutes”. Under these circumstances:

If a student does not call the OSA, and does not show up for a class or arrives late, the interpreter will wait the following amount of time and then will leave:

- 15 minutes for a 1-hour class
- 20 minutes for a 1-1/2 hour class
- 25 minutes for a 2-hour class
- 30 minutes for a 3-hour class

If a student knows he/she will be late, he/she should call the OSA to request an extension of the above waiting periods. If it is after the OSA office hours, the student should text message the Interpreter on site to notify them of their estimated time of arrival (E.T.A.).

Services are provided with the expectations that students will be present in class to receive them. If a student is absent from two consecutive meetings of the same class without notification to OSA or the service provider, OSA staff will attempt to contact the student to discuss the situation. If OSA staff is unsuccessful in contacting the student, **services will be discontinued / suspended** until the student meets with the Counselor for the OSA.

E-mail communications will be conducted using the College E-mail service. However, Text Messaging to a college email account from an outside source will be accepted when notifying attendance problems.

Interpreter Agreement

Before an interpreter can be provided, students must sign an Interpreter Agreement Form for every semester. These may be found at the OSA on both the DTC and PRC and the Western Campus Success Center.

Special Requests

Upon request, an interpreter will be provided for all college-related activities. The student must fill out a Special Request Form at least two (2) business days in advance. Some examples of college-related activities are Assessment Testing, meeting with teachers, workshops, and field trips, guest speakers.

Appeal Process

If the student wants to appeal any decision made by the OSA, he/she can submit a written appeal to the Counselor for the OSA or the Associate Vice President of Student Affairs following standard College STUDENT GRIEVANCE POLICY NO: 1-12.

Interpreter No-Show for Day Classes

If the interpreter does not show up for a class the student should go into the class and wait for five (5) minutes. If the interpreter does not arrive, the student should leave the classroom and ask the nearest Department Secretary to contact the OSA. The student should then go back into the classroom. The OSA will try to locate an Interpreter for the class or request notes are provided for that class if a peer note-taker is not already in place.

Interpreter No-Show for Night

- If the interpreter does not show up for a night class, the student should request a copy of the Class Notes be provided if a Note taker is not already in place for the class. The student should report the absence to the OSA by the following day.

Qualified Interpreters

- Students have a right to a qualified interpreter. The OSA will only hire Interpreters who have met VQAS standards or RID Certification. If a student feels his/her needs are not being met, he/she should:
- Talk to the Counselor for the OSA. Signs will vary from regional differences to interpreter's personal background.

Out of Class Testing

- If part of a student's accommodation is to have an interpreter interpret a test outside of the classroom, he/she must schedule OSA to take the Test in the OSA following the same guidelines as students requesting Testing outside of the classroom. Request a copy of the procedures in the OSA on any campus.

Interpreter's Role

- The interpreter will sign everything that he/she hears and voice everything that the student signs in the manner which the student or speaker intended.
- Interpreters will not answer questions for the student. The student should direct all questions to the instructor.
- Interpreters will keep in confidence all information obtained while interpreting. (Exception: If a student is planning harm to himself/herself, others, or the college property, the interpreter will report this to the OSA.)
- Interpreters will report attendance issues to the Counselor for the OSA so that s/he may follow-up with the student

The student and Interpreter should work with the OSA staff to communicate scheduling changes in the event they are in transit to the campus but delayed or unexpected illness prohibits their attendance. While the OSA does not expect or require reports on student's performance in classes, no shows involve services paid for but not provided and the Counselor for the OSA needs to be informed of these occurrences.

Center for the Deaf is located in room 160 on the DTC

Students interested in interpreter service should call:

The Office of Student Accommodations
804.523.5626 (someone can leave a message)

Students may also send a text message to OSA@reynolds.edu