# SIGN LANGUAGE INTERPRETING & REAL-TIME CAPTIONING POLICY FOR STUDENTS

Description: Some Deaf and hard-of-hearing students use sign language interpreting and/or real-time captioning for communicative access. Often interpreters will work in teams of two for assignments more than one hour. Captioners may work in teams, depending on the nature of the assignment. Remote captioning is also quite common, and only requires the student to utilize a laptop/tablet to access the captioning in class.

Students: As with all accommodations, we encourage you to share your *Determination of Accommodations* letter with your professors at the beginning of each semester.

1. Submit your course schedule as soon as you register for classes.

2. Notify the Interpreting & Captioning Coordinator immediately with any schedule changes.

3. Keep the Interpreting & Captioning Coordinator updated.

4. Submit requests for final exams and any other University events at least two weeks prior to the event.

1. **Submit your course schedule as soon as you register for classes.** Submit your schedule to the Interpreting & Captioning Coordinator (see contact information below) and note the type of service you are requesting for each course. Be sure to utilize your Advance Registration opportunity by registering on the first day of the First Enrollment Period.
2. **Notify the Interpreting & Captioning Coordinator immediately with any schedule changes.** If you add or drop any courses, be sure to immediately notify the Coordinator so service providers can be rescheduled/assigned in a timely manner.
3. **Keep the Interpreting & Captioning Coordinator updated.** It is important to inform (see below) the Coordinator of any scheduled or last-minute absences, as well as any changes to the dates/times of class meetings (i.e. class cancellations, class-related outings). Additionally, notify the Coordinator of exam dates during which you may not need services. Ideally, these notifications should be communicated to the Coordinator at least 48 hours in advance.
4. **Submit requests for final exams and any other University events at least two weeks in advance.** Service providers are not scheduled for final exams, unless otherwise requested. If you anticipate needing services for your final exam, notify (see below) the Coordinator at least two weeks in advance. Additionally, for University-related events taking place outside of the classroom, such as meetings with professors, campus appointments (AACE, Financial Aid Office), notify the Coordinator at least two weeks ahead of time.

**Contact: interpreting@csueastbay.edu | (510) 885-7579 | After hours: Text (510) 305-1529**

**Student Responsibility Guidelines for Sign Language Interpreting and Real-Time Captioning Services**

1. **Class Schedule:** Accessibility Services requests class schedules be sent at least **three weeks before** the start of each semester. Timely communication with AS allows AS enough time to secure services for the entire semester. AS is committed to filling all requests; however, if requests are received with short notice, alternate accommodations may be arranged until the requested services can be filled.
2. **Late to Class:** Service provider will wait 10 minutes per class-hour after class has begun for a student to arrive. (20 minutes for a 2-hour class; 30 minutes for a 3-hour class, etc.) If the student does not arrive to class within this timeline, the service providers may be reassigned. If the student knows they will arrive to class more than 10 minutes late per class-hour, they should contact the Interpreting & Real-Time Captioning Coordinator so arrangements can be made to have the service providers stay in class.
3. **Service Provider No-Show:** Students are asked to contact the Interpreting & Real-Time Captioning Coordinator as soon as possible if the service provider(s) does not show-up for class. If no other service providers are available, access to notetaking services or a digital recording of the lecture may be provided. The recorded lecture will be transcribed and sent to the student.
4. **Working With the Service Providers:** Accessibility Services strives to provide qualified service providers that fit the students’ needs. Students are encouraged to work directly with their assigned service providers to discuss ways they can best meet their needs. If the student is not satisfied with the services, the student should contact the Interpreting & Real-Time Captioning Coordinator as soon as possible.
5. **Remote Real-Time Captioning:** Due to limited availability of onsite Real-Time Captioners, some real-time captioning services may be provided remotely. The Interpreting & Real-Time Captioning Coordinator will work with the student to provide the necessary instructions to access remote captioning as needed.
6. **Real-Time Captioning Transcripts:** Students using RTC services will receive a copy of class transcripts. The transcript is considered intellectual property of the instructor, and, as such, may not be shared with anyone including other students in the class without Accessibility Services’ and/or instructor’s authorization.