

Interpreting Services Guidelines

Team Approach

Capital Community College is committed to assisting students in their goals of academic achievement. Student Support Services, the student, faculty, interpreters, and note takers all work together as an educational team for the purpose of creating access to a successful learning environment. Each member has a vital and specific role. In order to create an equitable learning experience, all team members must fulfill their respective roles.

Disabilities Services Coordinator is responsible for:

- Scheduling interpreters and note takers appropriately.
- Providing disclosure letters to students to give to their instructors notifying them of academic adjustments including but not limited to an interpreter and/or a note taker being assigned to the class or the need for captioning of film, etc.

Student is responsible for:

- **Complete academic advising and registration for class at least 30 days before the semester starts. Request an interpreter from the Disabilities Services Coordinator for appointments.**
- **Complete the Interpreter Request Form at least 30 days before the semester starts.**
- On the first day of class, identify yourself to the interpreter.
- Be on time for all classes, labs, and meetings
- Sit in a place that provides the best distance, lighting, background, and angle for seeing the interpreter.
- Personal conversations with the interpreter should not occur during the class.
- Emailing the Disabilities Services Coordinator 10 business days before an event or meeting or as soon as the need for an interpreter is discovered.

Interpreter Responsibilities:

- **If the student is absent or late, stay 30 minutes unless notified otherwise.**
- **Leave after 30 minutes if the student does not show up to class or appointment.**
- Interpret lectures, discussions, movies, and all slides in the classroom setting.
- Provide interpreting services with a professional demeanor.
- Keep all information confidential.
- Facilitate communication between persons who are hearing and person who are deaf/HOH as accurately as possible.

Notice of Nondiscrimination

Capital Community College does not discriminate on the basis of race, color, religious creed, age, gender, gender identity or expression, national origin, marital status, ancestry, present or past history of mental disorder, learning disability or physical disability, sexual orientation or genetic information in its programs and activities. In addition, the College does not discriminate in employment on the basis of veteran status or criminal record. The following person has been designated to handle inquiries regarding the non-discrimination policies: Rita Kelley, Title IX and Section 504/ADA Coordinator (Primary) and Affirmative Action Officer, Room 305B, 950 Main Street, Hartford, CT 06103 Tel. (860) 906-5133 E-mail: rkelly@capitalcc.edu or [Doris.Arrington](mailto:Doris.Arrington@capitalcc.edu), Title IX and Section 504/ADA Coordinator (Secondary) and Dean of Students, Room 212, 950 Main Street, Hartford, CT 06103 Tel. (860) 906-5086 E-mail: darrington@capitalcc.edu

- Show up on time for all assignments.
- Be professional in all aspects of the interpreting assignment.

Note Taker Responsibilities:

- **If the student is absent or late, stay 30 minutes unless notified otherwise.**
- **Leave after 30 minutes if the student does not show up to class. You are not to take notes for a student who is not there.**
- Attend all classes.
- Arrive at class on time and take clear, concise notes throughout the class period.
- Make sure the notes are legible and comprehensive.
- Drop off and/or copy notes to the Disabilities Services Coordinator within 24 hours of each class OR give notes directly to student.
- Notify the Disabilities Services Coordinator as soon as possible if you are unable to attend a class.
- Contact the Disabilities Services Coordinator as soon as possible if you are unable to continue as a note-taker.
- Maintain the confidentiality of the student's identity.
- Communicate effectively with the student and the Disabilities Services Coordinator if a problem arises.
- Your role is to be a note taker. Do not take care of other services for students with disabilities.

Scheduling Procedures

All interpreting requests must go through the Disability Services Coordinator.

Students needing interpreting services are strongly encouraged to register at least 30 days in advance of the start of class to better ensure that an interpreter is located and available. A failure to do so might limit our ability to meet your needs. Once classes are scheduled, students who are deaf need to fill out the required paperwork for requesting an Interpreter. Students do not need to provide proof of acceptance into selective admissions programs or admissions into the college in order to meet with the Disabilities Services Coordinator. Requests are processed in the order in which they are received.

Interpreting services are contracted with agencies outside of the college. It is important to remember that interpreter availability may be limited. That is why the timeliness of an interpreter request is very important. **Every effort will be made to accommodate student schedules, but students who register late are not guaranteed an interpreter immediately.**

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Student Absences/Cancellations

- **Notify the Disabilities Services Coordinator (HCarrasquillo@capitalcc.edu) that you will be absent from class or an appointment at least 24 hours prior**
- If you have not appeared at the beginning of class or appointment and have not indicated that you will be arriving late, the interpreter is required to wait 30 minutes outside of the classroom. They will leave after 30 minutes.
- **If a student is a no show 3 times for a class or an appointment and fails to notify the Disabilities Services Coordinator in advance, interpreter services may be suspended.**
- A letter of warning will automatically be sent and you will need to make an appointment with the Disabilities Services Coordinator once the services have been suspended. You must attend this meeting in order to have services reinstated.

Other Services

- **Tutoring**
 - Tutoring services are available to all students.
 - Once it is determined that you will want tutoring, please see the Disabilities Services Coordinator to coordinate days and times so interpreting services can be arranged. (see “Interpreter Request” Form)
 - The same policies that are in place for class interpreting will be in place for tutoring.
 - You will be notified when an interpreter has been assigned.
- **Pre-Advising**
 - Pre-advising with the Disabilities Services Coordinator is recommended for all students who are deaf/HOH.
 - Schedule an appointment with the Disabilities Services Coordinator.
 - With advanced notice, interpreting for the meeting will be arranged. (see “Interpreter Request” Form)
 - You will be notified when an interpreter has been assigned.
- **Events on Campus**
 - To request an interpreter for events such as plays, special lectures, and/or ceremonies, complete the Interpreter Request form 10 business days in advance of the date needed.
 - You will be notified when an interpreter has been assigned.

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Recommendations

First Day of Class

It is important to start the semester on a good note. Here are some recommendations for the first day of class:

- Arrive ten to fifteen minutes early to introduce yourself to the instructor, the interpreter and the note taker.
- Ask the interpreter his/her preferred mode of communication.
- Use the team approach (you, interpreters, instructors) to best establish preferred placement in the classroom (i.e. standing by board, sitting near desk)
- Obtain syllabus/course outline in order to be better prepared.
- Promptly communicate any changes in room or instructor to the Disabilities Services Coordinator.

Updated Student Information

We ask that all students who receive interpreting service provide updated contact information to the Disabilities Services Coordinator to help with communication; including preferred method of contact (i.e. Relay, email).

If there are changes to your information, please notify the Disabilities Services Coordinator as soon as possible. This information is critical to receive messages, possible schedule changes, and any non-emergency phone message.

Interpreter/Student Interaction

Interpreters are expected at all times when providing interpreting services to adhere to the Registry of Interpreters for the Deaf (RID) Code of Professional Conduct

http://www.rid.org/UserFiles/File/NAD_RID_ETHICS.pdf

These guidelines used with permission from Tunxis Community College Disability Services

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Student Contract

By signing below, you indicate that you have read the Interpreting Services Guidelines and agree to the following:

If you plan to miss a class or an appointment you MUST notify the Disabilities Services Coordinator by calling 860.906.5204 or by emailing HCarrasquillo@capitalcc.edu.

Initial

_____ I understand that I need to notify the Disabilities Services Coordinator that I will miss class or an appointment at least 24 hours in advance.

_____ I understand that if I do not appear at the beginning of class and have not indicated that I will be arriving late, the interpreter and note taker will wait 30 minutes outside of the classroom before leaving.

_____ I understand that notification less than 24 hours before class or an appointment is considered late notice.

_____ I understand that if I am a no show for class or for an appointment 3 times during a semester, my interpreter and note taking services may be suspended.

_____ I understand that a letter of warning will be sent once it has been documented that I missed 3 class and or appointment times without notification.

_____ I understand that I will need to make an appointment with the Disabilities Services vices have been suspended in order to reinstate services.

_____ I understand that if services are reinstated, interpreters are subject to availability and therefore may not be available right away.

Student Signature

Date

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