

Texas A&M University-Corpus Christi



The Island University



## *Disability Services*

**...A Department in the Division of Student Affairs**

*Handbook for Deaf Students  
Using Interpreter Services/  
Note-Taker Services*

September 2006

Available in Alternative Format Upon Request

## Table of Contents

---

<b>Table of Contents</b>	<b>1</b>
<b>Services</b>	
<b>Services Provided</b>	<b>2</b>
<b>Requesting Services</b>	<b>2</b>
<b>Facilitation of Services</b>	<b>3</b>
<b>Attendance Protocol</b>	
<b>Student</b>	<b>4</b>
<b>Interpreter</b>	<b>4</b>
<b>No-show Warning: Protocol</b>	<b>5</b>
<b>Interpreter Notification Procedure</b>	<b>5</b>
<b>Interpreting Protocol</b>	
<b>Code of Ethics</b>	<b>6</b>
<b>Using an Interpreter/Note-taker</b>	
<b>Services</b>	<b>6</b>
<b>Evaluation and Supervision</b>	<b>7</b>
<b>Responsibilities</b>	
<b>Student</b>	<b>8</b>
<b>Interpreter/Note-taker</b>	<b>8</b>
<b>FAQ's</b>	<b>9</b>
<b>Glossary</b>	<b>10</b>
<b>Acknowledgements</b>	<b>11</b>

---

# Services

---

## Services Provided

- Disability Services (DS) will provide interpreters for all academic settings directly related to a class (i.e., class time, class assignments, an instructor-generated review session, but not a peer study group). Talk with the Disability Services office for clarification.
- Disability Services can provide contact information for Corpus Christi Area Council for the Deaf (CCACD) for other non-academic activities. However, payment is the responsibility of the department or organization offering the activity or event.

## Requesting Services

- Students must meet each semester with the Director or Assistant Director. During this meeting or a subsequent one, arrangements will be made through CCACD for Interpreter Services.
  - Students may be asked to plan class schedules that best utilize the interpreter resources available.
  - Students must give a schedule of classes and any necessary class information to the Disability Services Office at the earliest time possible.
  - Students needing interpreting/note-taking services for non-regular class activities must submit an **Interpreting Service Request Form**, 48 hours in advance of the activity. Less than a 48 hours notice can be approved only by the Director or Assistant Director. Forms are available in Driftwood 101, or on-line at <http://disabilityservices.tamucc.edu>.
  - Once completed, the form can be delivered in person to the Disability Services Office or sent by e-mail to [DisabilityServices@tamucc.edu](mailto:DisabilityServices@tamucc.edu), prior to the activity. Non-regular assignments include class-related review sessions, movies, Supplemental Instruction (SI) sessions, etc.
-

## Services (Continued)

---

### Facilitation of Services

#### Interpreter

- If a student has an issue with an interpreter, the student should first give the interpreter a chance to address the problem. If the situation persists or the student feels uncomfortable approaching the interpreter, the student should contact the Director or Assistant Director for assistance. Open and direct communication between the interpreter and the student helps resolve most situations.

#### Note-taker/Facilities

- If a problem with a note-taker or any other classroom-related issue arises, first attempt to resolve the matter with the use of an interpreter for communication. If continued attempts of addressing the situation are unsuccessful, then seek the advice and assistance of the Disability Services Office.

#### Instructor

- If a student has a problem with the instructor, class, homework or textbook, he/she should schedule an appointment to meet with the instructor.

**Do not forget to contact the Disability Services Office, in advance, to request an interpreter!**

(see p.2, Requesting Services)

---

# Attendance Protocol

---

## Student

- Students **must** report absences to the Disability Services Office, to avoid the accrual of no-shows (see p.8, Responsibilities).
- A *no-show* is defined as any time the student misses an appointment or a class, where an interpreter has been requested, and the student does **not** inform the DS office and/or CCACD 24 hours in advance. This includes situations where the class was cancelled, but the interpreter was **not** informed by the student. (It is a courtesy to inform the interpreter of class cancellations.) No-shows can be converted to **absences** for valid reasons. The reasons should be discussed with the Director or Assistant Director to determine their validity. (see p.5, No-Show Warning: Policy and Procedure)
- Students who accrue three no-shows during a semester will have interpreting/note-taking services suspended until the student meets with the Director or Assistant Director to discuss reinstatement of services. Students should contact the DS office if they have questions or concerns about their accommodations.
- Absences due to professor canceling class without sufficient notice to the student, will not be counted against the student. Such absences will be verified with the professor.

## Interpreter/Note-Taker

- Interpreters will wait 30 minutes, per assignment, for the student to show. If a student does not attend class within this time frame, the interpreter will leave the assignment and report the student as a no-show. The no-show will stay on record even if the student shows up for class after the interpreter/note-taker has left.
-

## Attendance Protocol, cont.

---

### No-Show Warning: Policy and Procedure

- Upon notification that a student was a no-show in class, the Disability Services Office will add the occurrence to the student's record of no-shows.
- Upon the occurrence of a second no-show, the Director will send a warning letter to the student.\* The letter will state that two no-shows have been accrued and suspension of services will commence upon accrual of a third no-show.
- When a third no-show is recorded, the Director will send a letter\* to the student detailing the record of no-shows, the suspension of services, and a request to contact the Director or Assistant Director for a meeting to discuss reinstatement of services.

**\*Additionally, the student may be contacted by telephone, TTY, Relay TX (800) 735-2989 (TDD), (800) 735-2988 (Voice) or e-mail to ensure receipt of the information.**

### Interpreter/Note-Taker Notification Procedure

- Students should follow the steps listed in the Interpreter Notification Procedure section to avoid a No-Show. This system allows the student to report class cancellations, absences and late arrivals without penalty. Disability Services Office will review the Interpreter Notification Procedure with each student.
  - By contacting the interpreter and/or the DS Office, the student may add an additional 15 minutes to the normal interpreter wait time.
-

# Interpreting/Note-taking Protocol

---

## Code of Ethics

Interpreters at Texas A&M University-Corpus Christi (TAMU-CC) follow the **Code of Ethics**, sponsored by the Registry of Interpreters for the Deaf, to maintain the integrity of the interpreting profession and to protect themselves and the consumers served. Some of the more pertinent guidelines are listed below.

- Interpreters/note-takers shall keep all assignment-related information strictly confidential.
- Interpreters/note-takers shall render the message faithfully, always conveying the content and spirit of the speaker, using language most readily understood by the person(s) whom they serve.
- Interpreters/note-takers shall not counsel, advise or interject personal opinions.
- Interpreters/note-takers shall function in a manner appropriate to the situation.

## Using an Interpreter/Note-taker

Interpreters/note-takers are provided in situations to facilitate communication. They are there only to interpret from voice to sign and vice versa. Here are some tips for working with interpreters/note-taker.

- Visit with the interpreter/note-taker, prior to the assignment, to discuss which communication method best fits your needs: American Sign Language, Signed English, Oral, etc.
  - Sit at a location that will allow you to see both the interpreter and the instructor. Try to do this before the first class begins.
  - Establish a clarification process with the interpreter for missed information, softly spoken words, and people talking at the same time.
-

---

## Using an Interpreter/Note-taker, cont.

- Discuss with your interpreter the signs that will be used for topic specific vocabulary. If new signs will be created for the class, they should be agreed upon and understood by both you and the interpreter.
- If you do not understand your interpreter, address the situation as soon as you can. If the situation does not improve, contact the DS office to discuss it with the Director or your Assistant Director. (see p.3, Facilitation of Services)
- If you do not understand something that was said in class or feel that you have missed something, **ask the instructor to repeat or explain the information.** The interpreter is not the instructor.
- Do not interrupt the interpreter/note-taker to ask the time, start a conversation or complain about the class. Remember, part of the interpreter/note-taker's job is to voice what you sign, so do not say anything that you do not want the rest of the class to hear.
- When talking to a hearing person through an interpreter, maintain as much eye contact as you can with the hearing person.

## Evaluation and Supervision

- A representative from the DS office may monitor the classroom situation occasionally throughout the semester to ensure that the assignment continues to be appropriate for the student, interpreter, and faculty member.
  - Students may be asked to fill out evaluation forms at the end of each semester. Students may also have the opportunity to complete an evaluation form in the middle of the semester, to help the interpreter determine if the student's needs are being met in the class. The DS Office will provide the forms.
-



# Responsibilities

---

## Student

- Introduce yourself to the interpreter and discuss your communication needs.
- Inform the DS office and/or CCACD, or leave a message with DS (at least 24 hours in advance), when you will not be attending class or when the class is cancelled. (see p. 5, Interpreter Notification Procedure)
- Inform the DS office and/or CCACD of any class or schedule changes (i.e., adds, drops, room or course changes).
- Inform the interpreter/note-taker if the class will be moved to another room.
- Inform the interpreter/note-taker if there is a problem related to the interpreting services. (see p. 3, Facilitation of Services)
- Arrange for note-takers or other classroom needs with the Disability Accommodations Specialist.
- Schedule meetings with professors as needed.

## Interpreter/Note-taker

- Attend every class and/or requested assignment.
  - Wait 30 minutes from the beginning of class, for the student to show, before leaving.
  - Interpret whatever is spoken or signed in class.
  - Request a substitute when unable to attend class or requested assignments.
  - Report student absences and no-shows to the DS office and/or CCACD.
-

## Frequently Asked Questions...

---

### Interpreters and Interpreting Services

- ***Can I request an interpreter or interpreting services for non-academic programs or special events (i.e., concert)?*** Yes, you may make the request for services for any nonacademic event through the sponsor of the special event or program. After contacting the DS Office to assist with the CCACD contact information, the information may be shared with the responsible party. (see p.2, Services Provided)

### Student Activities and Academics

- ***Is there a student organization for deaf students at TAMUCC?*** At this time, TAMU-CC does not offer a student organization solely for deaf students. However, there are several local organizations that are deaf and/or hard of hearing affiliated.
- ***Does Texas A&M University-Corpus Christi offer courses in Sign Language for foreign language credit?*** No, TAMU-CC does not offer sign language approved for foreign language credit, however, the university does accept sign language coursework from other institutions of higher education for foreign language credit.

### Communication and Accessibility

- ***Are there Teletypewriters (TTYs) located on campus?*** Yes, there are TTYs in the Bell Library, University Center and Disability Services Office.
  - ***If I live on campus, to whom do I direct special housing requests (i.e., knock-knock lights, TTY, safety devices)?*** Special housing requests will be dealt with through the DS Office, in conjunction with the Director of Housing, Dr. Amanda Chesser, at (361) 825-2612.
-

## Glossary

---

- DS-Disability Services
- CCACD-Corpus Christi Area Council for the Deaf
- ASL—American Sign Language
- SI—Supplemental Instruction
- TAMU-CC—Texas A&M University-Corpus Christi
- TTY—Teletypewriter

## **Acknowledgements**

Rachel A. Cox  
Texas A&M University-Corpus Christi

Dr. Anne Reber  
Texas A&M University

---

*Texas A&M University-Corpus Christi*

**Disability Services**

**Driftwood 101**

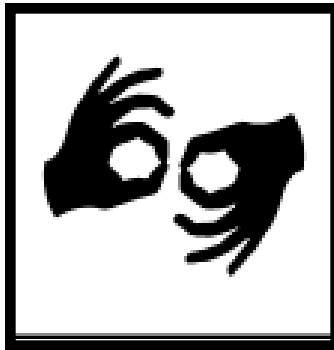
**Phone: (361) 825-5816**

**Fax: (361) 825-2536**

**TTY: (361) 825-5583**

**Website: <http://disabilityservices.tamucc.edu>**

**Email: [DisabilityServices@tamucc.edu](mailto:DisabilityServices@tamucc.edu)**



---

*Disability Services*  
*6300 Ocean Dr., Unit 5717*  
*Corpus Christi, Texas 78412-5717*