Deaf and Hard of Hearing Student Handbook

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Welcome to Napa Valley College, a fine institution of higher education!

Napa Valley College is dedicated to student success through ensuring you have equal access to all services, classes, and required events. We provide a variety of accommodations tailored to meet the needs of Deaf and Hard of Hearing students. A NVC counselor will work with you to create an individualized communication plan designed to allow full participation in all aspects of your college courses.

This handbook is provided to familiarize you with Napa Valley College’s student guidelines for interpreting services. Disabled Student Program Support (DSPS) provides Deaf and Hard of Hearing (DHH) students with qualified academic sign language interpreters. It is the responsibility of the interpreter to facilitate communication between you and all Napa Valley College faculty, staff, and students. As a DHH student, it is your responsibility to use your interpreting services responsibly and professionally by following the established guidelines.

Please read this handbook thoroughly and if you have any questions, feel free to contact one of the following staff members-

DSPS Counselor:
Sheryl Fernandez
Building 1300
Phone number 256-7234
Email sfernandez@napavalley.edu

DSPS Student Support Specialist:
Karen Travis
Building 1300
Phone number 256-7348
Email ktravis@napavalley.edu

Interpreter Liaison (IL):
Jan Schardt
Building 1700
Phone number 256-7412
Text number 707-666-5808
Email jschardt@napavalley.edu
The Interpreter’s Role

Interpreters help you communicate with hearing instructors, staff, and students at Napa Valley College by speaking what you are signing, and signing what the hearing person is speaking. They interpret educational content for you during lectures, group discussions, and individual and group meetings.

The Interpreter’s Responsibilities:

1. To arrive on time for your class or event.
2. To interpret class information for you as accurately as possible.
3. To make sure that you understand his/her signing.
4. To report problems, student no-shows, or other difficulties to the Interpreter Liaison (IL), Jan Schardt.

These are NOT the Interpreter’s Responsibilities:

1. To tutor you or help you with your homework or class assignments.
2. To socialize with you while interpreting.
3. To answer questions that should be directed to the teacher.
4. To remind you about assignments or exams.
5. To take notes for you.
6. To act as a counselor.
7. Interpreters are NOT responsible for your behavior or learning.
8. To contact you outside of the classroom.
DHH Student Responsibilities

Punctuality

It is important for you to be on time to your classes. Your interpreters have a designated amount of time that they will wait for you. They will wait:
- 10 minutes for a one hour class
- 20 minutes for classes two hours or longer

If you do not arrive before the end of this designated wait time, your interpreters will report you as a “no-show” and you will not have an interpreter for that class period.

However, if you know that you will be late for class, then contact the IL, Jan Schardt to let her know. If possible, your interpreter will be instructed to wait for you until you arrive.

Absences/No-Shows

At the beginning of each semester, interpreters are normally scheduled to be at every class meeting for the whole semester. For this reason, it is important for you to attend all class meetings, and to provide at least 24 hours notice* whenever you will not be going to class. The IL, Jan Schardt carries a cell phone with her specifically to receive your text messages.

If you miss class without giving the IL, Jan Schardt at least 24 hours notice*, then you will be considered a “no-show”.

If an instructor cancels a class in advance, you still must give us 24 hours notice* that the class is cancelled or you will be considered a “no-show”.

We understand that emergencies do happen, so you are allowed 2 “no-shows” per class each semester, up to 4 “no-shows” overall during the semester.

If you are a “no-show” three times in one class or five times overall, your interpreting services may be temporarily suspended. Your services will not be reinstated until you meet with the DSPS Counselor Sheryl Fernandez. If you are a “no-show” again after having your services reinstated, then your services may be suspended for the rest of the semester until a formal complaint is filed and ruled upon.

- REMEMBER: If you are going to miss class for any reason, notify the Interpreter Liaison by email, text or phone at least 24 hours in advance!!! Do not notify your interpreter—you must notify Jan Schardt the Interpreter Liaison.

* Please be aware that we need at least a full 24 hours’ notice to cancel an interpreter for a class. If you are going to miss a Monday class, you will need to let us know by Friday morning at the latest.
Changes to Class Schedule

It is your responsibility to contact the IL, Jan Schardt IMMEDIATELY whenever there is a change to your class schedule. This includes:

- Room number changes
- Dropping a class
- Adding a class
- Class day or time changes

Requesting Services

As a DHH student, it is important that you register for classes as early as possible. You will need to schedule an appointment with Sheryl Fernandez, your counselor, in order to register for classes. At the same time, she will approve you for interpreting services. This must be done each semester. It can take up to two weeks or more to arrange interpreters for a class. If you register for classes and make your request less than two weeks before the start of the semester, it is likely that interpreters will not be arranged by the start of classes. So plan ahead and make sure to request your services in a timely manner.

Interpreters are assigned based on course content/complexity and availability.

Note Taking

It is difficult to watch an interpreter and take notes at the same time. So, you are approved for peer note-taking services. Peer note-takers take notes and bring them over to Jan Schardt the Interpreter Liaison to scan and email to you. If you want to use this service, you must request it each semester when you request the interpreter. Note-taking is not arranged automatically. If you are having any problems with your note taking services, please contact Jan Schardt.

Interpreters for Outside of Class

There may be times when you will need to request an interpreter for class-related events outside of the normal classroom or class time (e.g. field trips, teacher-student meetings, financial aid appointments, etc.). To request an interpreter for this type of event, contact the IL, Jan Schardt by email, text, phone, or in person at least one week before the event. You will need to provide specific details of the event such as location, date, and times.

Interpreting Problems

If you have a problem with your interpreter, discuss the problem with the interpreter first. If the situation is not resolved, then bring it to the attention of the IL, Jan Schardt. Do not discuss the problem with other interpreters, the instructor, or students. This will maintain confidentiality.

- If your interpreter does not show up for class, please notify the Interpreter Liaison immediately.
- Do not exchange phone numbers, text numbers or email addresses with the Interpreters. All communications are to be done through the Interpreter Liaison.
Exam Procedures

Regular Exams

It is the responsibility of the student to notify the IL, Jan Schardt in advance of all test days. You must also find out if there will be a lecture on the test day. If there will not be a lecture on the test day, then only one interpreter will be provided and the team interpreter (if any) will be cancelled for that day. The interpreter for an in-class exam will interpret verbal instructions and questions to the instructor only. Interpreters will NOT interpret any written materials for you.

- If you are approved for test accommodations and you choose to take your test in the Testing and Tutoring Center, you need to advise the Interpreter Liaison. If you feel you do not need an interpreter in the Testing and Tutoring Center, let the IL, Jan Schardt know in advance so that the interpreters can be cancelled.

Final Exams

Interpreters for finals are scheduled separately from regular classes. Final exams are scheduled before semesters begin and times are printed in the Class Schedule and in your syllabus. Since the dates and times of finals are known in advance, you are expected to request interpreters for your finals at least two weeks ahead of time. You must specifically request interpreting services for finals-- interpreters will not be sent automatically.

- Again, if you are approved for test accommodations and you choose to take your final exam in the Testing and Tutoring Center, then interpreters will be provided if requested.

- Remember to request interpreters for your finals at least two weeks in advance!

Formal Complaint Procedure

Disabled Student Program Services is committed to providing reasonable accommodations in a timely manner. Please be aware that a formal complaint process is in place. If you have concerns about your accommodation, you need to send an email to Rebecca Scott, Dean of Library and Learning Resources, rscott@napavalley.edu
Disabled Student Services Program
Interpreting Services Student Guidelines

I understand that if I am provided with Interpreting Services from Disability Student Program Services (DSPS) at Napa Valley College, then I will accept and adhere to the following guidelines and responsibilities:

1. Communication:
   - I will check my email regularly for correspondence from the Interpreter Liaison, Jan Schardt jschardt@napavalley.edu, as this will be the main source of communication in regards to interpreting services. I may also receive text messages from the Interpreter Liaison or can send the Interpreter Liaison text messages at 707-666-5808.

2. Requesting Services:
   - I understand that I have priority registration, and that I need to register early. I will make an appointment with Sheryl Fernandez the DSPS Counselor to register for classes each semester and to request interpreting services. I understand that if I make my request less than 2 weeks before classes start, then it is likely that I will not have interpreters arranged by the start of class.

3. Absences:
   - I will contact the Interpreter Liaison by text, email, phone, or in person 24 hours in advance of any absences from class.
   - If I do not give 24 hours' notice of an absence, I will be considered a “No-Show”.
   - If I am going to miss a class on Monday, then I will contact the Interpreter Liaison by Friday morning to avoid being considered a “No-Show”.

4. Punctuality:
   - I realize the importance of being on time for class. I understand that the interpreter will only wait 10 minutes for each hour that the class is scheduled up to a 20 minute maximum. If I do not show up before the end of this waiting period, then I will be considered a “No-Show”, and no interpreter will be provided.
   - If I contact the Interpreter Liaison to let her know that I am running late, then, if possible, my interpreter will be asked to wait for me until I arrive.

5. Suspension of Services:
   - I am allowed only two "No Shows" per class or four "No Shows" overall per semester. I understand that if I am a "No-Show" three times in one class, or five times overall, then my interpreting services may be temporarily suspended. Services may only be reinstated after I meet with the DSPS Counselor.
   - Once my services are reinstated, I understand that if I am a "No-Show" again, then my services may be suspended for the rest of the semester until a formal complaint is filed and ruled upon.

6. Changes to Class Schedule:
   - I will notify the Interpreter Liaison immediately if there are any changes to my class schedule (if I drop a class, room changes, etc.)

7. Interpreters for Outside of Class:
   - If I need class-related interpreting services outside of a scheduled class time, (e.g. teacher conference, field trip, etc.), I will make the request to the Interpreter Liaison using email or text messaging, at least one week in advance.

8. Interpreting Problems:
   - If I have complaints about an interpreter, I will first discuss it with the interpreter and then, only if the problem is not resolved, discuss it with the Interpreter Liaison. I will report “Interpreter No Shows” to the Interpreter Liaison immediately.
9. Exams:
   - I will notify the Interpreter Liaison in advance of all test days. If I take my exam in the Testing and Tutoring Center, then no interpreter will be provided. I will request interpreters for my final exams 2 weeks in advance.

10. Conduct:
   - I will not have personal conversations with the interpreter while he/she is interpreting in class. I will not behave in a rude or threatening manner toward the interpreter. I understand that gross misconduct may result in suspension of services.
   - I will not exchange personal phone numbers or email addresses with the interpreters. All communications are to be handled by the Interpreter Liaison.

By signing below, I acknowledge that I have read and understand the above Interpreting Services Student Guidelines and I have received a copy of the DHH Student Handbook. I agree to adhere to these guidelines. I understand that there is a formal complaint process in place, and that the Complaint Resolution Procedure document is available through Rebecca Scott, Dean of Library and Learning Resources.

Student Signature: ___________________________ Student ID# ______________ Date: ______________

Student preferred email address: ______________________________________________________________

Student phone number for texting: ______________________________________________________________
Napa Valley College
DSPS REQUEST FOR INTERPRETING SERVICES

Name: __________________________________________ Student ID#: ______________
Semester/Year: ________________________________

Class Accommodations:

◆ Course Number & Title: __________________________ CRN: ______________
  Instructor: __________________________ Room #: __________________________
  Day(s)/Time: __________________________ Start Date: ______________
◆ Course Number & Title: __________________________ CRN: ______________
  Instructor: __________________________ Room #: __________________________
  Day(s)/Time: __________________________ Start Date: ______________
◆ Course Number & Title: __________________________ CRN: ______________
  Instructor: __________________________ Room #: __________________________
  Day(s)/Time: __________________________ Start Date: ______________
◆ Course Number & Title: __________________________ CRN: ______________
  Instructor: __________________________ Room #: __________________________
  Day(s)/Time: __________________________ Start Date: ______________
◆ Course Number & Title: __________________________ CRN: ______________
  Instructor: __________________________ Room #: __________________________
  Day(s)/Time: __________________________ Start Date: ______________

By signing below, I acknowledge that I have signed and received a copy of the Napa Valley College
Interpreting Services Student Guidelines, that I understand the Guidelines as written, and that I agree
to adhere to the Guidelines.

Signature: ______________________________ Date & Time: __________________

FOR OFFICE USE ONLY

Request Status:  □  Processing  □  Completed  □  Logged into Contact Spreadsheet

Staff Signature: __________________________ Date: ______________
Napa Valley College
DSPS SPECIAL REQUEST FOR INTERPRETING SERVICES

Name: ____________________________ Student ID#: ______________

Semester/Year: __________________

Outside of Class Accommodations:

Special Requests must be for activities related directly to the class requirements. Examples include field trips, meetings with instructors, and tutoring sessions.

♦ Purpose: ____________________________ Related Class: __________
   Location: ____________________________
   Date: ______________ Start Time: ______________ End Time: ______________

♦ Purpose: ____________________________ Related Class: __________
   Location: ____________________________
   Date: ______________ Start Time: ______________ End Time: ______________

♦ Purpose: ____________________________ Related Class: __________
   Location: ____________________________
   Date: ______________ Start Time: ______________ End Time: ______________

By signing below, I acknowledge that I have signed and received a copy of the Fullerton College Interpreting Services Student Guidelines, that I understand the Guidelines as written, and that I agree to adhere to the Guidelines.

Signature: ____________________________ Date & Time: ______________

FOR OFFICE USE ONLY

Request Status: □ Processing
               □ Completed
               □ Logged into Contact Spreadsheet

Staff Signature: ____________________________ Date: ______________