



STUDENT DISABILITY RESOURCES
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Deaf and Hard of Hearing Communication Services – Student Responsibilities

PROCEDURES FOR STUDENTS WHO ARE DEAF/HARD OF HEARING

At California State University Monterey Bay, the office for Student Disability Resources (SDR) coordinates effective Communication Services for enrolled students in required course activities. Students who are deaf or hard of hearing are expected to understand and refer as needed to information about Communication Services, student requirements and related procedures in the [CSUMB Deaf and Hard of Hearing Services Guide for Students](#) (DHOH Guide). These procedures and those below may be subject to change.

Your full cooperation with CSUMB's DHOH Guide and the procedures below will be greatly appreciated and will facilitate your access as students who are deaf or hard of hearing.

REQUIREMENTS TO RECEIVE SERVICES

For timely delivery of interpreting, captioning, and/or transcription services students who are deaf or hard of hearing are expected to:

- 1) Provide a current audiogram, and preferably narrative report, by a licensed audiologist or medical doctor describing the student's hearing loss.
- 2) Use Priority Registration (in April or June for Fall courses; in November for Spring courses)
- 3) Attend SDR New Student Group Orientation
(request interpreters/captioners at least 10 days prior)
- 4) Meet by appointment with SDR Disability Resources Advisor promptly after registration, preferably at least two months before each semester
- 5) Sign the "statement of agreement" below to confirm that the student understands and agrees to follow CSUMB's [DHOH Guide](#) and these procedures.

REQUESTING AN INTERPRETER/CAPTIONER

Follow steps in [DHOH Guide](#) for How to Request Communication Services. If less than 30 days advance notice or if there are any changes to your schedule after submission to SDR, it may cause a delay of an interpreter/captioner/transcript or possibly the inability to provide the service for the semester.

- All requests for interpreting/captioning services must be made through the SDR office via:
SDR Service Request Form (for classes) approved by SDR Advisor, or
One Time Request Form (for related academic meetings outside of class) or
Email or in writing with all the same data required on One Time Request Form.

SDR GUIDELINES FOR STUDENTS WORKING WITH INTERPRETERS/CAPTIONERS

- **Do not ask interpreters/captioners for their help in your class.**
The interpreter/captioner's job is to interpret what the professor and your class members say, and to voice your signing when appropriate. If you need help, ask the professor, or tutoring may be provided through the [Cooperative Learning Center](#) (csumb.edu/CLC). Contact SDR to schedule ASL interpreter for CLC sessions.

- **If you wish to speak with the professor after class**, first ask the interpreter/captionist if he/she can stay. If not, then make a tentative appointment with the professor and ask SDR for an interpreter. SDR may need to have you reschedule with your instructor.
- **If you have a problem with your interpreter/captioner**, please do not discuss it with other interpreters/captioners or students. Discuss the problem discretely with your interpreter/captioner first. If the situation is not resolved, then bring it to the attention of SDR. This way it will be kept confidential and be addressed.
- **Plan ahead, if you are to make an oral presentation** in class, it is important that you practice with the interpreter who will be voicing for you. It is your responsibility to provide your script or typed speech to SDR and SDR will provide it to your interpreter.
- **Before you make a change in your schedule**, (adding and/or dropping a class), please **notify SDR in writing**. This will enable SDR to appropriately schedule interpreting/captioning services. Please note that making changes to your class schedule may result in a delay of interpreter or captioning services.
- **If you plan to be late for class, please promptly notify SDR** so we can direct the interpreter/captioner to wait for you. Interpreters/captioners have been instructed to wait 15 minutes. If you do not arrive within the first 15 minutes, the interpreter/captioner is to notify SDR of your absence. SDR may require you to meet about lateness or absences.
- It is the **student's responsibility to contact SDR** if there is a need for additional interpreters outside of the classroom, for example: study sessions, workshops, speech preparation, and class preparation. Please do not ask your interpreter/captioner to do this. For most courses, SDR is responsible for scheduling and hiring of interpreters/captioners.
- **If your instructor cancels or relocates class, promptly notify SDR at 831-582-3672 SDR_Deaf_Services@csumb.edu** so that we may notify interpreters/captioners. Assigned course interpreters/captioners may vary each week although SDR strives for consistency. Interpreters/captioners may need substitutes.
- **If you have reading materials for interpreters/captioners** to prepare for class, send them to SDR.
- **Please help SDR conserve resources when practical.** It is the student's responsibility to notify SDR to cancel interpreting/captioning services with a minimum of 48 hours advance notice if:
 - You plan to miss class;
 - You are canceling any other academic activity for which an interpreter/captioner was requested;
 - You know you will be absent from class. **Notify the office immediately.** If you are sick and do not know when you will be well enough to return, SDR will cancel interpreting/captioning service until you notify SDR that you are ready to return class.
- **To request a note taker** in class to compensate for the impact of your hearing loss, meet with SDR's Advisor by appointment. Follow the steps in [SDR Notetaker Client Responsibilities](#). Free NCR (carbonless) paper will be provided by SDR.
Please keep NCR (carbonless) paper with you for emergencies. The student in your class who volunteers to take notes for you may be absent. The person who agrees to substitute that day may not have time to photocopy notes or go to SDR for NCR carbonless paper.

SDR GUIDELINES FOR STUDENTS WORKING WITH REAL-TIME CAPTIONERS, AND FOR VIDEO TRANSCRIPTION

In addition to the above details, students who use captioners should understand that:

- **Real-time captioners normally do not provide cleaned-up transcriptions** to students, unless approved by SDR. Contact your SDR Advisor.
- **Students or SDR must obtain the syllabus before SDR will produce video transcripts.** Clarify in your SDR Advisor appointment who will obtain your syllabi. If the Schedule of Classes lists “staff” as the instructor, contact the director of the department to request the syllabus. Explain why you are requesting an early syllabus (indicate that you are DHOH).
- **In most cases, students who do not attend class will not receive a transcript or class notes** from SDR.

SDR staff is here to assist you. We rely on team effort and partnership with students, service providers and faculty in order to serve you. Please feel free to stop by the office or e-mail or call with any problem or difficulty, before it grows too large. We would like to make sure that you have the tools you need to achieve your academic goals.

Contact information: SDR_Deaf_Services@csumb.edu.
831.582.3672 voice; 831.582.4024 fax; 831.582.5307 TTY. Website: <http://csumb.edu/sdr>

Plan ahead! If students follow the above procedures students can expect the assignment of interpreters/captioners and/or transcription of videos to take approximately **3 to 8 weeks** from the time the student completes the current SDR Service Request Form with SDR advisor AND the instructor or student submits to SDR the syllabus with list of required videos and/or provides the audio portions of instruction. (This typically refers to on-line instruction when captions are not yet provided.)

Statement of Agreement:

I understand that any electronic text or transcript, which may be supplied to me, is solely for my own educational purposes. I will not copy or distribute any such electronic text or transcript in violation of the Copyright Revisions Act of 1976. I understand that the failure to abide by this agreement may constitute a violation of the CSUMB Student Code of Conduct (<https://csumb.edu/catalog/rights-responsibilities>) and/or of the campus policy regarding responsible use of campus services.

I understand that a violation of the Student Code of Conduct, improper distribution of electronic text, or lack of following SDR procedures, may result in suspension of SDR Deaf and Hard of Hearing Communication Services.

I have received the [CSUMB Deaf and Hard of Hearing Services Guide for Students](#) and understand it. I agree to follow those procedures and the above Student Responsibilities.

Student Signature

Date

SDR Staff (Advisor, Coordinator or Director)

Date