



STUDENT DISABILITY RESOURCES

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This Guide is at SDR's Website: <https://csumb.edu/sdr/deaf-and-hard-hearing-forms>

Communication Services for Deaf and Hard of Hearing Students: A Guide

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I. Introduction

California State University Monterey Bay (CSUMB) is committed to ensuring that students who are Deaf or Hard of Hearing are able to participate in and have equal access to all official CSUMB programs, services and activities for which they are eligible. The office for Student Disability Resources (SDR) is your primary CSUMB resource to learn how to meet your needs for effective communication. It is essential that students understand and follow these procedures.

This Guide explains the types of supplementary services, aids and accommodations that SDR and CSUMB make available to students who are Deaf or Hard of Hearing, and the procedures for obtaining and maintaining those services, aids and accommodations. These procedures may change; check with SDR. Our goal is to work cooperatively with the student, campus community, outside agencies and service providers in order to ensure effective communication services. In addition, our goal is to serve all members of the CSUMB community in such a way that their individual differences are welcomed and that those differences add to and create a more diverse educational atmosphere for all students, faculty and staff at CSUMB. In this model, students who are

Deaf or Hard of Hearing are served so that their hearing is not a hindrance to their progress. Their participation will add to the experiences of others as others will add to their experiences with sincere efforts toward high quality communication services.

Additional information about the role and functions of SDR and how to best utilize services is available on the SDR web page at <https://csumb.edu/sdr>.

II. Communicating With SDR: Your Disability Resource Advisor & Team

CSUMB has a Disability Resource Advisor for students. The SDR advisor's role is to assist students with gaining access to university programs and services such as registration for academic courses and housing. The SDR advisor refers students to other campus employees and procedures. The SDR advisor may also provide recommendations about resources off campus such as the CA Department of Rehabilitation and referrals to other agencies and services.

To schedule appointments with SDR's advisor, please email, call or come into our office. Office hours are 8:00 a.m.-5:00 p.m. Monday - Friday except holidays and campus closure days.

Phone: 831-582-3672 Fax: 831-582-4024 TTY: 831-582-5307.

Email: student_disability_resources@csumb.edu

If your issue is about interpreters, captioners, or conversion of videos to text, please send a copy of your email to: sdr_deaf_services@csumb.edu

SDR Advisor Drop in Hours for 10 – 15 minute issues are posted at: <https://csumb.edu/sdr>

The manager of Student Disability Resources is Margaret Keith. She supervises sign language interpreters, captioners and other aides, with assistance from SDR's office coordinator and student assistants. She or her designee is your contact for any recommendations or questions you may have about interpreters or captioning. If you have any complaints about SDR see Section IV below; you may schedule an appointment with Margaret Keith and/or complete the Access Issue/Disability Complaint Form at the bottom of the <https://csumb.edu/sdr> webpage.

III. Requirements to Receive Services

Students who are new to SDR must:

- 1) Provide a current audiogram and report by a licensed audiologist or medical doctor specifying the student's hearing loss. (Refer to Student Responsibilities in the [SDR Student Handbook](#)).
- 2) Schedule a confidential meeting with a SDR advisor. This meeting is an interactive process to determine appropriate and reasonable accommodations. This meeting is usually in person, although in some cases it might be through videophone or through the Internet. The Disability Resources Advisor will review with the student relevant SDR services and procedures for using these services. The student will be asked to sign one or more forms to confirm that he/she has read and understood the procedures for requesting and using SDR services such as those noted below.
- 3) **Priority Registration:** Students who are Deaf or Hard of Hearing and complete the above Requirements to Receive Services are expected to use Priority Registration. Each semester, at least four

weeks before Registration begins for the next semester, meet with the SDR Advisor about details. Then SDR will notify the Office of Registrar of student eligibility for Priority Registration. Follow all steps at CSUMB's [Records Registration website](#). Plan months ahead to allow time to follow procedures and meet deadlines, especially if also using the [CA Department of Rehabilitation](#). Registration fees are at the [Campus Service Center website](#).

To ensure timely coordination of communication access services, meet by appointment with SDR's Advisor within one week after registering for courses. To schedule appointments email student_disability_resources@csumb.edu

IV. Available Communication Services

SDR provides Communication Services to enrolled students who are Deaf or Hard of Hearing for:

- (1) regularly scheduled academic activities (e.g., lectures, seminars, discussion sections, examinations or required course assessments, laboratory/studio sections, and meetings with instructors, teaching assistants and academic advisors); and
- (2) specially scheduled academic events and activities (e.g., one-time assessment review sessions, tutoring sessions, and meetings with faculty and other campus personnel.)

Students are required to submit a written or typed request to SDR's Deaf Services coordinator for activities that are not required by the course yet are related to the student's academic progress. For example: tutoring, meetings with academic advisor, and/or Capstone presentations within one's major before enrolling in Capstone course. Any interpreting to be done outside of the classroom requires prior SDR approval. **If an Interpreter/transcriber/captioner does not receive prior SDR approval, he/she may not be paid.**

To request Communication Services for extracurricular activities and events, **contact the event sponsor.** (Read Extra Curricular Events and Activities [below](#).) If a student has any difficulty requesting interpreters or other services to attend a CSUMB event, promptly contact Student Disability Resources. Students may request the following SDR Communication Services and more as new technologies and solutions become reasonable to provide:

1) Sign Language Interpreting

The term "sign language interpreting" is used to refer to the translation of spoken English into sign language and the translation of sign language into spoken English. CSUMB strives to hire interpreters with national certification who are capable of interpreting in the student's preferred sign language mode. These modes include American Sign Language, oral interpreting and Signed English. They are skilled in facilitating all aspects of communication for Deaf and Hard of Hearing students with faculty, staff, and peers to allow full participation in campus classes and activities.

Given CSUMB's rural area and relatively small campus enrollment, in some cases, CSUMB may rely on video remote interpreting. This requires additional coordination of equipment with the student, classroom, interpreters and instructor.

2) Communication Access Real-Time Translation (CART)

CART, also known as real-time captioning, is the contemporaneous transcription of spoken English onto a computer monitor screen. The stenocaptioner will type words spoken in class on his/her own portable computer, and those words will appear simultaneously on the computer screen provided the student. The student may type communication for the captioner to read out loud. CART may be authorized for students who are Hard of Hearing and whose skills with sign language are not proficient enough to keep pace with lectures. In the event of an interpreter shortage, transcription may be provided as a substitute to provide classroom access for students who are Deaf. See also below: Transcripts.

3) Equipment Loan e.g. audio recorder if service provider is absent

Students may borrow an audio recording device from SDR for the semester, while supplies last, to take to class in case sign language interpreters or captioners are not available (See Lateness Procedure below.) SDR may loan you communication-related equipment such as a portable UbiDuo <https://www.scomm.com/ubiduo/> and TTYs.

4) Assistive Listening Devices (ALDs)

FM Systems: FM systems transmit sound via radio waves. The speaker (instructor) wears a portable transmitter and boom or clip-on microphone, while the student uses a portable receiver with either headphones or mini-ear buds. Students with hearing aids that are equipped with tele coil "T" switches may use neck loop or silhouette cords that connect the receiver to the student's hearing-aids. SDR has FM systems, including headphones, ear buds, neck loops, and silhouettes, that student's may check out for the semester. SDR will notify the instructor regarding the need to wear the microphone and transmitter. If an instructor has questions regarding using the system, it is important that the student ask him/her to contact SDR.

Infrared Systems: Infrared systems transmit sound via light waves. Some classrooms and auditoria at CSUMB have infrared systems installed that send out an infrared signal for anything transmitted over the general Public Address (PA) system. The infrared system is activated as soon as the room's PA system is turned on. Hard of Hearing individuals can use an infrared receiver with or without hearing aids to access this signal. SDR has infrared receivers that SDR students may borrow for the semester. Rooms that have infrared systems will be posted with signs. Ask SDR for a list of the rooms in which infrared systems are available. This list may also be displayed at SDR's web site. SDR facilitates infrared communication access with the instructor and the IT Equipment Coordinator.

5) Note taking Services

Note-taking includes recording the main points stated in class, highlighting important main topics or themes that are emphasized by the instructor, defining new or difficult vocabulary when it is defined in class, and organizing the material to best present the class information. Notes are not necessarily a word-for-word record of what happens in class. Note-taking service procedures and agreements are described at: <https://csumb.edu/sdr/forms-0>, in three documents: 1) Notetaker Student Responsibilities (for the student needing service); and for the Notetaker: 2) Note taking Service Contractual Agreement and 3) Confidentiality Memo.

Notes are written by hearing students who are enrolled in the same class as a Deaf or Hard of Hearing student. SDR provides NCR (copy) paper for you to receive your notes immediately after class. In many cases, students are welcome to select their own note-takers and then notify the instructor and SDR

with the name of who agreed to take notes. Alternatively, students may choose to enlist the assistance of professors and instructors to make announcements and help recruit note-takers. In some cases, you will be told who the Notetaker is for your course. Usually, this is because another student who uses SDR Notetakers already recruited one for the course. You then share that Notetaker. If you have difficulty securing the services of a note taker or have any problems with SDR's Note taking Service, please promptly contact SDR in person or email student_disability_resources@csumb.edu

Before the end of each semester, SDR will ask you to confirm that you are receiving satisfactory notes. It is very important that you promptly respond. SDR pays stipends (i.e., a fee at the end of the semester) to student Notetakers. The Notetakers are expected to keep careful records of their note taking services to facilitate processing of payment.

6) Communication Student Assistant

Communication assistants are students recruited by SDR to assist in specific ways depending on the situation. For example: video phone set up and return, note taking for specific course activities when the peer Notetaker enrolled in the course is not available, and signing for SDR in order to schedule an appointment for when an interpreter is available. These assistants are not replacements for interpreters or captioners.

7) Transcripts of CART, video or other required audio communication

Students who are using CART services may request that the SDR Advisor authorize transcripts of real-time captioning. Approval depends on the student's functional limitations and other factors. In some cases, the typed words that the student sees on the computer monitor during class may be printed out and made available to the student after class. Transcripts may take 24 hours or more if SDR has to pay to clean them up before providing them to the student. Transcripts are only for the authorized student and are not to be shared or duplicated.

Transcripts of required videos and/or online audio instruction may require two to four weeks advance request from students due to copyright procedure. Submit requests to SDR with course syllabus or other confirmation from faculty that the material is required for the course.

Back-up Services

The human resources described above are called "auxiliary service providers". If a previously scheduled auxiliary service provider cannot show up for his/her assignment (e.g., calls in sick), SDR will use its best efforts to arrange for a substitute Communication Service provider to cover the assignment. SDR will first attempt to secure the services of the same type of Communications Service provider such as an interpreter or captioner from CSUMB's pool. If none is available, SDR will attempt to secure the services of a substitute Communications Service provider from outside agencies. As an additional back-up measure, if the same type of communication service normally assigned is not available either through SDR's employees or through outside agencies, SDR will attempt to secure the services of an alternative type of service provider. For example, if a substitute interpreter is not available, SDR will attempt to arrange for CART services. In this

circumstance, SDR will again look first to CSUMB captioners, and if none are available, will turn to outside vendors.

SDR also will provide a hand-held audio recording device for use in class to any eligible student who is Deaf or a Hard of Hearing student and requests one. In the rare instance in which no such alternative Communication Services providers are available for a particular assignment, SDR will notify the student via e-mail and, as a back-up measure, SDR will transcribe a recorded lecture or other class session for the student within two business days, if possible, but in any event, no longer than three business days. SDR has audio recorders that students may check out for the entire semester. If a student has not checked out an audio recorder, in the rare case in which an alternative Communications Service provider is not available, SDR will bring an audio recorder to class for the student to use as promptly as possible, and ensure that the audio recorder is functioning and recording the lecture. SDR will demonstrate how to use hand-held audio recorders to any students who checks them out through SDR's Equipment Loan procedure and/or use them on an emergency basis.

Multiple Services and Primary Consideration

The Communication Services identified above are not mutually exclusive. Where necessary for effective communication, and based upon SDR's individualized assessment of the student's functional limitations, needs and circumstances for the specific semester, these Communication Services may be provided in combination. In determining what mode of communication and services are necessary, SDR gives primary consideration to the student's requests.

Communication with Faculty

After authorization from the student, SDR will send to the professors and instructors of classes in which the student is enrolled a notification that a student who is Deaf or Hard of Hearing is enrolled in the course and of the student's accommodation needs. SDR will also indicate that closed and open captioning may be needed for videos, movies, and required online auditory content. SDR asks Instructors and professors to speak clearly and concisely.

It is each student's responsibility to meet by appointment with instructors about communication needs and to confirm logistics. Students are expected to remind faculty when needed. It is not realistic to expect faculty to always face their students to allow lip-reading. Where charts and technical data do not lend themselves to sign language interpretation, captioning and/or accurate peer note taking, students need to ask faculty to provide printed copies of such charts and data to the student who is Deaf or Hard of Hearing.

V. Complaints

If a student is not satisfied with the Interpreter or other service provider, the student should first discuss this matter with the Interpreter or other service provider to see if the problem can be readily resolved. If the student is still not satisfied, students are encouraged to report promptly to the SDR Advisor or Deaf Services coordinator any difficulties that may arise with their Communication Service Providers. Students are required to document their complaints to expedite resolution. To document a complaint, please see our [Access Issue/Feedback Form](#) available at SDR and our website <https://csumb.edu/sdr/forms-0>.

Students who are Deaf or Hard of Hearing may report problems with the quality or effectiveness of interpreting or captioning services. Students may request replacement of service personnel for three reasons: 1) ethical, 2) skill and/or 3) preference. SDR shall investigate the reported complaint and take appropriate steps necessary to resolve the problem, including but not limited to re-screening and/or re-evaluating the provider, providing a different provider and/or providing guidance to the provider regarding the necessary quality of services and how the effectiveness standard can be met. Students who are unsatisfied with the resolution may seek assistance through SDR's internal and/or campus-wide grievance procedure outlined in [SDR's Student Handbook](#) and on our [Disability-Related Complaints](#) page.

VI. How to Request Communication Services for Courses

A. Priority Registration – See Section III above

Students who are Deaf or Hard of Hearing are expected to request Priority Registration from SDR and use it. This allows students to register in April or June for Fall courses, and in November for Spring courses. Promptly after Priority Registration, meet with your SDR advisor by appointment. The calendar of registration dates is at: <https://csumb.edu/catalog/calendars>

B. Requesting Accommodations

- 1) Make an appointment with your SDR advisor within one week of registering for your classes so that we may begin scheduling your service providers. If you need an interpreter or other communication aid for your appointment, request it when you schedule your appointment. Remember, it may take 10 business days to arrange.
- 2) It is really helpful to read forms ahead of time about the services you plan to request. You will be asked to sign agreements and forms. Most forms are available for download at [SDR Forms website](#). Example: SDR's Service Request Form is your agreement with SDR about your authorized services for the semester.
- 3) In the SDR advisor appointment, you will complete **SDR's Service Request Form**. You will also complete related service forms such as your Notetaker Student Responsibilities.

Please note that if you add a class after you submit your Service Request Form, or change course sections, you will need to make sure that you update your Service Request Form at SDR. You may assume that your requests will be filled; we will contact you only if there is a problem with filling your request.

- 4) Please note: It is the student's responsibility to ensure that all information on SDR Service Request forms are accurate and complete. This includes course number; course title; indication of lecture, online or hybrid course, or lab; days; times; room number and professors' names, if available. A request for interpreting or CART services should specify each class for which that communication service is requested. Requests for Priority Registration accommodations for the following semester, if needed, should also be noted on this form.
- 5) Late requests or incomplete information increase the risk that the provision of services will be delayed, or in rare cases, that the University may be unable to secure interpreters or captioners.
- 6) **All new students who request Deaf Services are required to meet with an SDR Disability Resources Advisor at the beginning of their first semester to verify schedules, verify accommodations, review policies and procedures and receive other guidance and information.**

More student responsibilities are in the current [SDR Student Handbook](#). Students who are Deaf or Hard of Hearing may also be required to attend an orientation to Deaf Services.

FINAL ASSESSMENT (Exam) WEEK

Please inform SDR as soon as you know your need for interpreters or captioners for the week of final assessments (exams). This means that you must clarify with your instructors at least two weeks before final exams about whether each final is primarily a timed, in class individual writing assignment or take home paper or presentations by students such as for [Capstone Festival](#). Students are responsible for submitting to SDR at least two weeks in advance any specific requests for Communication Services during final Assessment Period. Campus-wide dates for Assessment Period are posted in the [Academic Calendar](#). Caution: faculty may schedule final assessments outside of the campus-wide Assessment Period. Mid-semester, clarify your final week with each of your instructors and notify SDR.

VII. Special Requests

To ensure effective communication, students who seek Communication Services for academic activities and events that is not part of their regular schedule need to notify SDR **at least ten (10) business days in advance** of the event or activity for which the Communication Services are requested. The University recognizes that it is not always possible to provide such advance notice, and SDR will use its best efforts to arrange for the requested Communication Service regardless of the amount of advance notice the student provides. If the particular type of Communication Service requested is not available for a particular event or activity, SDR will use its best efforts to secure a suitable alternative accommodation. (See: "Backup Services" above.) For example, if a qualified sign language interpreter is not available for a particular activity or event, SDR may attempt to secure the services of a qualified real-time captioner (CART provider).

Notify SDR through the following means:

1. Complete a One-Time Request Form available at SDR.
2. Complete a One-Time Request Form available online at SDR's website.
3. Contact our office Monday-Friday 8 AM-5 PM at: Phone: 831.528.3672 Fax: 831.528.4024 TTY: 831.582.5307.
4. Email: sdr_deaf_services@csumb.edu AND student_disability_resources@csumb.edu.
5. Or Schedule an appointment in person.

VIII. Extra-curricular Events and Activities

CSUMB supports effective communication for students who are Deaf or Hard of Hearing to participate in all official CSUMB programs and activities that the specific students are qualified to attend. To request Communication Services for extracurricular events or activities, students need to contact in a timely manner the event organizer in CSUMB departments, associations and organizations. The same types of Communication Services available for academic activities also are available for extra-curricular events and activities.

As with special requests for Communication Services for academic activities, CSUMB asks students to submit their typed or written request **at least ten (10) business days before** the scheduled extracurricular activity or event. Regardless of the amount of notice given, however, the University will use its best efforts to secure the Communication Service requested by the student for the extracurricular

event or activity. In the event that the requested service is not available, the University will use its best efforts to arrange for reasonable, alternative accommodations. For example, if qualified sign language interpreters are not available for a particular extracurricular event, campus job interview, or activity CSUMB will attempt to secure the services of a qualified real time captioner (CART provider).

Request Communication Services for extracurricular activities through any of the following means:

1. Notify the University group, department or organization that is sponsoring the extracurricular event or activity via email or telephone. Indicate the date and time you want to participate. Indicate best ways to reach you (email address, phone, etc.) Indicate your preferred method of communication for this type of event or activity such as American Sign Language, Signed English, real time captioning, etc.

To expedite service, include link to [SDR Interpreter Request Form](https://csumb.edu/sdr/deaf-and-hard-hearing-forms) available at <https://csumb.edu/sdr/deaf-and-hard-hearing-forms>, for the sponsoring group to complete. Copy sdr_deaf_services@csumb.edu

2. Visit the sponsoring department, group, or organization and provide the information in option 1. (Directly above) for the event coordinator or assistant.

IX. Notification of Changes, Cancellations, and Lateness

We request that you notify SDR immediately whenever possible, and give **more than 72 HOURS' ADVANCE NOTICE (three BUSINESS DAYS) FOR ALL CHANGES, CANCELLATIONS AND NOTIFICATION THAT YOU WILL BE LATE TO A CLASS OR EVENT** so that we may reassign staff as needed. We understand that there will be times when it is not possible to provide more than 48-hour advance notice. In those circumstances, please contact SDR as soon as you know that you will be absent or late. If you do not attend a class for which interpreting or CART services were scheduled and you do not provide advance notice of the cancellation, we request that you contact your SDR Advisor and email student_disability_resources@csumb.edu as soon as possible afterward to confirm that you continue to need the services for that class.

Changes include, but are not limited to: room changes, time changes, one-time cancellations (including exams in which you do not need interpreting or CART services), permanent cancellation of services, if you intend to arrive late or leave class early, and any other alteration in your regular schedule.

You may notify SDR of any changes in your schedule by visiting the Reception desk and/or emailing: student_disability_resources@csumb.edu and sending a copy to sdr_deaf_services@csumb.edu.

Communication about very short notice changes

To facilitate prompt student communication to CSUMB about changes on very short notice, SDR urges students to have devices with **IP Relay service**. This allows callers who are Deaf or Hard of Hearing to send a text message to the IP Relay and the service converts it to a voice message delivered to a standard telephone and cell phones. For students enrolled in night and/or weekend courses and needing interpreters or captioners, telephone access may be especially important. For options, consult the SDR and your personal communication device vendor or the Central Coast Office of the Deaf and Hard of Hearing Services Center at <http://www.dhhsc.org/central-coast-outreach/>.

CSUMB faculty, interpreters, and other service providers are not expected to give their personal contact information to students. Rather, faculty provides to students their CSUMB office phone numbers on the syllabus. Interpreter assignments are arranged through SDR.

Again, SDR asks students to provide as much lead time as possible on service cancellations and other changes. If you are enrolled in a night or weekend course or activity, SDR may arrange specific communication procedures for you regarding very short notice changes.

X. Lateness Procedure

Students who are provided with sign language interpreting, transliteration services and/or CART services are requested to provide **more than 24 hours'** notice to SDR if they anticipate that they will be late for class. If notice of the student's anticipated tardiness is received by SDR, the regularly assigned interpreter, captioner, or communication assistant will stay at the class for as long as the student has indicated he/she will be late.

We recognize that there may be instances in which, due to unavoidable circumstances, a student may not be able to provide advance notice of being late for class. If no advance notice of lateness is provided, interpreters, captioners, or communication assistant will wait for the student's arrival for:

- 20 minutes after the start of class for a 60 – 90 minute class, and
- 45 minutes for class that is two hours in duration and longer.

In cases in which the student has failed to provide advance notice of lateness and does not show up for class within the time outlined above, interpreters and real-time captioners are instructed to contact SDR to see if they are needed for other CSUMB interpreting or captioning assignments and/or interpreter professional development. Students who arrive at class after the interpreter or captioner has left are to contact SDR. If the interpreter has not been reassigned, SDR will instruct the interpreter to return to the class immediately.

Students must inform the SDR in one of the following ways: fill out a form, use the SDR 24-hour answering machine 831/581-3672 voice, or e-mail us at: student_disability_resources@csumb.edu and sdr_deaf_services@csumb.edu

Guidelines for notification:

- If class starts at 8:00 a.m. you must contact SDR no later than 7:00 a.m.
- If class starts at 9:00 a.m. you must contact SDR no later than 8:00 a.m.
- If class starts at 10:00 a.m. or later you must contact SDR at least 2 hours in advance of the beginning of class(es).

When calling to cancel services, the following information must be provided:

1. Your name and date that you will miss class(es)
2. Name and time of class(es) (for example: SPED 562, GEOG 100, HIST 192, etc.)
3. Date that you will return to class

In addition, we would appreciate the following:

4. Are you the only Deaf or Hard of Hearing student in the class?

5. Name of the interpreter/s, note taker and/or real-time captionist.

SDR may temporarily cancel Communication Services for students who miss three classes without prior notification to SDR. Students need to meet by appointment with an SDR Advisor to prevent cancellation and/or to reinstate services after three absences.

Interpreter/Transcriber/Captioner Absence

If a service provider does not appear for an assignment, the student should immediately contact SDR by phone or TTY or other method arranged with SDR for that course or semester. If needed, ask the instructor or event host for assistance contacting SDR. If available, SDR will send a replacement.

If a note taker has been assigned to the class, SDR will make available a copy of the notes for the class to which the student was late. In addition, if the student records the portion of the class he/she attends without an SDR interpreter, SDR will transcribe the recording. Many laptop computers have audio recording functions and SDR has other devices.

SDR will note all service providers "No Shows" in the SDR employee file.

XI. Service Priority

Given CSUMB's rural location we may have a potential shortage of qualified service providers (e.g. interpreters, captioners and/or transcribers) for some courses or activities. SDR established the following service priorities. In general, priority will be given to academic needs first. Requests from students and staff will be covered according to the following order of priority:

- 1) Classroom meetings (earliest requests will be processed first)
- 2) Course - required activities (on syllabus or otherwise documented by instructor)
- 3) Student/faculty meetings
- 4) Academic-related activities (tutoring, extra credit events, etc.)
- 5) Approved official campus activities
- 6) Activities co-sponsored by CSUMB e.g.
Plays, rallies, Health Center appointments, etc.
- 7) SDR staff business

XII. Customer Satisfaction: Contact SDR

The CSUMB office for Student Disability Resources values your feedback about our services and your experience gaining equal access to CSUMB programs. SDR requests prompt completion of SDR surveys about Deaf Services and SDR. If you have recommendations for this Guide, difficulties, appreciation for service providers and/or recommendations for improvement, please notify SDR.

XII. Student Agreement to Follow “Communication Services for Deaf and hard of Hearing Students: A Guide”

SDR will ask students who request Communication Services for Students who are Deaf and Hard of Hearing to confirm their understanding of this Guide and agreement to follow these procedures. SDR will provide a copy of the signed agreement to the student.

PLEASE CONTACT Student Disability Resources with any questions, feedback about this Guide or services, or any communication difficulties you encounter at CSUMB. Thank you!

Email: student_disability_resources@csumb.edu

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