



CALIFORNIA STATE UNIVERSITY

Monterey Bay

## STUDENT DISABILITY RESOURCES

Health and Wellness Services (Bldg. 80)

Mail: 100 Campus Center, Seaside, California 93955-8001

831.582.3672 (phone)

831.582.4024 (fax)

email: [SDR\\_deaf\\_services@csumb.edu](mailto:SDR_deaf_services@csumb.edu)

URL: <https://csumb.edu/sdr>

## Sign Language Interpreter Services FREQUENTLY ASKED QUESTIONS

### Who arranges for Sign Language Interpreter services?

Any CSUMB department may be responsible. To ensure effective communication, consult with:

- ✓ the individual with deafness or hard of hearing issues
- ✓ the event host
- ✓ either Student Disability Resources (SDR) [student\\_disability\\_resources@csumb.edu](mailto:student_disability_resources@csumb.edu)

**OR**

University Personnel (UP) per contacts at <https://csumb.edu/up/disability-accommodation>

**ADA Coordinator (831) 582-3584** or [university\\_personnel@csumb.edu](mailto:university_personnel@csumb.edu)

Submit the “Sign Language Interpreter Request Form” from <https://csumb.edu/sdr/deaf-and-hard-hearing-forms>.

### How do we know when to arrange for interpreters?

At CSUMB, in most cases, interpreters must be requested in advance by deaf individuals *each time* they want to attend an activity. To effectively respond to requests, it is very important to advertise prominently in all publicity (electronic, posters, invitations, etc.):

**EXAMPLE:** “To request disability accommodations or sign language interpreters contact [insert the name of reliable event organizer or host office] at [insert the area code and phone number] or [insert a reliable, complete email address] by [insert date at least ten business days prior the event].

### Who pays for Interpreter Services?

In many cases, departments or divisions are responsible. In other cases, SDR or Human Resources may pay. For co-sponsored activities, it is essential to determine in advance what organization will pay for interpreters, if the need arises, to ensure the budget is created for the activity.

**What is the cost of providing interpreters?** Costs will vary greatly depending on the activity. Advance planning and publicity posted widely at least two weeks prior to the activity are some of the best ways to reduce costs while ensuring effective communication. Sample costs below emphasize this.

Costs for **two hour evening** course or other activity (during hours of 6:00 PM – 6:59 AM)

- a) Short Notice – Agency Interpreters: (providing SDR or HR less than three full business days advance request, not including administrative coordination costs) **\$750** for qualified team interpreters provided through an agency, plus mileage.
- b) Advance Notice – Agency Interpreters: (providing SDR or HR with at least three full business days advance request, not including administrative costs): **\$600** for team agency interpreters, plus mileage.
- c) Advance Notice - Local interpreters hired directly by CSUMB (not incl.admin. costs): **\$170 - \$350** for qualified team, depending on wages of each interpreter, prep time, etc.

Please note the DIFFERENCE of \$400 between advance notice for agency interpreters and advance notice for local interpreters per two hour evening or weekend assignment.

### **What is legally required of CSUMB regarding sign language services for students?**

Since passage of the federal Rehabilitation Act of 1973, and, later, the Americans with Disabilities Act of 1990, campuses are required to ensure *effective communication* for qualified students who are deaf or hard of hearing. This legal mandate applies to academic requirements and all official CSUMB programs and activities in which the student is qualified to participate. Campuses are mandated to give *primary consideration* to the method of communication deemed most effective by the student. For example, people who are deaf or profoundly hard of hearing may request and receive sign language interpreting *or* real-time captioning. CSUMB event organizers need to plan ahead.

SDR's budget pertains only to interpreter services for students to fulfill their academic requirements. Other CSUMB activities may incur substantial interpreting expense such as Associated Students, Conference and Event Services, Enrollment Services, Extended Education, University Personnel, Residential Life, Student Activities & Leadership Development, Career Development, World Theater, etc.

### **Is CSUMB meeting or exceeding the legal requirements?**

Most of the time CSUMB meets minimum legal requirements and CSU standards for academically required interpreter services. The main difficulties are at the beginning of the semester when students add and drop courses, when class meeting times and/or locations change with short notice, when "extra credit" activities are announced with very short notice (such as an event outside of class that is open to the campus community) or when a designated interpreter can not complete an assignment due to illness, flooding, etc. In addition to minimum compliance, SDR promotes diversity through deaf culture.

**Why must our department coordinate this instead of SDR or University Personnel?** Due to budget and finance guidelines, individual departments may need to coordinate the request for services, complete interpreter Job Action Forms (or comparable Corporation procedure) and the hourly employee Payroll procedure at <https://csumb.edu/payroll/hourly-intermittent-time-absence-reporting>, in compliance with Payroll deadlines.

### **Why do we need to pay for two interpreters for each course or event?**

To ensure effective sign language interpretation during academically required CSUMB activities, SDR usually provides team interpreters. The industry and market standard is to team-interpret any activity over one hour or one-and-one-half hours, depending on the activity. Most CSUMB courses are at least one hour and fifty minutes, often without a break. CSUMB courses and events tend to be highly interactive. Team interpreters assist each other with vocabulary, concepts, accents, etc. to ensure effectiveness.

### **Why do we use a private interpreter agency instead of hiring staff or consultants?**

CSUMB currently relies primarily on 5-10 intermittent hourly interpreter employees and two interpreter agencies. California has a shortage of qualified sign language interpreters, particularly in rural areas. Qualified interpreters generally need to work at least thirty hours per week. CSUMB's relatively low demand for interpreters and scattered schedule is not conducive to attracting interpreters to move to the tri-county area unless they could be assured of ongoing assignments at CSUMB and community colleges. Given the variability of enrollment and schedules, CSUMB cannot guarantee employment.

CSUMB courses typically require interpreters with a higher skill level than many used by our local colleges. Due to the shortage of qualified interpreters, CSUMB may use some academic interpreters from the San Francisco Bay Area and/or utilize video remote interpreting. CSUMB hires hourly employees instead of independent contractors due to the CSU technical bargaining unit agreement.

**What sign language interpreter agencies does CSUMB recommend if our event is not an official CSUMB activity and/or we seek interpreters in very short notice?**

**Central Coast Sign Language Interpreters:** <http://ccsignlanguageinterpreters.com>  
Phone: 831. 297.4321 voice

**The Deaf and Hard of Hearing Services Center:** <http://dhhsc.org>  
**Salinas & Fresno, CA.**

Phone for Interpreting Department: 559.225.3382 voice  
559.334.5001 TTY 559.221.8224 Fax

Phone for Salinas re other issues: 831. 753.6540 voice  
831.753.6541 TTY 831.753.6542 Fax

**Purple Communications:** <http://www.purple.us/education>

Phone: 1.877.467.4877 videophone  
1.877.885.3172 voice, Customer Care (7am – 7pm Monday – Friday)  
1.866.669.7707 On-site interpreting

**Video Remote Interpreting** (contact vendor directly for technical specifications):

Interpretek <http://www.interpretek.com/> (compatible with SDR's Ojo videophone)

NorCal Center on Deafness <http://www.norcalcenter.org/>

Sorenson Communication <http://www.sorenson.com/>

**Who determines academically required accommodations for students who are deaf?**

SDR in consultation with the student & faculty, preferably **8** weeks before each semester promptly after the student has used Priority Registration. Sample factors are: the individual student's level of hearing (documented by an audiologist's report) and methods of effective communication, preparation for university, experience with interpreters & technology, academic course requirements, the stated outcomes of the course, frequency of course offering, individualized learning plans, etc.

**What else is CSUMB doing to ensure efficient budgeting for sign language services?**

CSUMB employs several strategies to maximize interpreter skills and dollars. Whenever feasible, SDR assigns local interpreters at \$40-\$75/hr. each (including prep. time) before assigning the higher cost agency interpreters at approximately \$100-\$175/hour each. SDR plans to work with the CSUMB Disability Advisory Committee to develop recommendations for campus-wide service standards and consistent procedures. SDR explores the effectiveness of technological solutions. For example, CSUMB has a videophone service for real-time remote interpreting in CSUMB classrooms, wherein one interpreter may be on camera off campus while a second interpreter is on-site in the CSUMB classroom.

To assist CSUMB with scheduling qualified interpreters, and when practical for the student, SDR invites deaf students to take courses together or on-line. For example, SDR may ask a student to consider postponing enrollment in a required course in order to take it with another deaf student the next semester.

Thank you for helping to create an inclusive learning environment at CSUMB and/or your event.

**QUESTIONS?** Email: [SDR\\_deaf\\_services@csumb.edu](mailto:SDR_deaf_services@csumb.edu) or call SDR 831.582.3672 or, If applicant or employee, contact University Personnel: **ADA Coordinator (831) 582-3584** or [university\\_personnel@csumb.edu](mailto:university_personnel@csumb.edu). Alternate: [ltantillo@csumb.edu](mailto:ltantillo@csumb.edu) or call 831.582.3504 voice.