

# **Sacramento City College Disability Services & Programs for Students**



# **DEAF & HARD OF HEARING SERVICES HANDBOOK**



*Sacramento City College*

*Los Rios Community College District*

*3835 Freeport Blvd.*

*Sacramento, Ca 95822-1386*

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## Phone & Email List

- DSPS Website <http://web.scc.losrios.edu/disabilitiescenter/>
- DSPS Front Desk (916) 558-2087 v
- **V-Phone** **(916) 374-7218**  
**\*Deaf & Hard of Hearing Services**
- Campus Police (916) 558-2221 v
- Health Services (916) 558-2367 v  
[scc-healthservices@scc.losrios.edu](mailto:scc-healthservices@scc.losrios.edu)

### DSPS Staff

- Anita Sanders, Supervisor (916) 558-2116 v or [sanderA@scc.losrios.edu](mailto:sanderA@scc.losrios.edu)
- \*Cassandra Foster, Interpreter, Deaf Services** (916) 558-2313 v or [fosterCK@scc.losrios.edu](mailto:fosterCK@scc.losrios.edu)
- Marina Zanardelli, Student Personnel Assistant (916) 650-2792 v or  
[ZanardM@scc.edu@scc.losrios.edu](mailto:ZanardM@scc.edu@scc.losrios.edu)

## **Requesting Services**

Now that you are enrolled at Sacramento City College and have completed the intake process to receive services from the DSPS, you can request your disability accommodations. Each semester turn in a service request form to request services, which includes interpreters and real-time captioners.

Interpreters and real-time captioners are provided for classes and instructor required educational activities. The Student Personnel Assistant processes all service requests for the Deaf and Hard of Hearing students registered through DSPS. Be sure to indicate what type of service you are requesting; services are only provided for students who have made an official request. Deaf Services schedules all interpreters and real-time captioners.

The DSPS office requires a reasonable amount of time be given to arrange services for each semester. Turn in your service request form at least one month before the semester begins. Please plan ahead.

Requesting a specific interpreter or real-time captioner is possible but may not always be available. Continuing students, we recommend turning in your service request as soon as you register during priority registration week. Priority registration is for students continuing to the next semester.

## **Service Request Form**

Service request forms are available online as well as in paper form in the DSPS office. This form will help you get timely services as well as keep the DSPS department aware of your requested services. Requests will be processed once the official form has been completed and submitted.

### **Submitting your service request form can be done by:**

- Going to the DSPS office and filling out the appropriate form
- Visit the DSPS website at <http://web.scc.losrios.edu/disabilitiescenter/> and download a printable form to drop off at the DSPS office or email the completed form to Cassie Foster at [fosterck@scc.losrios.edu](mailto:fosterck@scc.losrios.edu)

## Shared Notes “How to”

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- Students are asked to identify classmates who are willing to function as volunteer notetakers. DSPS provides NCR paper (carbonless carbon paper) to qualifying students with disabilities to be used by a volunteer notetaker. This paper should be shared with the volunteer notetaker, and the carbon copy of the notes can be given to the student with a disability at the end of class. If the notetaker prefers not to use the NCR paper, copies of notes can be made in DSPS upon request.
- The student may ask the instructor for help to find a competent classmate who will share notes. The instructor may approach a specific student for this task or make a general statement to the class. Suggested Statement: *"We have a need for a volunteer notetaker who will share notes with another student. Please notify me at the break if you are available for this."*
- The student and notetaker should be in contact with each other. The student should be present to receive notes from the notetaker.
- If no volunteer notetaker can be identified, it is the student's responsibility to return to DSPS and ask for further assistance.
- Shared notes are not a substitution for class participation. If a student is absent, shared notes will not be provided.

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# Interpreter/Real-time Captioner Services Policy

## Cancellation of Services

**\*If you plan to miss a class: You must notify Deaf Services as soon as you know you are going to miss class.**

### Important Note:

- Notify Cassie Foster fosterck@scc.losrios.edu that you will miss class at least **48 hours in advance.**
- Notification between 48 hours and 1 hour before the class is considered a **LATE NOTICE.**
- Notification between 1 hour and start of the class is considered a **NO SHOW.**
- No Notification is considered a **NO SHOW.**
- **Three (3) LATE NOTICES** and you must meet with a counselor.
- **Three (3) NO SHOWS and your services are suspended.** A letter of warning will automatically be sent and you must make an appointment with the DSPS Coordinator to reinstate your services. Interpreting services will resume upon a valid explanation provided during the appointment.
- **DSPS Coordinator has the right to CANCEL YOUR INTERPRETING OR RTC SERVICES FOR THE REST OF THE SEMESTER IF YOU DO NOT MAKE OR ATTEND THE APPOINTMENT WITH THE COORDINATOR TO REINSTATE YOUR SUSPENDED SERVICES.**
- **Interpreters and RTCs will follow this wait time table:**

Wait Time Table	
Time Length of Class	Interpreter/RTC Wait Time
If class is 50 mins to 1 hour 30 mins	Wait 10 min
If class is 1 hour 31 mins or MORE	Wait 15 min

## **Student's Responsibilities**

- Submit your service request form with a copy of your attached class schedule at least one month prior to the start of class to allow time to schedule interpreters or real-time captioners (RTC). Interpreters or captioners may not be available if you turn in a late request.
  - During the first week of class provide a copy of your syllabus from each class to Deaf Services.
  - Inform Deaf Services if your class schedule changes (i.e. – room change, meeting locations, class cancellation, you add/drop a class, etc.)
  - If you need an interpreter/captioner for your final exam, fill out a final exam form and turn it into Deaf Services.
  - You must follow the guidelines & procedures in the DSPS Deaf & Hard of Hearing Handbook.
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- You must sign the attached Student Contract and turn it in to Deaf Services.
  - It is your responsibility to communicate with the Deaf Services staff. Do not expect the interpreter/captioner assigned to your class to pass on information.
  - Pick-up your instructors letters and give them to each of your instructors during the first week of class.
  - If you are ill, instructor cancels class or will be late please contact Cassie Foster as soon as possible.

## **Tips for Working with an Interpreter**

1. New students: make an appointment with the Deaf Service Interpreters to discuss your language preference.
2. Providing your interpreter with materials you will use in your presentation, class discussion, or lectures will allow your interpreter to effectively convey information to your instructors and peers.
3. It is recommended to give feedback about your interpreter or real-time captioner services to Deaf Services throughout the semester. Doing so allows these services to be modified to better meet your needs.
4. If you have preferred signs you would like used, please share with your interpreter. This helps the interpreter better serve you as a consumer of interpreting services.
5. If you do not understand the information, ask the speaker for clarification.
6. Do not sit in the chairs that are reserved for the interpreters in the classroom.

## **Tips for Working with a Real-time Captioner**

1. Be sure to provide a copy of your syllabus and any list of vocabulary for your classes to the captioner within the first week of class.
2. Captioners are not required to begin captioning until you arrive at the class or event. Therefore, any notes you may receive from the captioner will not cover the time you missed.
3. Provide the captioner your email address to receive a copy of the class transcript.
4. Do not tell the captioner you will be absent. You must notify Deaf Services and Cassie will contact the captioner.



## **Student Contract**

By signing below, you indicate that you have read the Deaf and Hard of Hearing Student Handbook and specifically agree to the following:

*If you plan to miss a class or are ill please contact Deaf Services asap:*

### **You must notify the Deaf Services:**

Cassandra Foster, Interpreter, Deaf Services

[fosterCK@scc.losrios.edu](mailto:fosterCK@scc.losrios.edu)

(916) 558-2313 voice

**(916) 374-7218 V-Phone**

Or if Cassie isn't available:

Marina Zanardelli, *Student Personnel*

(916) 650-2792

[ZanardM@scc.losrios.edu](mailto:ZanardM@scc.losrios.edu)

I agree to the following:

- I will submit my service request form with a copy of my attached class schedule at least one month prior to the start of class to allow time to schedule interpreters or real-time captioners.
- During the first week of class, I will provide a copy of my syllabus to Deaf Services.
- I will inform Deaf Services if my class schedule changes (i.e. – room change, meeting locations, class cancellation, add/drop classes, etc.)
- If I need an interpreter for a final exam, I will fill out a final exam form and turn it into Deaf Services.
- I understand that the DSPS may not be able to provide services for late requests.
- I will follow the guidelines & procedures in the DSPS Deaf & Hard of Hearing Handbook.
- I will sign Student Contract and turn in to Deaf Services.
- It is my responsibility to communicate with Deaf Services. I will not ask the interpreter assigned to my class to pass on information. If you are ill, instructor cancels class or will be late I will contact Deaf Services as soon as possible.

**PLEASE SIGN ON NEXT PAGE. THIS IS YOUR COPY.**

# Student Contract

By signing below, you indicate that you have read the Deaf and Hard of Hearing Student Handbook and specifically agree to the following:

If you plan to miss a class:

## **You must notify Deaf Services:**

Cassandra Foster, *Interpreter, Deaf Services*  
(916) 558-2313 voice (916) 374-7218 V-Phone  
[fosterC@scc.losrios.edu](mailto:fosterC@scc.losrios.edu)

Or

Marina Zanardelli, *Student Personnel Assistant*  
(916) 650-2792 v [ZanardM@scc.losrios](mailto:ZanardM@scc.losrios)

I agree to the following:

- I will submit my service request form with a copy of my attached class schedule at least one month prior to the start of class to allow time to schedule interpreters or real-time captioners.
- During the first week of class, I will provide a copy of my syllabus to Deaf Services.
- I will inform Deaf Services if my class schedule changes (i.e. – room change, meeting locations, class cancellation, add/drop classes, etc.)
- If I need an interpreter/captioner for a final exam, I will fill out a final exam form and turn it into Deaf Services.
- I understand that the DSPS may not be able to provide services for late requests.
- I will follow the guidelines & procedures in the DSPS Deaf & Hard of Hearing Handbook.
- I will sign Student Contract and turn in to Deaf Services.
- It is my responsibility to communicate with Deaf Services. I will not ask the interpreter assigned to my class to pass on information. If you are ill, instructor cancels class or will be late I will contact Deaf Services as soon as possible.

***I have read the Student Contract and I understand the procedures.***

Print name: \_\_\_\_\_

Signature: \_\_\_\_\_ Date \_\_\_\_\_