

STUDENT GUIDELINES FOR CAPTIONING SERVICES

Effective January 1, 2013

These policies are intended to assist the Services for Students with Disabilities, SSD, its service providers and registered students in the orderly and efficient operation of providing captioning services.

Every effort will be made to provide a captionist for students who request these services. Students must have completed the appropriate forms and provided documentation of their disability to SSD.

Student Responsibilities:

When requesting classroom accommodations, student responsibilities are to:

- Meet with your Disability Management Specialist and obtain an accommodation letter every semester that you are requesting classroom accommodations.
- Schedule a private meeting with the instructor, present the accommodation letter to the instructor, and discuss the accommodations stated in the letter.
- Introduce the captionist to the professor/instructor on the first day of class and explain the role of the captionist.
- Make arrangements with the instructor related to suggested accommodations (refer to accommodation letter).
- Leave the meeting with an understanding of the arrangements.

Provider Commitment:

Each captionist is committed to work for the entire semester. Captionists will not be changed unless there is a compelling reason, and approval of SSD is required.

Early Registration:

Early registration is your best assurance of receiving services promptly. Switching sections or making schedule changes may present problems in providing services in a timely manner.

The SSD "[Yellow Schedule Form](#) - Request for Professor Letters" must be turned in to the SSD office as soon as possible in order to receive your accommodations (i.e.; captioner, interpreter, professor letters, note takers). If you change your class schedule a revised yellow form must be submitted as soon as possible.

If classes, internships and other class related requirements are TBA or located off campus, it is your responsibility to obtain the critical information from your professor and submit it to the Lead Interpreter Coordinator. Failure to do so will not guarantee services on the first day of class.

Scheduling Work Assignments

Captionist work schedules are determined by the business and operational needs of the Office for Disability Services and will be made by SSD staff. Assignments for the upcoming semester are made prior to the first day of classes. Every attempt is made to provide an accurate semester-long schedule,

but assignments are subject to change. The following additional factors are considered when assigning a captionist to each class:

1. the request of the student for a particular captionist for the assignment
2. the student's preference for sign language system
3. the content of the course – demands in terms of vocabulary, technical difficulty, and format (lecture, laboratory, seminar, etc.)
4. the availability of the captionist

If it is not possible to meet the above criteria, assignments will be made according to the availability of the most appropriately-skilled captionist.

Attendance:

Captionist's are expected to arrive 10 minutes before class begins. You are responsible for notifying SSD if your captionist is late or misses a class.

If the captionist reports to an assignment and the student fails to show, the captionist must wait fifteen minutes for a class which is up to one hour in duration and twenty minutes for any class over an hour in length. This will confirm the no-show. Captionists are required to report student no-shows immediately to SSD so that student absences can be monitored.

As tests are announced, students should determine if the captioner would be needed for that class period. Students should inform the captioner if their services will not be required for the testing period.

All final exam services are per request only. If the student would like an captioner for a final exam, the student must contact SSD two weeks in advance.

Absence:

If captioning services have been requested, and you know that you will be unable to attend class, you must provide SSD with at least 24 hours advanced notice so the captionist can be informed. Services will not be provided to a student who does not attend class, unless specific approval has been obtained in advance from SSD. In some situations, students may not be able to provide 24 hours' notice, and these types of situations will be reviewed by SSD. Failure to provide any advanced notice is considered a "No-Show".

Failure to provide notice will result in the following actions:

1 - First "No-Show": A letter or email will be sent to remind the student of the policy and appropriate procedures.

2 - Second "No-Show": A letter or email will be sent to the student informing the student they have two "No-Shows". In addition, the letter will remind the student of the policy and appropriate procedures.

3 - Third "No-Show": Services will automatically be temporarily suspended and a letter or email will be sent to the student informing him/her of the policy and the appropriate procedure. Services will remain suspended until the student makes an appointment and meets with their Disability Specialist to discuss reinstating services.

4 - For each subsequent "No-Show": Services will automatically be suspended and a letter or email will be sent to the student informing the student of the policy and the appropriate procedures. The services will remain suspended until the student makes an appointment and meets with their Disability Specialist in SSD.

In the event that a captionist is unable to caption a class for any reason, SSD will attempt to find a replacement captionist. SSD will provide the student with a tape recorder or other device to be utilized in the unlikely event that the captionist is late or fails to provide services on a given day. Please note that SSD may not be aware the captionist is absent, especially in unpredictable events such as car problems, traffic, weather conditions, etc. If an unforeseen event occurs, the student should tape record the lecture and provide SSD with the tape as soon as possible. SSD will have the tape transcribed in a reasonable amount of time.

Requests for Services Outside of Class:

Meetings with professors, academic advisors, university officials, etc. require students to give SSD a minimum of three days advance notice in view of the difficulty in scheduling captioners. An effort will be made to fulfill requests made on short notice, with the understanding that captioners may not be available. Captioners are not permitted to accept requests for services. A request for services must be made to SSD directly by completing and submitting the "[Request for Interpreter or Captionist](#)" form via SSD office, fax or emailing the request form. A general request made by email or text is not acceptable. Request forms are available on-line at <http://www.fresnostate.edu/studentaffairs/ssd/forms/>.

The Ubiduo face-to-face communication system is available at many campus service locations and is available for checkout at the SSD office. Locations for the Ubiduo can be seen on our SSD and the campus Accessibility websites. To learn more or see a demonstration contact SSD as noted below.

Communication between Student and Captionist:

If you have problems with your captionist that you are unable to resolve, please contact the Lead Interpreter Coordinator, you're SSD Disability Management Specialist or the main SSD office. Every reasonable effort will be made to resolve the problem(s) quickly and fairly.

To file a formal complaint, please refer to the SSD complaint resolution process: Receiving, researching, and resolving student complaints related to program, academic, architectural and technology accessibility and issues. <http://www.fresnostate.edu/studentaffairs/ssd/complaint/>

Contact Information for SSD

Main Office: ssdstaff@csufresno.edu Phone: 559-278-2811

Interpreter I Communications Coordinator:

Dianna Clayton diclayton@csufresno.edu Phone: 559-278-2903

SSD Staff Support for Communication Services

Troy Polnitz tpolnitz@csufresno.edu Phone # 559-278-7097

*Please adhere to regular business hours when contacting Holly via cell/text.

STUDENT COPY TO KEEP, PLEASE SIGN SECOND COPY ATTACHED

California State University, Fresno
Services for Students with Disabilities

STUDENT GUIDELINES FOR CAPTIONING SERVICES

I have received a copy of the Fresno State/Services for Students with Disabilities Student Guidelines for Captioning Services. I have read the document, had any questions answered, and I agree to abide by the policies and procedures therein.

Student Signature: _____ Date: _____

Student Name (please print): _____

SSD Witness Signature: _____ Date: _____

SSD Witness Printed Name / Title: _____

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Student Signature: _____ Date: _____

Student Name (please print): _____

SSD Witness Signature: _____ Date: _____

SSD Witness Printed Name / Title: _____

Please submit the signed original of this form to Services for Students with Disabilities; a copy will be provided to you.