

Policies and Procedures for Captionists

Revised August 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.

Professional and Ethical Conduct

The Captionist(s) will:

- 1 - Provide an in-class text display for students supported by SSD. In addition, transcripts (generated from the text display) will be made available in a reasonable time frame to students who attended class.
- 2 - Make every effort to type spoken information word-for-word. At times (during fast speech), the captionist will need to summarize information, but she/he will type as much of the important information as possible.
- 3 - Begin typing upon the arrival of the supported student(s). Any announcements made by the instructor before the student(s) arrive will not be typed.
- 4 - Recognize the students as adults. Captionists must be sensitive to the students' needs, including the need for independence.
- 5 - Captionists will maintain a professional association with faculty, staff, and students. Captionists are expected to be impartial in the performance of their work. Captionists will not counsel, advise, or interject personal opinions before, during, or following a captioning assignment.
- 6 - Captionists will keep all assignment-related information strictly confidential.
- 7 - Captionists are expected to:
 - a) promptly report any breaches in ethical conduct or infractions, and
 - b) promptly report if impartiality may be called into question for a given work assignment.

The captionist will contact SSD to discuss any concerns. Concerns may include, but are not limited to communication problems, difficulty meeting the student's needs, student's habitual inattentiveness, tardiness, absence, and any problem the Interpreter is unable to resolve by talking to the student and/or instructor.

SSD will notify instructors prior to the first day of each semester that a deaf or hard-of-hearing student will be enrolled in their class and will outline the procedures for communications and accommodations.

The Captionist should introduce her/himself to the instructor and briefly describe their role in the classroom with regard to seating, potential concerns, etc.

Scheduling Work Assignments

Captionists 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. It is the responsibility of an interview panel, including the Lead Interpreter/Coordinator, to assess the skills of prospective captioners. Based on this assessment, the following additional factors are considered when assigning captioners to each class:

1. the request of the student for a particular captioner for the assignment
2. the content of the course – demands in terms of vocabulary, technical difficulty, and format (lecture, laboratory, seminar, etc.)
3. the availability of the captioner

If it is not possible to meet the above criteria, assignments will be made according to the availability of the most appropriately-skilled interpreter. The Lead Interpreter/Coordinator may make random classroom observations and make modifications to assignments if needed.

Out-of-Class Captioning

All requests for out of class Captioning must be made in writing by the *student* who uses captioning services at the SSD office. These requests must be made at least three working days in advance to make possible the scheduling of an appropriate captioner.

Should the student directly contact a captioner who is available for an assignment, the interpreter should remind the student of the captioner request policy. Approval from SSD is still necessary prior to the date of the assignment. Captioners may not be paid for assignments not receiving without prior approval from the SSD office.

Commencement and Duration of Assignments

Captionists are expected to arrive at least five minutes before the beginning of each captioning assignment to arrange proper seating, make appropriate introductions, and take care of any other logistical arrangements. Captionists are expected to remain throughout the duration of the scheduled assignment.

As tests are announced, captionists should verify with the professor and student to see if and how long they will be needed. For final exams, all services are per request only. If the student would like a captionist for a final exam, the student must contact SSD two weeks in advance.

Waiting Period for No-Shows

The captionist is expected to wait for the student at the assignment as follows:

- 15 minutes for a class which is up to one hour in duration

- 20 minutes for any class over an hour in length.
- After the designated waiting period ends, the captionist should promptly notify SSD of the no-show.

Cancellations, In the event of a student cancellation:

If cancellation is made by the student 24 hours prior to class time, the Captioner will be notified accordingly and will not be reimbursed for services. The office will attempt to contact captioners immediately upon receiving the student's notification. Captioners will be reassigned, if needed, for other assignments.

If cancellation is NOT made by the student within 24 hours prior to class time, and if no other assignments are available, the captioner will still be paid as if they had worked the original assignment.

Attendance

Captionists will give SSD the earliest possible notification in writing of any planned absences (can be email). It is also the responsibility of the captionist to inform students of any planned absences. Because of the difficulty of finding and scheduling captionists, it is requested that captionists find their own substitutes for non-emergency absences with less than two weeks' notice. The Lead Interpreter/Coordinator must approve all substitutions prior to the assignment. Unapproved substitutions may result in the substitute not receiving payment. If no substitute can be found with reasonable effort, the captionist will contact the Lead Interpreter/Coordinator for approval to have the time off without a substitute captionist.

In the event that a substitute captionist has been scheduled and the regular captionist becomes available, the substitute captionist has priority for the assignment. The substitute must agree in advance for the assignment to revert back to the original captionist.

Since it is practically impossible to assign a substitute captionist without reasonable notice, regular scheduling of a captionist may be jeopardized if they have more than three unscheduled absences occur during any one semester.

If an assignment extends beyond the authorized length of time, the time discrepancy must be reported to SSD promptly upon the completion of the assignment.

Vacation and Sick Leave

(Note: Captioners on an emergency temporary assignment do not receive these benefits)

For every 160 hours worked, 6-2/3 hours of vacation and 8 hours of sick time are accrued. The time starts accumulating from the day the employee is hired. Accumulated vacation and sick time is not lost if a captioner does not work for a period of time, if employment is resumed at a later date.

Sick leave hours may only be claimed with a captioner is not able to fulfill an assignment due to illness of themselves or a family member for whom they are responsible (e.g. a child) and they have called the office to report the situation. Captioners may not claim sick leave for time they are not scheduled to work. Vacation leave, however, may be claimed for both scheduled and unscheduled work time.

Assignment Preparation

Assignment preparation is desirable and at times necessary to enhance the presentation of information. A captionist may, on a case-by-case basis, be reimbursed for time outside of the classroom for dictionary building and other activities involved in the preparation for courses. Authorization of paid assignment preparation must occur in advance.

In the interest of fairness to all students and to encourage class attendance, neither diskettes nor hard copies are to be provided to any other student.

The captionist will not provide students with any notes or transcriptions if the student does not attend the scheduled class time.

Time Reporting

Captionists are hired by Fresno State as Temporary Help (Intermittent Hourly or Emergency hire). Temporary Help means hourly employees and are paid for actual hours worked. Captionists are expected to be at the assignment location five (5) minutes prior to the beginning of class and stay five (5) minutes after class in case the student has questions, needs to talk to the professor, etc. Therefore, captionists may claim ten (10) minutes in addition to the time of the class. Thus, captionists may claim one hour for a 50-minute class and 1.4 hours for a 75-minute class. The SSD captionist time sheet for reporting the number of hours worked per student/assignment is available in the SSD office.

Both SSD time sheets and online time reporting are due on the 23rd of the month, or the day closest to the 23rd if it falls on a weekend. Projected hours from the 23rd to the end of the month must be included. The original SSD time sheets shall be signed in ink by both the student and the captionist. Captionists should carefully check the math and not rely on someone else to catch errors. Hours on the time sheets must add up to the hours shown on the online time reporting calendar. It is important to submit both items on time, if you are late there is a possibility that you will not be paid until the following paid period.

If the actual hours worked between the 23rd and the end of the month are different than the hours projected online, please notify the Lead Captionist Coordinator so the changes can be made.

It is suggested that captionists log their time online throughout the month as opposed to trying to remember at the end of the month what hours were worked.

Paychecks

Paychecks are distributed at the Cashier's Window of the Accounting Office in Joyal Administration Building. Employees must show picture identification at the Cashier's Window for a pay check to be released. Pay checks will only be released to the employee office on or around the 15th of each month. Unfortunately, a specific hour that the checks will be available cannot be guaranteed. The Cashier's Office phone number is (559)-278-2641.

Direct deposit is highly recommended. If you are interested in signing up for Direct Deposit, contact Payroll services (559) -278-3960 or the Lead Captionist Coordinator for more information.

Parking

Captionists may purchase Staff Parking Permits for each semester that they are scheduled to work. Prior to the beginning of the semester, the captionist should come to the SSD office to pick up a verification form, which is proof of their right to purchase a Staff Parking Permit. The form should be taken to the Cashier's Office in order to make the purchase.

Problem Resolution

Captionists are expected to immediately report to SSD any concerns and/or problems that arise during the assignment. For concerns of unlawful discrimination, harassment or retaliation, refer to Fresno State's "Policies and Procedures for Addressing Discrimination, Harassment, And Retaliation for University Faculty, Staff & Student Assistants" (located at <http://www.fresnostate.edu/mapp/III/G/G-25.pdf>).

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

CAPTIONER COPY TO KEEP, PLEASE SIGN SECOND COPY ATTACHED

California State University, Fresno
Services for Students with Disabilities

Receipt of Policies and Procedures for Captioners

I have received a copy of the Fresno State Policies and Procedures for Interpreters. I have read the document, had any questions answered, and I agree to abide by the policies and procedures therein.

Captioner Signature: _____ Date: _____

Captioner Name (please print): _____

SSD Witness Signature: _____ Date: _____

SSD Witness Printed Name / Title: _____

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Captioner Signature: _____ Date: _____

Captioner 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.