



## Accessibility Resource Center Deaf/Hard of Hearing Program

### Responsibilities: A Statement of Policy for Students using Sign Language Interpreters, Speech-to-Text Service Providers and Cued-Speech Transliterators

**Confidentiality:** Service providers may at times need to share classroom accommodation related issues with other campus staff on a “need to know” basis. On a regular basis, the D/HH staff adopts a team approach in the collaboration and sharing of work-related information. As a result, there will be times when service providers share typically confidential information about students and work experiences/challenges for the purpose of improving the quality of the UWM D/HH Program services.

#### Course Schedule and Service Requests

1. **Course Schedule Deadline:** You are required to submit your schedule *approximately three weeks before the beginning of the semester* to ensure that services are available for your courses on the first day of class. If you fail to follow this policy, the Accessibility Resource Center will attempt to accommodate as close to the first day of class as possible on a first-come, first-served basis. We cannot guarantee a service provider for at least the first week after the request is made, but will make a good faith effort to do so.

Due to the limited availability of interpreters, cued-speech and speech-to-text service providers, schedules and schedule changes received after the due date are at risk for beginning classes without a service provider. This also applies to adding an 8-week or 6-week class to the existing course schedule.

2. **Schedule changes:** You are encouraged to submit your class schedule and related changes on or before the date specified by the D/HH Student Advisor (as outlined above). If you need to make a schedule change, please discuss your options with the D/HH Student Advisor *before* making the change to ensure the availability of a service provider. Again, due to the limited availability of interpreters, cued-speech and speech-to-text service providers, any changes students make to their schedule without prior notification to our department may result in not having service providers available for your class. Students are also expected to notify the D/HH Office immediately after dropping a class.
3. **Requests for Academic Related Services:** If you need a service provider for any academic-related meeting outside of class time (such as meeting during a professor’s office hours), lecture, or class related activity, it is imperative that you complete a STUDENT SERVICE REQUEST FORM (Located online at <http://uwm.edu/arc/> and navigating to *Forms and Policies*) so the appropriate service provider can be secured.
4. **Requests for Non-Academic Related Services:** All extra-curricular (unrelated to a class activity) service requests should be made to the department or organization hosting the activity or event. The sponsoring department can then retain services from the D/HH Program for a fee. If the D/HH Program staff is not available, we refer the department to community resources that can provide the requested services. Please refer the department to the [ARC Website](#) for information on how to obtain interpreting or speech-to-text services:

#### Your Academic Responsibilities

5. **VISA Form:** All students receiving services from the Accessibility Resource Center are to have a current Verified Individual Services and Accommodations (VISA) form. Students are strongly encouraged to obtain copies of the VISA prior to the beginning of the semester and arrange meetings to discuss their accommodations with the instructor prior to the first day of class. Students may request accommodations for the meeting by submitting a [Student Services Request Form](#) online.
6. **Questions about Class Information:** Ask the instructor if you have questions about class information. The service provider is there to assist with communication as needed. It can be very beneficial to meet with the instructor outside of class time, either during the instructor’s office hours or by making an appointment with the instructor. If you want to talk with the instructor or teaching assistant immediately preceding or following class, it is your responsibility to ask the service provider if he/she can arrive before or stay after class for this purpose (for appointments longer than 10-15 minutes, please fill out the Student Services Request Form).
7. **Academic Advisor:** It is your academic responsibility to establish an on-going relationship with an academic advisor. This should be done during your first semester at the university so that you will have access to information for appropriate course selection during your academic career at UWM. Your D/HH Student Advisor will assist you with accommodation-related

issues but will not assist you in choosing your classes. If you need a service provider when meeting with your advisor, plan ahead; complete a [Student Services Request Form](#) online.

8. **Visual Information:** Service providers are not note takers and will not record written information presented non-verbally. Students are encouraged to obtain note takers for each class to assist with summarizing the instructor's message and to capture information displayed on the blackboard, etc.
9. **Internship/Practicum:** Students may be involved with internships or fieldwork placements as part of their academic program. The UWM D/HH Program considers internships and fieldwork placements in the same light as regularly scheduled courses at UWM. All of the responsibilities and policies regarding use of services remain in effect for all students who earn course credit in field placement and internship programs. These responsibilities are outlined in this form in addition to the *Note taking* and *D/HH Program No-Show* Responsibility forms.

### **Working with Your Service Provider**

10. **Communication with Service Providers:** Open lines of communication with service providers. Let them know your communication preferences (need voicing, sit in a specific area, etc.). Share your concerns and positive feedback, discussing what is working and what your specific concerns are. If your concerns are not resolved after talking with the service provider directly, address your concerns with the appropriate services coordinator.
11. **First Day of Class:** Arrive a few minutes early the first day of class to introduce yourself to the service provider. Be sure your seat in each classroom is right for you. It is important that you have a direct line of vision to the instructor, the board or screen, and the service provider.
12. **Service Provider Wait Time:** If you are late, the service provider will wait **10 minutes for a 50-minute class and 15 minutes for classes longer than an hour**. If you do not arrive to your class within these timelines, the service provider will leave. If you know in advance that you will be late, please use the [dhhnoshow@uwm.edu](mailto:dhhnoshow@uwm.edu) to inform our office when you plan on arriving to class.
13. **Service Provider No-Show:** Contact the D/HH Program Office: Amy Hogle 229-2344 V or [hogle@uwm.edu](mailto:hogle@uwm.edu), Nicole Stelzner 229-3340 V or [nicolems@uwm.edu](mailto:nicolems@uwm.edu) or Jason Anderson 937-5875 VP or [anders96@uwm.edu](mailto:anders96@uwm.edu) if the service provider does not show-up for class. As a last resort, an audiocassette tape recorder is available from the D/HH Program to tape the lecture and arrangements will be made to relay the information to you as soon as possible.
14. **Transportation Policy:** Some courses or course assignments may be held off-campus (i.e., not on UWM's main campus). Students are responsible for arranging their own transportation to and from the off-campus site. D/HH Program staff and LTE service providers do not provide transportation for Deaf and Hard of Hearing students to or from campus or other sites. This applies to internships, field placements, group meetings, courses and other placements that may occur off-campus.
15. **Classroom Observations:** Students in the UWM Interpreter Training Program (ITP) or student interpreting interns from other interpreter programs may be observing your interpreter or doing some interpreting for your class. This is an important part of the ITP. These students will NOT be observing YOU but rather the interpreting process. If a problem develops, inform the UWM staff interpreter working with the intern so that the situation can be resolved.

Individuals and or staff members learning speech-to-text or cued speech may also be observing other service providers in your class. At any time, your service provider will ask you and your instructor prior to class if a student or staff member can observe.

Students or community members may ask students directly if they can observe their service providers in class. If this occurs, please refer the student or community member to the Interpreting or Speech-to-Text Coordinators.

### **For Students Using Speech-to-Text Services**

16. **Laptop Usage:** The speech-to-text service provider will make a laptop computer available to you in the classroom. Students are expected to handle the D/HH Program laptop carefully and use it to read the real-time text display that facilitates communication. The laptop provided by the service provider is not to be used for any other purpose. (i.e. games, homework, e-mail, etc.)
17. **Leaving Class:** The service provider will not type if you are not present in the room. (The role of the speech-to-text service provider is to provide real-time communication access.) If you do not show for a class, the service provider will not provide a transcript for that class unless instructed to do so by the D/HH Program Manager.
18. **Transcript:** Service providers will provide unedited electronic transcripts to you immediately following class. It is your responsibility to bring a device and electronically copy the transcript at the end of the class period. Service providers will not e-mail the transcript to you without prior approval from the D/HH Student Advisor. A paper copy of the transcript can be

printed in any UWM computer lab. If you have questions about the process of printing a paper copy of the transcript, see the D/HH Student Advisor.

The class transcript is for your eyes only. Transcripts are not to be shared with any other persons. No other students, even if they identify themselves as a Accessibility Resource Center client, are to be given transcripts without prior approval from the Speech-to-Text Services Coordinator.

**Transcripts of Internships/Practicums:** The D/HH Program will consider the provision of transcripts for student internship/practicum assignments on a case-by-case basis. Students in this type of situation should discuss the transcript policy with the Speech-to-Text Services Coordinator before the first day of the internship/practicum.

19. **Service providers and Professionalism:** Service providers hired by UWM (whether they are staff or LTE's) are expected to conduct themselves in a manner consistent with the professional standards of their professional organization highlighted below.

**For students using interpreters:** UWM sign language interpreters are expected to adhere to the Registry of Interpreters of the Deaf (RID) Code of Professional Conduct Tenet 1.0: Interpreters adhere to standards of confidential communication. Illustrative behaviors 1.1 states, Share assignment-related information only on a confidential and "as-needed basis" (e.g., supervisors, interpreter team members, members of the educational team, hiring entities.)

**For students using speech-to-text services:** UWM speech-to-text service providers are expected to conduct themselves in a manner consistent with the professional standards set by the National Court Reporting Association (NCRA) or the C-Print standards established by the National Technical Institute for the Deaf (i.e. maintain confidentiality, relay the message faithfully, refrain from interjecting personal opinions, and function in a manner appropriate to the situation.)

**For students using cued-speech transliterators:** The role of the cued-speech transliterator (also called cued language transliterator) requires study and practice to obtain the nationally recognized standards set forth in the Code of Conduct (Fleetwood and Metzger, 1989) and the Code of Professional Conduct (The National Registry of Interpreters for the Deaf, 2005). These include: Demonstrate and implement ongoing reverence for the preservation and pro-motion of complete and equal access, and adhere to the ethical standards of transliterating for deaf/hard-of-hearing consumers.

### Appeal and Program Information

20. **Appeal process:** For students who are denied support services, (i.e. student requests a classroom interpreter, however, based on previous support services, degree of hearing loss and other pertinent information, this request is denied) an appeal process can be initiated. An appeal form is included in the D/HH Student Handbook that you received when you registered with the D/HH Program. Specific information about the appeal process is available through the ARC office in Mitchell 112.
21. **Questions:** The Deaf/Hard of Hearing Support Services Program is here as your ally. If you have any special needs or concerns, please direct them to Jason Anderson, in the DHH office, Mitchell 116C, or by VP at 937-5875 or by e-mail at [anders96@uwm.edu](mailto:anders96@uwm.edu).

I have read the above document and agree to follow the policy as a student receiving support services from the Deaf/Hard of Hearing Support Services Program at the University of Wisconsin-Milwaukee.

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