Responsibilities: A Statement of Policy for Students using Sign Language Interpreting, Captioning (Real-Time and Media) and Cued-Speech Transliterating

Core Responsibilities

1. **Course Accommodations Plan:** Students are required to meet with the DHH Counselor to fill out the *Accommodations Request Form (ARF)* to determine appropriate accommodations for registered courses. Due to the limited availability of interpreters, cued-speech transliterators and captionists, students using these accommodations are given priority registration. Students who do not follow the deadline for schedules and/or submit schedule changes after the due date without prior notification are at risk for beginning classes without these accommodations. This also applies to adding an eight-week or six-week class to the existing schedule.

   a. **Deadlines:** Schedules should be submitted to the DHH Counselor immediately after completing registration for each semester to ensure that these accommodations are available on the first day of classes. If schedules are turned in after the priority registration period, the Accessibility Resource Center cannot guarantee these accommodations for at least the first week of class but will attempt to accommodate as close to the first day of class as possible on a first-come, first-served basis.

   b. **Schedule Changes:** If students need to make a schedule change (moving to a different section, adding a class or dropping a class), contact the DHH Counselor before making the change to ensure the availability of accommodations. Any changes students make to their schedule without prior notification to ARC may result in not having these accommodations available for classes. Students are also expected to notify the DHH Counselor immediately after dropping a class.

   c. **Online courses:** Online courses must also be included in the ARF. Online course content, meetings and media may need to be made accessible. Students will need to work with instructors and ARC to determine the appropriate accommodations.

   d. **Internship/Practicum/Service Learning/Student Teaching:** Students are required to let the DHH Counselor know during the accommodations plan appointment of their participation in any internships, field work, service learning, student teaching or practicums. The UWM DHH Program also considers internships and fieldwork placements in the same light as regularly scheduled courses at UWM. All of the responsibilities and policies regarding use of accommodations remain in effect for all students who earn course credit in field placement and internship programs.

2. **Unreported No-Show/Excessive Absenteeism:** If students do not plan on attending their scheduled class, students must email DHHnoshow@uwm.edu. Please include the name of the class, the section and if accommodations should be cancelled for part of or for the entire day. This is necessary for ARC to continue to provide quality, consistent student accommodations while controlling costs.

   a. **Unreported No-Shows:** An unreported no-show is when the interpreter, transliterator or captionist attends class but the student did not email dhhnoshow@uwm.edu. The procedure is as follows:

      First unreported no-show - students will receive an email from the DHH Counselor alerting them that the first no-show has occurred.

      Second unreported no-show - After two no-shows per class/per semester, students will receive a second email from the DHH Counselor indicating the assigned accommodations are suspended until the student
meets with the DHH Counselor. After the meeting, accommodations will be reinstated.

If students do not make their no-show appointment, ARC will cancel the assigned accommodations until the student meets with the DHH Counselor.

b. **Excessive Absenteeism:** In rare situations of a pattern of excessive absences, students are required to meet with their ARC Counselor. Depending on the situation, the accommodations plan may be changed at the discretion of ARC.

3. **Captioned Media:** Three weeks before the beginning of the semester, students are to email professors and request captioning for YouTube clips, films or pre-recorded lectures/voice-over PowerPoints. This is for both live and online classes. Please use the ARC captioned media letter when contacting professors so instructors know how to request captioned media from ARC: [http://uwm.edu/arc/forms-and-policies/](http://uwm.edu/arc/forms-and-policies/)

4. **Working with Interpreters, Transliterator and Captionists:** Students should communicate their preferences, such as needing voicing, sitting in a specific area and share specific concerns and positive, constructive feedback. If concerns are not resolved after talking with the interpreter, transliterator and captionist directly, address concerns with DHH Program Managers Amy Hogle (interpreters – hogle@uwm.edu) or Nicole Stelzner (captioning, cued-speech, online – nicolems@uwm.edu). Feedback forms are available at [http://uwm.edu/arc/forms-and-policies/](http://uwm.edu/arc/forms-and-policies/) or on the bottom of the ARC home page [http://uwm.edu/arc](http://uwm.edu/arc).

a. **UWM Code of Conduct:** The University strives to create a positive, safe and healthy environment for all of its students, faculty and staff. Service providers are considered academic staff and are subject to the same policies and procedures for all UWM faculty and staff. Students are expected to treat service providers with respect and professionalism at all times. In the event a conflict occurs between students and their service providers, it is necessary to address the conflict respectfully and professionally. The DHH Program Managers and DHH Counselor are available to assist if needed. Any harassment, bullying, disorderly conduct, disruptive behavior, or any other behaviors towards service providers outlined in UWM’s Non-Academic Conduct policy will be reported to the Dean of Student’s office.

b. **First Day of Class:** Students should arrive a few minutes early the first day of class and meet with the interpreter, transliterator or captionist. Discuss preferred seating and communication preferences. It is important that to have a direct line of sight to the instructor, the board or screen, and the interpreter or transliterator.

c. **Interpreter, Transliterator or Captionist Wait Time:** If students are running late, the interpreter, transliterator or captionist will wait 10 minutes for a 50-minute class and 15 minutes for classes longer than an hour. The assigned provider will leave if the student does not arrive to class within these timelines. Students are to use the dhhnoshow@uwm.edu to let the office know if they are planning on arriving later than 10 or 15 minutes.

d. **Interpreter, Transliterator or Captionist No-Show:** Contact the DHH Program Office: Amy Hogle 414-229-2344 V or hogle@uwm.edu, Nicole Stelzner 414-229-3340 V or nicolems@uwm.edu or Jason Anderson 414-937-5875 VP or anders96@uwm.edu if the interpreter, transliterator or captionist does not show-up for class. As a last resort, an audiocassette tape recorder is available from the DHH Program to tape the lecture and arrangements will be made to relay the information as soon as possible.

5. **Accommodation Requests Outside of Regular Class Time:** All academic related requests will be coordinated through the ARC office. If students need accommodations for any academic-related meeting outside of class time (such as meeting during a professor’s office hours), lecture, or class related activity, students must complete the STUDENT SERVICE REQUEST FORM (Located online at [http://uwm.edu/arc/](http://uwm.edu/arc/) and navigating to Forms and Policies) so the accommodations can be secured.

All extra-curricular (unrelated to a class activity) requests should be made to the department or organization hosting the activity or event. The sponsoring department can then retain services from the DHH Program for a fee. If the DHH
Program staff are not available, we refer the department to community resources that can provide the requested accommodations. Please refer the department to the ARC Website (www.uwm.edu/arc) for information on how to obtain interpreting, transliterating or captioning services.

**Academic Responsibilities**

6. **VISA Form:** All students receiving accommodations 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 with instructors by submitting a Student Services Request Form online.

7. **Questions about Class Information:** Students need to communicate with their course instructors and/or teaching assistants for any questions related to the class. The interpreter, transliterator or captionist is there to assist with communication as requested. 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. Students can ask if the interpreter, transliterator or captionist before or stay after class to meet with the instructor or teaching assistant. For appointments longer than 10-15 minutes, please fill out the Student Services Request Form.

8. **Academic Advisor:** It is the students’ responsibility to establish an on-going relationship with an academic advisor. This should be done during the first semester at the university in order to access to information for appropriate course selection during the students’ academic career at UWM. The DHH Counselor will assist students with accommodation-related issues but will not assist with choosing classes. To schedule a meeting with the academic advisor, students will need to plan ahead complete the Student Services Request Form online.

9. **Visual Information:** Interpreters, transliterators and/or captionists are not note takers and will not record written information presented non-verbally. Students are encouraged to obtain notetakers for each class to assist with summarizing the instructor’s message and to capture information displayed on the blackboard, etc. Notetaker contracts and information (folders) can be picked-up in the ARC main office (Mitchell 112).

10. **Transportation Policy:** Some courses or course assignments may be held off-campus (i.e., not on UWM’s main campus, such as for internships, field placements, group meetings, courses and other placements that may occur off-campus). UWM provides a shuttle to some off-campus sites. If a shuttle is not available, students are responsible for arranging their own transportation to and from the off-campus site. DHH Program staff and LTE interpreters, transliterators and/or captionists do not provide transportation for Deaf and Hard of Hearing students to or from campus or other sites.

11. **Classroom Observations:** Student interns and/or staff members learning interpreting, speech-to-text or cued speech may also be observing other interpreters, transliterators and/or captionists in classes. DHH Program staff members are required to ask the student and instructor prior to class if a student or staff member can observe. Only DHH Program staff may ask if student interns or staff members can observe a class. If students receive requests from other UWM students or community members, the Interpreting or Speech-to-Text Coordinators should be informed. If a problem develops, inform the DHH Program staff member working with the intern so that the situation can be resolved.

**For Students Using Real-Time Captioning Services**

12. **Laptop and/or Tablet Usage:** The captionist will make a laptop computer or tablet (such as an iPad) available to students in the classroom. Students are expected to handle the DHH Program laptop or tablet carefully and use it to read the real-time text display that facilitates communication. The device provided is not to be used for any other purpose (i.e. games, homework, e-mail, etc.)

13. **Leaving Class:** The captionist will not type if the student are not present in the room. The role of the captionist is to provide real-time communication access. If students do not show for a class, the captionist will not provide a transcript for that class unless instructed to do so by the DHH Counselor.

14. **Transcript:** The class transcript is for the student’s eyes only. Transcripts are not to be shared with any other persons without prior approval from the DHH Counselor or Program Managers.
Captionists will provide unedited electronic transcripts to students immediately following class. Students may either email a copy of the transcript from either the laptop or tablet immediately after class or save the transcript onto a flash drive from a laptop. Captionists will not e-mail the transcript from previous classes without prior approval from the DHH Student Counselor. A paper copy of the transcript can be printed in any UWM computer lab.

**Interpreter, Transliterator and Captionist Responsibilities**

15. **Confidentiality:** Interpreters, transliterators and captionists 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 DHH staff adopts a team approach in the collaboration and sharing of work-related information. As a result, there will be times when DHH Program staff share typically confidential information about students and work experiences/challenges for the purpose of improving the quality of the UWM DHH Program services.

16. **Professionalism:** Interpreters, transliterators and captionists 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.) (ADD ethics links)

**For students using captioning services:** UWM captionists 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.) (NCRA link)

**For students using cued-speech transliterators:** The role of the cued-speech 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 promotion of complete and equal access, and adhere to the ethical standards of transliterating for deaf/hard-of-hearing consumers.

**Appeal and Program Information**

17. **Appeal process:** For students who are denied accommodations, (i.e. student requests a classroom interpreter, however, based on previous accommodations, 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 DHH Student Handbook students receive when registered with the DHH Program. Specific information about the appeal process is available through the ARC office in Mitchell 112. http://uwm.edu/arc/appeal-procedure/

18. **Questions:** The Deaf and Hard of Hearing Program is here as an ally. If students have any additional 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.

I have read the above document and agree to follow the policy as a student receiving accommodations from the Deaf and Hard of Hearing Program at the University of Wisconsin-Milwaukee.
Signature: _______________________________ Date: _______________________________

(Revised 4.29.16)