Interpreting/CART Services Rules and Regulations

Interpreting/CART services are available for deaf and hard-of-hearing students through the Disabled Students Programs and Services (DSPS) office upon students’ request. An interpreter/captionist will facilitate communication between you, the instructor, and classmates. Interpreting services are available for the following functions:

- Classroom instruction
- Meetings with faculty and staff
- Tutoring appointments
- Club activities
- Visits to Health Center
- Special events on campus
- Internship, field work
- Other requests as needed

Interpreters hired by the DSPS office are professionals who provide sign language interpretation for students with documented severe to profound hearing loss. Golden West College makes every reasonable effort to employ competent and skilled interpreters. Due to a nationwide shortage of interpreters, we, like other community colleges employ many interpreters of varying skill levels. These interpreters are assigned to classes based on their qualifications, availability, and knowledge of the source matter. If there are any questions or concerns regarding the expressive and receptive (sign and voice) skills of the interpreters, it is the student’s responsibility to discuss with the Interpreter Coordinator or Director as soon as possible. If there are questions or concerns regarding the interpreters’ professionalism, conduct, ability to advocate, or interpersonal skills, please discuss with the Interpreter Coordinator or Director within two class sessions of the concern.

All concerns regarding interpreters will need examples of how the interpreter is not effective for the assigned class. Examples such as: unable to keep up with subject matter, pidgin sign, not enough classifiers, finger-spelling unclear, does not understand the student’s signing, or does not voice everything the student signs. The Interpreter Coordinator or Director will investigate, make changes if needed, and notify student within in 5 business days.

Golden West College will reasonably accommodate interpreting services at the discretion of the DSPS office or Interpreter Coordinator. Student requests for specific interpreters will be taken into consideration but not guaranteed. Qualified in-house interpreters will be arranged prior to use of agency interpreters; this may also include removal of agency interpreter.

CART/captioning services, Communication Access Real-Time Translation, vary by student’s need and occasion. Captionists are professionals who provide a verbatim written transcript of the class lecture or event. CART is provided for deaf and hard-of-hearing students with little to no knowledge of sign language or students registered in highly technical classes. Please meet with the Interpreter Coordinator, counselor and/or DSPS Director to discuss CART services and qualifications. Currently, CART services and captionists are contracted with an outside agency. If there are any questions or concerns to the speed or accuracy of the captionists, or concerns regarding the captionists professionalism, conduct, ability to advocate, or interpersonal skills, it is the student’s responsibility to discuss with the Interpreter Coordinator or Director within two class sessions of the concern.

All concerns regarding captionists will need examples of how the captionist is not effective for the assigned class. Examples such as: unable to keep up with subject matter, transcript not being submitted, or transcript unclear. The Interpreter Coordinator or Director will investigate, make changes if needed, and notify student within in 5 business days.

Interpreter/Captionist Responsibilities

While the interpreter/captionist is working in the classroom he/she is expected to interpret/caption everything the instructor says and everything that is heard in the classroom. The interpreter/captionist cannot take notes for you; however, notetaking services are available by contacting DSPS. CART services are not a form of note taking or a substitute for note taking services. The interpreter/captionist is not a tutor; if you need an explanation of your classroom material, please ask the instructor; your interpreter/captionist will be available for you. If you have difficulty understanding your class work, tutoring services are available. To request a tutor, please contact the Tutorial & Learning Center. They will schedule an appointment for you to meet with a tutor. It is your responsibility to request an interpreter/captionist for a tutoring appointment.

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The interpreter may use signs that are not familiar to you. If that happens, ask the interpreter to explain the sign. Every effort will be made to contact instructors prior to the start of the semester for a list of terminology for technical, STEM, medical, or scientific terms. The lists will be available and provided for the interpreters 5 business days before the start of class. Lists of technical terms and signs will become property of Golden West College to be utilized for future assignments.

**Student Responsibilities**

Meet with the DSPS counselor to keep your file active and verify service needs. Request interpreting/captioning services for any and all class and campus activities needed. **REMEMBER- all requests for interpreting/captioning services must be requested 48 hours in advance. (Exceptions may be made in an emergency situation)**

Follow the “Student Absence/Cancellation Policy”. **You must inform the DSPS office if you will not be attending class 24 business hours in advance.** Interpreter cancelations less than 24 business hours will equal one (1) absence. Request for reinstatement of services must be made at least 24 hours in advance before the next regularly scheduled class.

Contact DSPS to cancel interpreting services 24 business hours in advance when:

- You plan to miss class
- Room, day or time of class has changed
- You are canceling any other activity for which an interpreter was requested
- You are dropping class

If a class is canceled, you must notify the DSPS program as soon as you find out.

If you are late to class, the interpreter/captionist will wait for **20 minutes** for all classes. If you plan to be more than 20 minutes late for class, please email the Interpreter Coordinator to request the interpreters/captionists to wait. If there is no communication before the 20 minutes, the interpreters/captionists will be excused to leave. Please go to the DSPS office and meet with the Interpreter Coordinator, if the interpreter/captionist has not been re-assigned, your interpreter/captionist will go back to class with you.

Notify the Interpreter Coordinator immediately if your interpreter/captionist does not show up for class or is late. While you are in class without an interpreter/captionist, try to sit next to your notetaker and read the notes. You may be able to follow the lecture a little until an interpreter/captionist can be arranged. Every effort will be made to assure there will be an interpreter present in your next class.

**Requesting Interpreters/Captioners**

Class requests:

1. Complete and submit “Interpreter/Captionist Request” form at **least three (3) weeks before the first day of class.** **Note:** It is the student’s responsibility to inform the Interpreter Coordinator if there are any changes to their schedule. Interpreters or captionists will only be assigned to classes that are requested on the Classroom Interpreter/Captionist Request form.

Out of class request (campus activities, tutoring, or meeting with instructor):

1. Complete and submit “Student/Interpreter Service” form. A **minimum of 48 hours’ notice is required for all requests.** However, at least one-week advance notice is preferred.
2. If your request is for a class field trip, please be sure to include information about transportation (will you take a bus or will the interpreter or captionist drive alone and meet you there). If your instructor gives you a map, please make sure to make a copy and attach it to your request if possible.

**Note:** Completing the request form does not guarantee interpreting or captioning services. Every possible effort will be made to satisfy your requests, and you will be contacted if there is a concern.

I acknowledge that I have carefully read and understand the contents of this contract. By signing this contract, I accept the responsibilities.

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Student’s Name Print

Student’s Signature

Student’s ID number

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Office Use:

Staff Initials: ___________________ Date: ___________________

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