



**RANCHO SANTIAGO**  
Community College District

# **DEAF AND HARD OF HEARING SERVICES**

**Santa Ana College**



**Santiago Canyon College**

**Guidelines for the  
Deaf and Hard of Hearing Student**

## Deaf and Hard of Hearing Services Staff

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## **Nondiscrimination Policy**

The Rancho Santiago Community College District is committed to equal opportunity in educational programs, employment, and all access to institutional programs and activities.

The District, and each individual who represents the District, shall provide access to its services, classes, and programs without regard to national origin, religion, age, gender, gender identity, gender expression, race or ethnicity, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or military and veteran status, or because he or she is perceived to have one or more of the foregoing characteristics, or based on association with a person or group with one or more of these actual or perceived characteristics.

The Chancellor shall establish administrative procedures that ensure all members of the college community can present complaints regarding alleged violations of this policy and have their complaints heard in accordance with the Title 5 regulations and those of other agencies that administer state and federal laws regarding nondiscrimination.

No District funds shall ever be used for membership, or for any participation involving financial payment or contribution on behalf of the District or any individual employed by or associated with it, to any private organization whose membership practices are discriminatory on the basis of national origin, religion, age, gender, gender identity, gender expression, race, color, medical condition, genetic information, ancestry, sexual orientation, marital status, physical or mental disability, pregnancy, or military and veteran status, or because he or she is perceived to have one or more of the foregoing characteristics, or because of his or her association with a person or group with one or more of these actual or perceived characteristics. Inquiries regarding compliance and/or grievance procedures may be directed to District's Title IX Officer and/or Section 504/ADA Coordinator. RSCCD Title IX Officer and Section 504/ADA Coordinator: Vice Chancellor of Human Resources, 2323 N. Broadway, Santa Ana, CA 92706, 714-480-7489.



Welcome to Rancho Santiago Community College District. We are happy that you have chosen to pursue your educational or training goals at SAC/SCC or School of Continuing Education (SCE).

Hearing loss may range from complete deafness to a slight loss across a few frequencies. The earlier the onset of hearing loss in life, the greater affect it will have on the development of speech and language, as well as reading and writing skills. Each student presents with their own set of skills and needs. The accommodation(s) you will benefit from at SAC/SCC are assessed and determined on an individual basis. Not every student will need or want accommodations that other students find essential for success in the classroom or campus community.

Some common accommodations for deaf or hard of hearing students include, but are not limited to:

- Vocational/Academic Advising
- Priority Registration
- Preferential Seating
- Notetaker for Class Lecture
- Sign Language or Oral Interpreter
- Assistive Listening Device
- Captioning/CART Services
- UbiDuo

Services for SAC/SCC students who are Deaf, Hard of Hearing, late deafened or Deaf/Blind are provided through the Deaf and Hard of Hearing Services (DHHS) Office located within DSPS VL - 203. If a student decides to enroll in a course at SAC's sister campus, Santiago Canyon College (SCC), then services will continue to be coordinated through the DHH Services Offices located at SAC.

The knowledgeable and highly skilled staff at SAC/SCC can assist you with your goals as a college student. To better serve you and to ensure appropriate access to services and education the following policies and procedures have been established. Please read and familiarize yourself with the following policies and procedures.

## Registration Policies and Procedures

### Applying and requesting services from DHHS

In order to receive specialized services from DHHS you will need to:

- complete an application to the college (SAC or SCC) and get a student ID number, then
- complete a DSPS application at either SAC or SCC
- provide a copy of an audiogram to verify your hearing loss at your initial appointment
- make an appointment at the college location to meet with the assigned Faculty to review your application, and discuss your accommodation needs.

### Scheduling your classes and interpreter/captionists in your classroom

Prior to the priority Registration date, you will meet with a counselor to create an Educational Plan. You will be responsible for registering for your classes on the Priority Registration date.

If you are eligible for sign language interpreting or real time captioning as an accommodation, you will then need to give a copy of your REGISTRATION STATEMENT (schedule of classes including instructors' name) to the DSPS office attention Deaf and Hard of Hearing Services two weeks before classes start. You can send your REGISTRATION STATEMENT via e-mail to [Interpreter\\_request@sac.edu](mailto:Interpreter_request@sac.edu) or drop it off in person. It is necessary



for you to request all other accommodations by meeting with your assigned Faculty before classes start each semester.

As a student who uses sign language interpreters or real time captioning, you are given the accommodation of "priority registration" so that your schedule is selected early and you are able to make a request for accommodation with sufficient time for services to be arranged. The DSPTS/Deaf and Hard of Hearing Services office has established a priority deadline for requesting interpreting/captioning services to ensure that there is enough time to schedule interpreters. First priority will be given to students fully registered or number one, two or three on a wait list that have submitted their interpreter requests by the deadline. If students submit new or modified interpreter requests/class schedules after the deadline, every effort will be made to provide qualified interpreters when the schedule and availability allows. If you did not make your request by the deadline and are without interpreters for your class(es) you should speak with Ruth M. Rodriguez via email: [Interpreter\\_request@sac.edu](mailto:Interpreter_request@sac.edu) or in person for alternative means of accommodating your class(es).

Please note: If you make any changes to your schedule after the original submission, it is your responsibility to notify your DSPTS/Deaf and Hard of Hearing Services Office immediately. Failure to do so may result in delays in providing services. Failure to register at least two weeks before the first class meeting may result in no interpreter/captionists or captionist being provided during the first few sessions of your class.

Interpreter and captionists will be provided through the DSPTS/Deaf and Hard of Hearing Services office. Rancho Santiago Community College District makes every reasonable effort to employ competent and skilled service providers. When a service provider is not available for a given class, the student is advised to meet with the DSPTS staff to discuss options.

### **First day of class**

You must notify the DSPTS/Deaf and Hard of Hearing Services Office if you will not attend class on the first day of the semester. If you do not notify the office, the interpreter/captionist may be reassigned to another class. Please note: An instructor has the right to drop you from a class if you do not attend the first day.

If you arrive to class on the first day, and an interpreter/captionist is not there, wait ten minutes. If there is still no interpreter/captionist, give your name to the instructor (so you will not be dropped from the class) and go immediately to the DSPTS/Deaf and Hard of Hearing Services Office at SAC or SCC.

If you are petitioning to add a class or are not 1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> on the Wait List, an interpreter/captionist **will not** be scheduled. Once you have the add code please enter it as early as possible. When you have registered, please bring your updated REGISTRATION STATEMENT to the DSPTS/Deaf and Hard of Hearing Services Office to request interpreting/captioning services.

**Please be aware that adding a class late or making other changes to your schedule may result in not having an interpreter/captionist for 5 – 10 days. It takes time to rearrange the interpreter/captionists' schedules. You will need to go to class even without interpreter/captionists to keep your seat in the class. You are advised to meet with DSPTS faculty or staff to discuss alternate accommodations until an appropriate service provider can be scheduled.**



### **Kinesiology and Dance Classes**

Due to the nature of many (not all) exercise science and dance classes, an interpreter/captionist will be scheduled for the first class meeting only. It is recognized that some of these courses are structured in such a way that an interpreter/captionist is indeed needed at each and every class session. However, many are structured so that the student is following behaviors of the instructor and not relying heavily on linguistic information.

In cases where there is an intermittent need for a service provider, requests should be made as the need arises; however, it is expected that MOST Kinesiology and dance classes will not need to have a service provider scheduled for every class session. In situations where a student believes that services are needed on an ongoing basis, a request must be made to the DSPS/Deaf and Hard of Hearing Services office explaining why the service is needed. After the request is received, the Interpreter Coordinator will conduct a class observation to assess the need for ongoing services before an accommodation is provided.

### **Dropping a class**

If you drop a class, you must notify the DSPS/Deaf and Hard of Hearing Services office **immediately** or **within 24-hours**.

### **Requesting a notetaker**

Because it is difficult to watch the interpreter and take notes at the same time, you may want to use a volunteer notetaker. The DSPS faculty will discuss this with you at the time of your appointment. If you wish to have a notetaker, the DSPS faculty will discuss your Letter of Accommodation to you and you will discuss this with your instructor who will then ask the class for a student volunteer to take notes for you. An official request for a notetaker can be made through the DSPS faculty. Special notetaker paper is provided for you in the DSPS Office. It is your responsibility to supply your notetaker with plenty of notepaper.

### **Deaf-Blind students**

After registering for your classes, make an appointment with the DSPS Staff to discuss additional academic accommodation needs.

### **Hard of hearing and late deafened students**

Assistive Listening Devices are readily available for your checkout (borrow/loan) and use throughout the semester. A fresh set of batteries will be provided to you with the equipment each time you check it out. It is your responsibility to provide new batteries throughout the semester. If the device does not work during the semester please return to the DSPS Office for repairs.

At the end of each semester you will return the device to the DSPS Office for ongoing maintenance and repairs (if needed). **Failure to return the device and all accessories by the last day of the semester will result in a hold being placed on your record.** You will not be able to register for classes until the equipment is returned.

Real-time Captioning services are available if you are assessed to be able to appropriately benefit from this service. If you utilize this accommodation, a volunteer note taker is not typically used as you are provided with a hard copy of the transcript of the class a few days after class.



## Guidelines for Using Communication Service Providers Sign Language Interpreters/Real Time Captioning Responsibilities, Roles, and Relationships

### Arriving late

If you will be arriving late to class you need to call or e-mail the Interpreting Services Office and leave a message. If you do not contact the Office, the interpreter/captionist will wait

- 15 minutes for a one-hour class
- 20 minutes for a 1 – 1 ½ hour class,
- One hour for a two or more hour class.

After that, the interpreter/captionist will leave and may be assigned to interpret for different class for that day.

### Planned absences

If you have an appointment or meeting, and know you will miss class, it is your responsibility to tell the DSPS/Deaf and Hard of Hearing Services Office by e-mail, phone/VP, or fill out an absence card in the office as soon as you know you will not be attending class. The interpreter/captionist will NOT do this for you. Also, do not assume another deaf student in the same class will do this for you. **It is your responsibility to notify the DSPS/Deaf and Hard of Hearing Services Office for your classes.**

You must also follow the absence policy of your instructors. Informing the DSPS/Deaf and Hard of Hearing Services Office that you will not be in class does not count as telling your instructor. **It is not the responsibility of the DSPS staff to notify your instructors of your absence. It is your responsibility.**

### Last minute absence/No Show

If you will be absent from class, you must let the DSPS/Deaf and Hard of Hearing Services Office know immediately, even if the class has already started or has been missed entirely. If you miss any three (3) class sessions during the semester without notifying the DSPS/Deaf and Hard of Hearing Services office, the interpreting/captioning services will be suspended after the third absence. You will be asked to sign **STUDENT NO-SHOW POLICY & PROCEDURES** form each semester you request interpreting services.

Again, you must also follow the absence policy of your instructor. Telling the DSPS/Deaf and Hard of Hearing Services office that you will not be in class does not satisfy telling your instructor. **It is your responsibility to notify your instructors of your absence.**

### Suspension of interpreting services

If you have missed three or more classes during the semester without notifying the DSPS/Deaf and Hard of Hearing Services office, the interpreter/captionist(s) will stop attending your class.



To get the interpreter/captionist(s) back in your class, you must:

1. Communicate (in-person meeting, e-mail, or phone) with the DSPS Associate Dean or Interpreter Coordinator about why you are not reporting absences and create a plan to solve the problem.
2. Notify the Interpreter Coordinator that you will be returning to your class and how you will be complying with the no-show policy to keep your interpreting/captioning services active.

Once both things are done, the interpreter/captionist(s) will be sent back to your class. If you miss one more class without notifying the DSPS/Deaf and Hard of Hearing Services office, the interpreter/captionist(s) may be removed permanently for the rest of the semester.

### **Accuracy of the Message**

Interpreters will sign and fingerspell everything to the best of their ability. If their signing or fingerspelling is not clear, you need to tell the interpreter how you need them to interpret differently and inform the Interpreter Coordinator of your concerns. (See below in Changing Assigned Interpreter/Captionist.) It is the policy of DHHS to allow the interpreter the opportunity to meet your needs and preferences before making a change in assignment.

Captionists will do their best to make accurate transcriptions. During class if there is an error you can ask the teacher to repeat what was just said so the captionist has the opportunity to correct the error. If you see that your notes contain a large percentage of errors, please discuss this with the provider and share this with the DHHS Staff. (See below in Changing Assigned Interpreter/Captionist.) It is the policy of the DHHS to allow the captionist the opportunity to meet your needs and preferences before making a change in assignment.

### **Changing Assigned Interpreter/Captionist**

Interpreters and captioners are called communication service providers. If you have any complaints (i.e.; “I don’t understand the interpreter”, “the captionist makes too many mistakes during class”) about a communication service provider you need to discuss your concerns with the Interpreter Coordinator. You will be asked to write your concerns on the **REQUEST FOR CHANGE OF COMMUNICATION SERVICE PROVIDER** form. You will tell the DSPS/Deaf and Hard of Hearing Services your concerns with your current service provider. Then the Interpreter Coordinator or other DSPS faculty/staff will talk to the service provider. They will have one week to make the change. After that week, you will return to the DSPS/Deaf and Hard of Hearing Services office and tell us about your satisfaction or dissatisfaction. If you are happy with the change then there will be no more discussion. If you are not happy with the change then the supervisor of DSPS will be brought in to assist in making a decision about what to do.

### **Handling questions in class**

Questions and comments for the instructor should be addressed directly to the instructor, not to the interpreter/captionist. The interpreter/captionist will voice your questions, and then interpret/transliterate the teacher’s answers. The interpreter/captionist will never answer the questions themselves.

### **Interpreter/Captionists for Outside of Class**

There may be times when you will need to request services for class events outside of the normal class time (field trips, teacher-student meetings, tutoring, etc.). To request an interpreter/captionist, send an e-mail to [interpreter\\_request@sac.edu](mailto:interpreter_request@sac.edu) or complete an Interpreter/Captioning Request form at least 48 hours before





the event. You must include your name and e-mail or phone number, date and time you are making the request, the name of the event, the date of the event, start time and ending time of the event, where the event will take place (building and room number), a contact person's name and/or phone number and a statement that describes the event so the most appropriate assignments can be made. The forms are available in the DSPS Office. \*Please note: COMPLETING THE REQUEST DOES NOT GUARENTEE AN INTERPRETER WILL BE PROVIDED.

### **The Role of the Interpreter/Captionist**

The service providers follow a Professional Code of Conduct. They will arrive on time and wait for you outside the classroom. The interpreter/captionist is in the classroom to provide communication access. The interpreter/captionist's role is not a tutor or teacher's aide. If you are not paying attention in class or if you are late to class, the interpreter/captionist will not explain to you what you missed. The interpreter/captionist will not get your notes for you if you miss class nor will the interpreter/captionist share messages from you with the instructor. You may chat with the service provider if it is comfortable for both parties, during breaks or after class, but not during lecture/class time.

### **Confidentiality**

Interpreter/captionists shall keep all assignment-related information strictly confidential.

### **Sign Mode Preference**

At the beginning of the semester, the interpreter will discuss your sign preference with you (for example: ASL or Contact Sign/PSE). The interpreter will do their best to accommodate your preference.

### **Interpret/Caption Everything**

Interpreters and captionists will convey everything that the instructor and students say during class time. The interpreter will also interpret everything you sign in class to the teacher. If you fall asleep, the interpreter/captionist will stop interpreting/captioning until you wake up. The interpreter/captionist will not repeat material missed unless it is for clarification.

**IF YOU HAVE QUESTIONS OR CONCERNS, PLEASE CONTACT THE DSPS/DEAF AND HARD OF HEARING SERVICES OFFICE, AND THE APPROPRIATE STAFF PERSON WILL ASSIST YOU.**



Videophones are available for student use on both campus at the following locations:

- SAC DSPS Computer Lab
- SAC Library
- SCC DSPS Office
- SCC Library
- SCC Admissions & Records

