



**RANCHO SANTIAGO**  
Community College District

# **DEAF AND HARD OF HEARING PROGRAM**



**Santiago Canyon College**

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

**Deaf and Hard of Hearing Program Office: Santa Ana College U-103**

**VOICE: (714) 564-6283 • VIDEO PHONE: (657)235-2999**

**E-MAIL: [interpreter\\_request@sac.edu](mailto:interpreter_request@sac.edu)**

## **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: John Didion, 2323 N. Broadway, Santa Ana, CA 92706, 714-480-7489.

## **POLITICA DE NO DISCRIMINACION**

El Distrito está comprometido a ofrecer la igualdad en oportunidades para programas educativos, empleos, y a todo acceso a los programas institucionales y actividades.

El Distrito, y cada persona que representa al Distrito, debe proveer acceso a sus servicios, clases y programas sin importar el lugar de nacimiento, religión, edad, sexo, identidad de género, expresión del género, raza o etnicidad, color, condición médica, información de genética, descendencia familiar, orientación sexual, estado civil, incapacidad física o mental, embarazo, categoría militar o de veterano, o por creer que él o ella tiene una o más de las características mencionadas, o en base a estar relacionado con una persona o grupo que se cree tenga algunas de estas características.

El Canciller debe establecer procedimientos administrativos para asegurarse que todos los miembros de la comunidad del colegio puedan presentar quejas sobre supuestas violaciones a esta política y que sus quejas sean escuchadas de acuerdo a los reglamentos señalados en el Título 5 y por aquellos de otras agencias que administran las leyes estatales y federales sobre la no discriminación. Ningún fondo del Distrito debe ser utilizado para la



membrecía, o para la participación incluyendo pagos financieros o contribuciones hechas a organizaciones privadas de parte del Distrito o de cualquier individuo empleado por el Distrito o con asociación, cuyas practicas de membrecía son discriminatorias en base a lugar de nacimiento, religión, edad, sexo, identidad de género, expresión del género, raza, color, condición médica, información de genética, descendencia familiar, orientación sexual, estado civil, incapacidad física o mental, embarazo, categoría militar o de veterano, o por creer que él o ella tiene una o más de las características mencionadas, o en base a estar relacionado con una persona o grupo que se cree tenga algunas de estas características.

Preguntas sobre el cumplimiento y/o el procedimiento para quejas pueden ser dirigidas al Oficial del Distrito a cargo del Título IX en RSCCD y Coordinador de la Sección 504/ADA de RSCCD: John Didion, 2323 N. Broadway, Santa Ana, CA 92706, 714-480-7489.

## **Chính Sách Bất Kỳ Thị**

Sở Giáo dục Hệ thống Đại học Rancho Santiago (RSCCD) hạ quyết tâm tạo cơ hội bình đẳng trong chương trình giáo dục, trong việc thuê mướn nhân viên, và trong tất cả chương trình và sinh hoạt thuộc phạm vi Sở.

Sở và mỗi cá nhân đại diện cho Sở, sẽ cung cấp dịch vụ, lớp học, và chương trình mà không phân biệt nguồn gốc quốc gia, tôn giáo, tuổi tác, phái tính, đặc điểm phái tính, cách thể hiện phái tính, chủng tộc hoặc dân tộc, màu da, tình trạng sức khoẻ, thông tin về di truyền, nguồn gốc tổ tiên, khuynh hướng tính dục, tình trạng hôn nhân, có khuyết tật hoặc bệnh tâm thần, có thai, đang trong quân đội hoặc giải ngũ, hoặc vì người đó được cho là có một hay hơn một đặc tính kể trên, hoặc dựa vào sự liên đới với một người hoặc nhóm có hoặc được cho là có một hay hơn một đặc tính kể trên.

Vị tổng quản trị sẽ đặt ra các thủ tục hành chính nhằm bảo đảm rằng mọi thành viên trong trường đại học có thể khiếu nại việc vi phạm chính sách này, và các khiếu nại được lắng nghe tuân theo các quy định thuộc Điều 5 và các quy định của các cơ quan thi hành luật lệ tiểu bang và liên bang liên quan đến việc bất kỳ thị. Ngân quỹ của Sở sẽ không bao giờ được dùng để làm hội viên, hoặc tham gia bất cứ việc gì có trả tiền hoặc đóng góp tiền trên danh nghĩa của Sở hoặc của nhân viên làm việc cho Sở hoặc liên đới với Sở, cho bất cứ tổ chức tư nhân nào mà có sự kỳ thị dựa trên căn bản nguồn gốc quốc gia, tôn giáo, tuổi tác, phái tính, đặc điểm phái tính, cách thể hiện phái tính, chủng tộc, màu da, tình trạng sức khoẻ, thông tin về di truyền, nguồn gốc tổ tiên, khuynh hướng tính dục, tình trạng hôn nhân, có khuyết tật hoặc bệnh tâm thần, có thai, đang trong quân đội hoặc giải ngũ, hoặc vì người đó được cho là có một hay hơn một đặc tính kể trên, hoặc vì sự liên đới của người đó với một người hoặc nhóm có hoặc được cho là có một hay hơn một đặc tính kể trên. Nếu có thắc mắc về việc tuân thủ luật lệ và/hoặc về thủ tục khiếu nại, xin liên lạc viên chức chương trình Title IX của Sở và/hoặc điều hợp viên chương trình 504/ADA. Viên chức chương trình Title IX của RSCCD và cũng là điều hợp viên chương trình 504/ADA là John Didion, địa chỉ 2323 N. Broadway, Santa Ana, CA 92706, số điện thoại 714-480-7489.





Welcome to Rancho Santiago Community College District and Santiago Canyon College. We are happy you have chosen to pursue your educational or training goals at Santiago Canyon College (SCC).

Hearing loss may range from complete deafness to a slight loss in a few frequencies. The earlier the onset of hearing loss in life, the greater effect it may have on the development of speech, as well as reading and writing skills. Each student presents with a unique set of skills and needs. The accommodations you will benefit from at SCC are assessed and determined on an individual basis. Not every student will need or want some 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:

- Preferential Seating
- Notetaker for class lecture
- Sign Language or Oral Interpreter
- Assistive Listening Device
- Priority Registration
- Vocational/Academic Counseling

Services for SCC students who are deaf, hard of hearing, late deafened or deaf/blind are provided through the Deaf and Hard of Hearing Program office (DHHP) located in the Johnson Center in room U-103 at the Santa Ana College campus. Disabled Students Programs and Services (DSPS) staff at SCC work closely with the DHHP office at Santa Ana College to coordinate your services.

The knowledgeable and highly skilled staff at SCC/SAC can assist you in your goals as a college student with hearing loss. To better serve you and ensure appropriate access to services and educational programs, the following service policies and procedures have been established. Please familiarize yourself with them as you are responsible for following them.

## Registration Policies and Procedures

### Scheduling Classes and Requesting Interpreters

Before the priority registration date, you will have the opportunity to meet with a counselor or representative of the DSPS office to select your courses for the upcoming semester. At this time, the classroom accommodations you need will be discussed and agreed upon. You will then be responsible for registering for your classes on the Priority Registration date.

If you are approved for sign language interpreting or real time captioning, you must give a copy of your schedule of classes to the Interpreting Services office and your DSPS instructor. You can send your schedule via e-mail to [Interpreter\\_request@sac.edu](mailto:Interpreter_request@sac.edu), by mail, or fax to 714-564-6454. **Your request for interpreters/real time captioning must be submitted at least two weeks before classes start each semester.** Failure to submit your interpreter/real time captioning request at least two weeks before the first class meeting may result in no interpreters or captionist being provided during the first few sessions of your class.



**Please note:** If you make any changes to your schedule after the original submission, it is your responsibility to notify your DSPS instructor and Interpreting Services immediately. Failure to do so may result in delays in providing services.

Interpreters and captionists will be provided through the DHHP Interpreting Services office at Santa Ana College. 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 their DSPS instructor to discuss options

## **First Day of Class**

You must notify the Interpreting Services Office if you will not attend class on the first day of the semester. If you do not notify Interpreting Services, the interpreter/captionist may be reassigned to another class.

If you arrive to class on the first day and an interpreter/captionist is not there, wait ten minutes. If there still is no interpreter/captionist, give your name to the instructor so you will not be dropped from the class, and then go to the DSPS Office to report this.

If you are petitioning to add a class, an interpreter/real time captionist **is not** scheduled unless you are number 1, 2 or 3 on the waitlist. If your instructor allows you add the class, you will be given an “Add Code” which you must submit online through WebAdvisor to officially register in the class. To arrange for an interpreter/real time captionist for an added class, you must submit your class schedule to the Interpreter Services Office or DSPS verifying you are enrolled in the class. Please be aware that late adds and other changes may mean you will not have an interpreter/captionist for several class meetings due to the time it takes to schedule an appropriate provider. You must go to class even without interpreters/captionists to keep your seat in the class.

## **Kinesiology and Dance Classes**

Due to the nature of many (not all) kinesiology (exercise) 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 an interpreter/captionist, requests should be made as the need arises; however, it is expected that MOST kinesiology and dance classes will not need to have an interpreter/captionist assigned for every class session. In situations where a student believes that these services are needed on an ongoing basis, a request must be made to the DHHP Interpreting Services office explaining why the service is needed. After the request is received, a DHHP staff member will conduct a class observation to assess the need for ongoing services before an interpreter/captionist is provided.



## **Dropping a Class**

If you drop a class, you must notify DSPS and the Interpreting Services office immediately or within twenty-four (24) hours

## **Requesting a Notetaker**

Because it is difficult to watch the interpreter and take notes at the same time, you may want to have a volunteer notetaker. The DSPS office will discuss this with you at the time of your registration. If you wish to have a notetaker, the DSPS office will send a notetaker request letter to the instructor of the course who will then ask the class for a volunteer to take notes for you. An official request for a notetaker can be made through your DSPS Instructor. Special notetaker paper or carbonless notebooks are available through the DSPS office. Please make sure you keep your notetaker supplied with plenty of notetaking paper.

If you are approved for real time captioning, you will receive a hard copy of the transcript of each class from the DSPS office and a volunteer note taker will not be requested. In some cases, special circumstances may apply to change this policy. Please meet with your DSPS Instructor to discuss your individual needs.

## **Deaf-Blind Students**

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

## **Hard-of-Hearing and Late Deafened Students**

Assistive Listening Devices are readily available for check-out and use throughout the semester.

Real-time Captioning services are available if this is your preferred method of receiving lecture information and it is determined that you are able to benefit from this service. If you utilize this accommodation, a volunteer notetaker is not typically used as you are provided with a hard copy of the transcript of the class.



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

## **NO SHOW POLICY**

### **Arriving Late**

If you have an interpreter/captionist for class and will be arriving late, you are responsible for contacting the Interpreting Services Office and your DSPS Instructor by e-mail or phone. If you do not contact the Interpreting Services Office, the interpreter/captionist will wait 15 minutes for a one-hour class, 20 minutes for a 1 - 1.5 hour class, one hour for a two or more hour class. After that, the interpreter/captionist will leave and may be assigned to substitute a class for that day.

### **Planned Absences**

If you have an appointment or meeting and will miss class, you are responsible for advising the Interpreting Services Office and your DSPS Instructor. You can do this by e-mail or phone, or by filling out an absence card in the DSPS office as soon as you know you will not be attending class. Do not assume the interpreter/captionist will do this for you or that another deaf student in the same class will do this for you. It is your responsibility to provide appropriate notice of absences as outlined in the “No Show Policy” that you sign each semester.

You must also follow the absence policies of your instructors. Reporting your absence to the Interpreting Services Office and your DSPS Instructor is not the same as informing your instructor that you will not be in class. It is not the responsibility of the DHHP staff or DSPS to notify your instructors of your absence. You must do that yourself.

### **Last Minute Absence/No Show**

If you will be absent from class, you must let the Interpreting Services Office and your DSPS Instructor know immediately, even if the class has already started or has been missed entirely. If you miss three (3) classes during the semester without notifying the Interpreting Services office, the interpreting/captioning services will be suspended after the third absence.

Again, you must also follow the absence policy of your instructor. Telling the Interpreting Services Office or your DSPS Instructor that you will not be in class does not satisfy the requirement that you inform your instructor of your absence. You must do that yourself.

### **Suspension of Interpreting/Captioning Services**

If you have missed three or more classes during the semester without notifying the Interpreting Services office, the interpreter/real time captionist will be told to stop going to your class.



## **In order to get the interpreter/captionist(s) back in your class, you must:**

1. Communicate (in-person meeting, e-mail, or phone) with the DSPS Coordinator or Lead Interpreter about why you are not reporting absences and create a solution to the problem.
2. Notify the Lead Interpreter that you will be returning to your class and verify that you will comply 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 again without notifying the Interpreting Services office and your DSPS Instructor, the interpreter/captionist may be removed permanently for the remainder 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, it is important you tell the interpreter how you want him/her to interpret differently and that you inform the Lead Interpreter of your concerns. (See Changing Assigned Interpreter/Captionist below.) It is the policy of the DHHP 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 report this to the Lead Interpreter or the DSPS Coordinator (See Changing Assigned Interpreter/Captionist below.) It is the policy of the DHHP to allow the captionist the opportunity to meet your needs and preferences before making a change in assignment.

## **Changing Assigned Interpreters**

If you have any complaints (i.e.; “I don’t understand the interpreter”, “the captionist makes too many mistakes during class”) about a service provider, you must discuss your concerns with the Lead Interpreter or the DSPS Coordinator. You will be required to write your concerns on the **REQUEST FOR CHANGING ASSIGNED SERVICE PROVIDER** form. You will be asked to discuss your concerns with the service provider first. If the provider is able to make changes that meet your needs, the result will be documented on the form. If the needed changes are not made within two class periods and you continue to be unhappy, a plan of action will be developed between you and the Lead Interpreter or DSPS Coordinator. The plan of action may include an observation of the provider(s) in your class to evaluate the reported problem and make a plan for improvement or change of provider.

## **Handling Questions in Class**

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



## Interpreters/Captionists for Outside of Class

There may be times when you will need to request services for class events outside of the normal classroom or 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 and can be faxed to the DHP Office at SAC. If you make your request by e-mail, please send a copy to your DSPS Instructor.

## 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 is not there as 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 teacher. 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

Interpreters and Captionists keep all assignment-related information strictly confidential.

## Sign Mode Preference

At the beginning of the semester, the interpreter will discuss with you your preference of signing (for example: ASL, PSE, SEE). The interpreter will try to accommodate your preference.

## Interpret/Caption Everything

Interpreters and captionists will convey everything that the teacher 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.

## **PLEASE DIRECT QUESTIONS OR CONCERNS TO THE LEAD INTERPRETER OR DSPS COORDINATOR**



Video phones are available for student use on campus at the following locations:

- Admissions & Records
- DSPS (E-105)
- Library

