

## **INFORMATION FOR STUDENTS REQUESTING SIGN LANGUAGE INTERPRETING SERVICES**

A qualified sign language interpreter for classes and other appropriate events is one of the accommodations available for students who are deaf or have a hearing impairment. Providing interpreter services requires advance planning and cooperation from the student. Disabled Student Services (DSS) does not train or evaluate the interpreters.

### **Requests for Services**

**New students** should direct their requests for interpreting services to the DSS Director and provide medical and/or other necessary documentation of the need for services. The DSS Director and the student will then meet to discuss the student's specific needs and to arrange for interpreting and/or other services, modifications, or accommodations as reasonable and appropriate. In determining whether to provide a sign language interpreter for a student, the DSS Director will consider the student's documented needs, the courses or other events for which services are requested, and other relevant circumstances of each situation. **New students are urged to register for classes and to request interpreter services from DSS as soon as possible, preferably at least six weeks before the beginning of a new semester, to ensure that an interpreter is available.**

**Ongoing students** are urged to register for classes and notify DSS of their class schedule and need for interpreting services as soon as reasonably possible, preferably at least six weeks before the beginning of each new semester, to ensure that an interpreter is available. When appropriate, the DSS Director will meet with an ongoing student to determine whether continued interpreter service is reasonable and appropriate for the student. When requested, an ongoing student must provide the Director of DSS medical or other relevant information relating to the continuing need for services.

All students should note that unreasonable delay in registering or requesting services, switching sections, or making schedule changes may result in delay of services because of scheduling problems.

**ALL students must contact the DSS Director and request interpreting services for EACH semester in which they desire this accommodation.**

### **Contact Information for the DSS Director:**

Teresa Coplin, 765-641-4223, tjcoplin@anderson.edu, Kissinger Learning Center, 007

### **Cancellations**

Students are responsible for notifying the designed contact person 24 hours in advance if they will be absent from a class.

## **No-Show Policy**

A no-show is an absence without 24 hours notice. If a student does not show up at the beginning of class, the interpreter will wait for 15 minutes before leaving. This will be counted as a no-show even if the student shows up for the class after the interpreter leaves.

If a single class is missed three times without at least 24 hours notice, interpreter services for that class will be suspended until the student has met with the DSS Director or her/his designee to discuss this policy, the student's attendance, and interpreter services.

A student having 3 no-shows for a single class over the course of a semester should contact the DSS office immediately to schedule a meeting. As directed by the DSS Director, interpreting services for the class may resume after the meeting.

## **Role of the Interpreter**

The interpreter's role is to facilitate communication between the student using interpreting services and the hearing persons in his/her educational environment. Please remember that the interpreter is not to serve as an instructor, note-taker, tutor, counselor, or advisor. In class, if a student does not understand something that was said or feels that he/she has missed something, the student should ask the instructor to repeat it or explain it. The interpreter is not responsible for retaining or repeating missed information.

## **Interpreter's Ethics**

Interpreters must follow all applicable rules of ethics. For example, an interpreter may not participate in class as a student or other individual participant, socialize with students while on the job, or discuss a student's grades or progress with anyone not authorized to receive the student's educational information.

## **Students' Responsibility to Give Feedback About Interpreting Services**

Students should feel free to communicate directly with the interpreter if having difficulty understanding the interpreter's communication style. If a student receiving interpreter service is not satisfied with it or if the interpreter wishes to be replaced, the student or interpreter must inform the DSS Director immediately so that appropriate action can be taken.

At the end of each semester, students may be asked to evaluate interpreter services. This information assists DSS in its efforts to provide quality services. Feedback is important, so students should let DSS personnel know if there are questions or concerns about interpreter services.

Adapted from University of Texas website:

<http://www.utsa.edu/disability/students.htm#terpserv>

## Student Complaints Regarding Interpreting Services

Students with complaints about any service, accommodation, or equipment provided by DSS should first attempt to resolve their concerns with DSS professional staff. If the first attempt does not result in a satisfactory resolution of the problem, the student should follow the General Student Complaint Procedure, outlined below.

### General Student Complaint Procedure

While Anderson University tries at every level to operate with integrity and with concern for the general welfare of students, we also understand that, on occasion, events arise in which students have complaints. When these events occur, we want students to have a ready means for resolving complaints. While not every resolution may turn out in the way that a student might hope for, we aspire to have a process to ensure a way for the complaint to be heard, and for resolution to be sought.

To this end, the following is suggested:

- If the complaint involves *academic issues* outside of a student's perception of being unfairly evaluated in a course, such as concerns about academic advising, the student should address the complaint to the **Vice President for Academic Affairs**.
- If the complaint involves *student life issues*, such as concerns about conditions of a residence hall, please contact the **Vice President for Student Life**.
- ***All complaints must be in writing and signed by the student.***

If you are not sure who to contact, please let the Vice President for Academic Affairs or the Vice President for Student Life know of your concern. Either would be willing to assist you in identifying the most appropriate outlet for dealing with your concern.

The complete General Student Complaint Procedure may be found on page 69 of the [Anderson University Student Handbook, 2008-2009](#).

### **Contact Information:**

Dr. Carl Caldwell, Vice President for Academic Affairs, 765-641-4021, [chcaldwell@anderson.edu](mailto:chcaldwell@anderson.edu), Decker 102

Dr. Brent Baker, Vice President for Student Life, 765-641-4070, [babaker@anderson.edu](mailto:babaker@anderson.edu), Decker 204

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