



Interpreting Services Rules and Regulations

Student's Name: _____ ID Number: _____ Date: _____

Interpreting services are available for deaf and hard-of-hearing students through Special Programs and Services office upon students' request. An interpreter 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 Memorial Prompt Care
- Any other college sponsored event

Interpreters hired by the Special Programs office are professionals who provide sign language interpretation for students with documented severe to profound hearing loss. Coastline Community 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 appropriate classes based on their qualifications and their availability as well as other factors.

Coastline College will reasonably accommodate interpreting services at the discretion of Special Programs office. 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.

How to request interpreting services:

Classroom instruction:

1. Read and sign the "Student Absence/Cancellation Policy"
 2. Read and sign the "Interpreting Services Rules and Regulations"
 3. Complete "Interpreter/Student Request" form
 4. Submit "Interpreter/Student Request" form at least three (3) weeks before the first day of class
- Note: It is the student's responsibility to inform the Special Programs coordinator if there are any changes to their schedule. Interpreters will only be assigned to classes that are requested on the Interpreter/Student Request form.

Other interpreter requests (e.g. meeting with the instructor during office hours):

1. Complete "Interpreter/Student Request" form.
2. Read and sign "Interpreting Services Rules and Regulations"
3. Submit the "Interpreter/Student Request" form. *A minimum of 1 week notice is required for an interpreter request.*

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 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 services. Every possible effort will be made to satisfy your requests, and you will be contacted if there is a concern.

Interpreter Responsibilities

While the interpreter is working in the classroom he/she is expected to interpret everything the instructor says and everything that is heard in the classroom. The interpreter cannot take notes for you; however, notetaking services are available by contacting Special Programs. The interpreter is not a tutor; if you need an explanation of your classroom material, please ask the instructor; your interpreter will interpret for you. If you have difficulty understanding your class work, tutoring services are available. For information on tutoring please access <http://www.coastline.edu/services/student-success-center/> . It is your responsibility to request an interpreter for a tutoring appointment.

The interpreter may use signs that are not familiar to you. If that happens, ask the interpreter to explain the sign.

If you are late to class, the interpreter will wait for 20 minutes for all classes. If you arrive more than 20 minutes late, contact the Special Programs coordinator.

Student Responsibilities

Meet with the Special Programs coordinator to keep your file active and verify service needs. Request interpreting services for any and all class and campus activities needed. REMEMBER: all requests for interpreting services must be requested 3 weeks in advance. (Exceptions may, be made in emergency situations)

Follow the "Student Absence/Cancellation Policy".

- One (1) time: the interpreter will not return to class until you contact the Special Programs office to request reinstatement of interpreting services.
- Two (2) times: the interpreter will not return to class until you contact the Special Programs office to request reinstatement of interpreting services.
- Three (3) times: the interpreter will be suspended for that class. To reinstate the interpreter, you must meet with the Special Programs coordinator.

Request for reinstatement must be made at least 48 hours before the next regularly scheduled class.

You must inform the Special Programs office if you will not be attending class at least 24 hours in advance.

Interpreter cancellations less than 24 hours will equal one (1) no-call, no show.

Note: We understand that last minute changes may occur, please continue to have constant communication with the Special Programs office.

Contact Special Programs to cancel interpreting services 24 hours in advance when:

- You plan to miss class
- You are dropping class
- You are canceling any other activity for which an interpreter was requested

If a room, day or time of class has changed or a class is canceled, you must notify the Special Programs office as soon as you are informed.

Notify the Special Programs coordinator if your interpreter does not show up for class or is late. If you do not have a notetaker, inform your instructor and ask your instructor if he or she can arrange for a student to take notes for this class session.

Discuss any issues you may have regarding your interpreter with the Special Programs coordinator. Call or email Celeste Ryan at cryan@coastline.edu 714-241-6214 (Phone) 714-751-2072 (TTY)

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

Student's Name Print

Student's Signature

Student's ID number

Office Use

Staff Initials:

Date: