

Guidelines for Requesting & Using Interpreter Services

Interpreter services are provided in consultation with the student and in consideration of a number of factors. These factors include, but are not limited to 1) the degree of hearing loss; 2) the student's preferred method(s) of communication; 3) the type of communication and language dictated by the situation; 4) the setting -- including size, number of people, acoustics, lighting, and technological access; 5) the speaker's method of communication and/or use of media; and 6) the available resources to provide the service or the accommodation.

The following services/accommodations or combinations **may include** but are not limited to:

- Interpreter Services
- Transliteration
- Communication Access Real-time Translation (CART)
- Note-takers
- Provisions for the use of personal, assistive listening devices
- Use of FM or infrared assistive listening systems available in designated facilities
- Preferential seating for lip-reading
- Re-location of classes due to acoustical, lighting or technological issues
- Educating faculty/staff on:
 - a. communication techniques between hearing and hearing impaired individuals, the role and ethics of the service provider (e.g., interpreter, CART provider), including Issues of confidentiality, intellectual property, and the use of communications devices.

The key to obtaining optimal services and/or accommodations is based on timing. The earlier services are requested, the greater the likelihood that providers will be available at the time requested. *Immediately after registering for classes each semester, the student must email OSA to request an interpreter based on their new course schedule.*

Schedule Changes

If a student makes any changes in their schedule, the student must email OSA and provide the new schedule so that an interpreter can be secured based on the new schedule.

Attendance

When the student is unable to be present at the beginning of a class that is to be interpreted, transliterated, or translated, the student should make every effort to notify the office staff in OSA, explaining they have been delayed but should arrive in "15 minutes." Under these circumstances, if a student does not call the OSA, and does not show up for a class or arrives late, the interpreter will wait the following amount of time and then will leave:

15 minutes for a 1-hour class
20 minutes for a 1-1/2 hour class
25 minutes for a 2-hour class
30 minutes for a 3-hour class

If a student knows they will be late, the student should call OSA to request an extension of the above waiting periods. If it is after the OSA office hours and the interpreter is from an agency, then the student must text OSA, because students are not permitted to communicate directly with agency interpreters but are permitted to communicate directly with staff interpreters.

Services are provided with the expectation that students will be present in class to receive them. If a student is absent from two consecutive meetings of the same class without notification to OSA or the service provider, OSA staff will attempt to contact the student to discuss the situation. If the OSA staff is unsuccessful in contacting the student, services will be discontinued/suspended until the student meets with the counselor for the OSA.

Email communications will be conducted using the college email service. However, text messaging to a college email account from an outside source will be accepted when notifying of attendance problems.

Interpreter Agreement

Before an interpreter can be provided, students must sign an Interpreter Agreement form each semester. These may be found at the OSA on both the DTC and PRC and the Goochland Campus Success Center.

Special Requests

Upon request, an interpreter will be provided for all college-related activities. The student must email OSA at least two (2) business days in advance. Some examples of college-related activities are assessment testing, meeting with teachers, workshops, field trips, and for guest speakers.

Appeal Process

If the student wants to appeal any decision made by the OSA, that student can submit a written appeal to the counselor for the OSA or the associate vice president of student affairs, following Reynolds Policy No. [1-12](#), Student Appeal of Academic and/or Administrative Decisions.

Interpreter No-Show for Day Classes

If the interpreter does not show up for a class, the student should go into the class and wait for five (5) minutes. If the interpreter does not arrive, the student should leave the classroom and ask the nearest department secretary to contact the OSA. The student should then go back into the classroom. The OSA will try to locate an interpreter for the class or request notes are provided for that class if a peer note-taker is not already in place.

Qualified Interpreters

Students have a right to a qualified interpreter. The OSA will only hire interpreters who have met VQAS standards or RID Certification. If a student feels their needs are not being met, that individual should talk to the counselor for the OSA. Signs will vary from regional differences to interpreter's personal background.

Out of Class Testing

If part of a student's accommodation is to have an interpreter interpret a test outside of the classroom, the student must schedule OSA to take the test in the OSA following the same guidelines as students requesting testing outside of the classroom. Request a copy of the procedures in the OSA on any campus.

Interpreter's Role

- The interpreter will sign everything that they hear and voice everything that the student signs in the manner which the student or speaker intended.
- Interpreters will not answer questions for the student. The student should direct all questions to the instructor.
- Interpreters will keep in confidence all information obtained while interpreting. (Exception: If a student is planning self-harm or harm to others, or to college property, the interpreter will report this to the OSA.)

- Interpreters will report attendance issues to the counselor for the OSA, so that the counselor may follow-up with the student.

The student and Interpreter should work with the OSA staff to communicate scheduling changes in the event they are in transit to the campus but delayed, or unexpected illness prohibits their attendance. While the OSA does not expect or require reports on student's performance in classes, no shows involve services paid for but not provided and the counselor for the OSA needs to be informed of these occurrences.

Students interested in interpreter services should contact The Office of Student Accommodations at (804) 523-5290. Students may also send an email request to OSA@reynolds.edu.