

UNM
DHHS
Student
Handbook



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Welcome to the University of New Mexico

At the University of New Mexico, we would like to offer you the best interpreting services possible. It is hoped that these guidelines will benefit students, faculty, and interpreters to the fullest. Your full cooperation with the following guidelines will be greatly appreciated and will facilitate your needs as Deaf and hard of hearing students.

Mission Statement

Accessibility Resource Center is committed to providing quality services for individuals with disabilities, ensuring equal access to the university environment while promoting self advocacy.

Contact Information

Office Hours: Monday through Thursday 7:30am-6:00pm
Summer, Breaks, and Fridays: 7:30am-5:00pm

DHHS General number: 277-6605 or 277-3506

DHHS email: aretsek@unm.edu or dhhs@unm.edu

Website: <http://as2.unm.edu>

Staff

Amanda Retsek, Associate Director

Office phone: 277-2698 Email: aretsek@unm.edu

Helen Arenholz, Staff Interpreter

Office phone: 277-2697 Email: helenarn@unm.edu

Tommi Tejeda, Staff Interpreter

Office phone: 277-2697 Email: tommilin@unm.edu

Confidentiality

In keeping with the Registry of Interpreters for the Deaf Code of Professional Conduct, Accessibility Resource Center/Deaf and Hard of Hearing Services adopts the ethic of maintaining confidentiality. Any information obtained by DHHS staff in regards to UNM students, faculty, staff or visitors will be held in strict confidence by the DHHS interpreting team and will not be disclosed without the permission of the individual(s) in question. In addition, information obtained in regards to staff service providers (i.e., their home addresses, phone numbers, and rates of pay) will not be given to students or people outside of the UNM system. The only exception to the above is the necessary exchange of information required when filling a service assignment, and/or when meeting the students' needs, sharing job related information with one's supervisor, and/or team service providers as necessary, or as mandated by law.

Interpreter Services

Hiring Interpreters for Assignments

When hiring staff interpreters UNM will seek to hire the most qualified and skilled interpreters available. Every attempt will be made to fill interpreter requests with Staff Interpreters first, taking into consideration:

- Deaf consumer's preference
- Match of knowledge and skill

DHHS maintains a pool of On-Call Interpreters to be placed in an assignment when a staff interpreter is unavailable or is not the best match for the request. On-Call interpreters will be contacted in the following order of priority:

- Deaf consumer's preference
- Professionalism
- Certification/Qualification
- Prior experience
- Availability

Requesting an Interpreter for On-going Classes

Upon completion of registration, submit a copy of your class schedule to Deaf and Hard of Hearing Services. It is important that you make your request for services as soon as possible.

Probationary Period for Students and Interpreters

The first three weeks of each semester is considered a probationary period during which time the Deaf/hard of hearing student can determine whether the interpreter assigned to the class meets his or her communication needs. Should the student feel her/his needs are not being met, s/he will need to contact the Associate Director and clearly state how their needs were not being met and a new interpreter request can be made at that time.

Should the interpreter feel that an assignment is inappropriate, either because it does not match that interpreter's skill level or because the interpreter feels s/he lacks knowledge or familiarity with the subject matter, s/he needs to notify the DHHS office as soon as possible and another interpreter will be assigned to the class. The Deaf/hard of hearing student will be notified immediately and given the opportunity to request a new interpreter of choice.

After the three week probationary period is up, the interpreter is considered on contract with UNM to provide the assigned service. The interpreter will only be removed from this assignment if the student drops out of the class or if the interpreter performs a gross breach of the RID Code of Professional Conduct, or another standard of behavior for UNM employees.

Special Interpreter Requests

In addition to regularly scheduled classes, Deaf and Hard of Hearing Services schedules interpreters for special requests. Special requests include appointments with professors, field trips, campus activities, or any other activity that is not the normally scheduled class meeting. It is the responsibility of each student to make all special requests for an interpreter with Deaf and Hard of Hearing Services. The request should be submitted by e-mail, phone, or in-person to Accessibility Resource Center/DHHS. All special requests must be made at least **one week prior** to the event or activity taking place. Any special request on an interpreter time sheet which does not have matching paperwork in Accessibility Resource Center/DHHS will be disallowed.

If you wish to speak with the professor after class, first ask the interpreter if he/she can stay. If not, then make an appointment with the professor and request an interpreter from Accessibility Resource Center/DHHS.

Presentations

If you are making a presentation in class, it is important to provide a copy of your script or typed speech to the interpreter in order for them to prepare appropriately. Accessibility Resource Center/DHHS is happy to make copies if necessary. In addition, DHHS strongly recommends that you practice with your interpreter if possible.

Handling Questions

All questions should always be directed to the instructor, not the interpreter. Questions from the instructor should be directed to the student. If you have an interpreter, they will expressively and vocally transmit questions. In accordance with the RID Code of Professional Conduct, an Interpreter is not able answer any questions him/herself.

Realtime Captioning Services

What is Real-time Classroom Captioning?

A realtime captionist is a stenographer similar to those used in court. UNM uses remote real time captioning to provide access to classroom lectures to students who are deaf or hard of hearing. All verbal communication which transpires during the course of the class is transcribed onto the screen of the student's lap-top computer via a remote realtime captionist. The student reads the lecture on the laptop computer. When the class is over, the student is given a copy of the lecture, which they use as their class notes.

Equipment

The equipment consists of:

1. A wireless microphone worn by the speaker
2. A receiver plugged into the student's laptop computer

The student brings the equipment to class, having checked it out from Accessibility Resource Center for the semester. The professor only has to wear the microphone and commence his/her lecture. The student plugs-in the receiver to his/her laptop. This will allow the remote realtime captionist to hear the lecture. When the class is over, the student collects the microphone from the professor and takes the equipment to his/her next class.

Where does the Student sit?

Typically, the student will choose to sit in the front of the classroom, off to one side where there is a convenient electrical plug. The student needs to be able to see the professor and the computer screen.

Preparation

There may be many technical or unusual words that are used during a lecture. In order for the captionist to do an accurate job, he or she will need to have access to these terms before the lecture. Any vocabulary lists that can be made available would be helpful.

Benefits of Real-time Classroom Captioning

Professors and students who have used real-time classroom captioning say it helps relieve them of concerns about whether the student is able to follow along. While having to wear a microphone and having captioning in the classroom may seem awkward at first, most professors and students report that within a very short time, they become accustomed to it. For deaf and hard of hearing students, however, using real-time classroom captioning can mean the difference between passing or failing a class.

Student Responsibilities

The deaf or hard of hearing student who receives this service must agree to not share the notes/transcripts with other students in the class.

Students without a disability have access to the lecture through auditory means. Students who utilize realtime captioning services must sign an agreement which says:

I understand that as a student receiving realtime captioning services, I will receive verbatim transcripts from Accessibility Resource Center as an accommodation based on my documented disability. These transcripts are solely for my personal academic use and I may not share them with any other student or use them for any other purpose, other than as class study notes, without the express consent of the professor.

Notetaking Services

Students approved for notetaking accommodations and who are requesting the services of a notetaker, are required to be registered each semester with Accessibility Resource Center/DHHS. Students are responsible for notifying the Associate Director regarding their notetaking needs. This should be done in advance of the start of each semester or as soon as the need arises. Notetakers are recognized as a vital accommodation for Deaf and hard of hearing students.

Ways to secure a copy of class notes:

1. **Carbonless paper**—Accessibility Resource Center provides carbonless (NCR) paper to students approved for notetaking to facilitate the notetaking process. The notetaker uses two sheets of NCR paper at a time. As the note taker takes notes on the paper, a copy is automatically generated on the page behind it. The volunteer can then give the student with a disability or the instructor the copies immediately after class.
2. **Electronic notes**—Some students take notes on their laptops and do not want to use carbonless paper. In these situations, the note takers can email their notes to the student.
3. **Blackboard/Classroom resources**—Some instructors put their own notes on Blackboard or WebCT and these may be sufficient. It is important to remember that copies of Power Point presentations may not include additional information that was discussed in class and may not be sufficient.
4. **Departmental copy machine**—At times, it may be necessary for the note taker to use a departmental copy machine rather than carbonless paper. Arrangements are made for the department or Accessibility Resource Center to cover the cost of the copying rather than the note taker or student with a disability.

Additional Information

First Day of Class

On the first day of class, the interpreter or captionist should be 10 minutes early in order to introduce him/herself to the student. The student should take this time to introduce the interpreter or captionist to the professor. With the student's permission, a letter will have been sent to the instructor, prior to the first day of class, explaining about the interpreting process, but you still may want to give a brief explanation about the role of the interpreter.

Schedule Changes

Students should be sure to notify the Associate Director of any room changes, canceled classes, or any other information Accessibility Resource Center/DHHS should have on record.

Complaints

If you have a problem or conflict with your interpreter or captionist it is best to discuss the problem with the interpreter or captionist first. If the situation cannot be resolved, then bring it to the attention of the Associate Director. All complaints will be kept confidential. To maintain this confidentiality, please do not discuss problems or conflicts with other interpreters, captionists, or students.

Assistive Listening Devices

A FM system is a personal high-fidelity amplifying system used in the classroom by deaf and hard of hearing students to enable them to more accurately hear what the professor is saying.

The instrument consists of two units:

3. A transmitter (2" x 3" x 1") with a small lapel microphone worn by the speaker.
4. A receiver (same size as the transmitter) with a loop or headphones worn by the student.

The speaker's transmitter can be clipped to a belt, placed in a pocket, or hung around the neck, while the microphone, attached to the transmitter by a three-foot cord, is clipped to clothing near the head. There are no connecting wires between the instructor's unit and the student's unit.

The student brings the instrument to class, having checked it out from the DHHS Office for the semester. The professor only has to clip on the microphone and the transmitter and commence his/her lecture. The

student clips on the receiver (or possibly lets it lie on his/her desk), and puts on the loop or headphones. When the class is over, the student collects the transmitter and microphone from the professor and takes the units to his/her next class.

Only the sound occurring near the microphone will be transmitted. The elimination of extraneous sound can be especially important to hearing aid users since the hearing aids tend to amplify all sounds indiscriminately, making simple sounds like the rustling of paper or murmuring of students quite intrusive and confusing. Distances up to 100 feet have no impact on the quality of the FM system's sound transmission, nor does an intervening wall or door. (It's a good idea to turn off the unit during a break!) The instrument does not record.

While the FM system does not give perfect hearing to the student user, it allows amazingly clear amplified reception of the voice of the professor. Depending on the degree of hearing loss, the instrument may make it possible for the student to understand the professor's speech without lipreading. For others, lipreading is supplemented so that, although they must still see the speaker to understand, they are able to understand more.

Professors who have used a FM System say it helps relieve them of concerns about whether the student is able to hear the lecture. While wearing the transmitter and lapel mic may seem awkward at first, most professors report that within a very short time, they forget they are even using the instrument. To the student, however, using the FM system can mean the difference between passing or failing a class. Thank you for your cooperation in providing the deaf or hard of hearing student with better access to your lecture information.

Student Policies

Student No-Show Policy

What is a No-show? A student will receive a no-show when they are absent without notifying DHHS to cancel their interpreting or captioning services at least two hours before the beginning of their class.

Avoiding a no-show

- To avoid a “no-show,” you must call DHHS. It is not necessary to give a reason for the absence.
- You can contact DHHS 24 hours a day:
dhhs@unm.edu or 277-6605
- You MUST call at least two hours before the class starts.
- When calling DHHS to report an absence please include:
 - 1) Name of class (for example: Math 110)
 - 2) Class time and day (8:00am to 8:50am)
 - 3) Name of interpreter (it would be helpful if you can remember)

Absence

If you plan to be late for class, please notify the Associate Director or DHHS so we can instruct the interpreter to wait for you. The interpreters have been instructed to wait ONLY 10 minutes per hour of class time. If you do not arrive within that time frame, the interpreter will notify DHHS of your absence and fill out a "no-show" form that will be placed in your file.

It is the student's responsibility to notify DHHS to cancel interpreter services at least 2 hours in advance when:

- You plan to miss class
- Room, day, or time of class is changed
- You are adding or dropping a class
- You are canceling any other activity for which an interpreter/captionist was requested

When you know you will be absent from class, notify the office immediately. If you are sick and do not know when you will be well enough to return, the Associate Director will cancel services. It is the student's responsibility to call to request services be reinstated.

Consequences for a No-Show

1. If a student is absent from class without notifying DHHS at least 2 hours before the beginning of class, the first two times they will be sent an *Absence Notice* reminding them to cancel services with DHHS.
2. If a student is absent a third time from class without notifying DHHS at least 2 hours before the beginning of class, they will be sent an *Absence Notice* and interpreting services will be suspended. To request to have your interpreter returned, you must call DHHS at least 24 hours before your class begins. Service for that specific class will resume.
3. If a student is absent a fourth time from class without notifying DHHS at least 2 hours before the beginning of class, they will be sent an *Absence Notice* and interpreting services will again be suspended. It is the student's responsibility to arrange a "Return of Interpreting Services" meeting with the Associate Director to discuss the reinstatement of service. Service for that specific class will resume.
4. If a student is absent a fifth time from class without notifying DHHS at least 2 hours before the beginning of class, they will be sent a notice canceling their interpreting services. It is the student's responsibility to arrange a "Return of Interpreting Services" meeting with the Associate Director and Director of Accessibility Resource Center to discuss the reinstatement of service. Service for that specific class will resume based on the student's "special request" for the class on a weekly basis.

Student Agreement Form

Deaf and Hard of Hearing Services
dhhs@unm.edu / 277-6605 v/tty

It is the student's responsibility to be aware of the policies and procedures of DHHS. Please read the following and sign your name in the space below.

- The transcripts/notes I receive from my captionist/notetaker are for my academic use only. I may not share the notes.
- I must request interpreting/captioning services in a timely manner.
- I understand that all questions and comments will be directed to the instructor, not the interpreter. I also understand that the interpreters will sign and voice **every** question and comment made during class.
- Sign Language Interpreters/Real Time Captionists will only wait for me for 10 minutes per hour. If I do not show up, a no-show report will be filled-out and an *Absence Notice* will be sent to me.
- If I am absent from class without notifying DHHS at least two hours before my class, I will be sent an *Absence Notice*.
- If I am absent a third time from class without notifying DHHS at least 2 hours before the beginning of class, I will be sent an *Absence Notice* and services will be suspended.
- If I am absent a fifth time from class without notifying DHHS at least 2 hours before the beginning of class, I will be sent an *Absence Notice* and my services will be cancelled.
- If my services are suspended or cancelled, I understand that it is my responsibility to arrange a "Return of Interpreting/Captioning Services" meeting with the Associate Director to discuss the reinstatement of service.

By signing this policy I understand that I am responsible for the above policies and procedures, as well as the procedures outlined in the Student Handbook.

Student Signature: _____ Date: _____

DHHS Staff Signature: _____ Date: _____

Please send a letter informing my professor about my accommodations:

Please Initial: Yes _____ No _____

Interpreter Agreement

DHHS Terms of Employment

Upon being hired as a Signed Language Interpreter for the University of New Mexico

I, _____, agree to abide by the following:

- The Registry of Interpreters for the Deaf (RID) Code of Professional Conduct:
 1. Interpreters adhere to standards of confidential communication.
 2. Interpreters possess the professional skills and knowledge required for the specific interpreting situation.
 3. Interpreters conduct themselves in a manner appropriate to the specific interpreting situation.
 4. Interpreters demonstrate respect for consumers.
 5. Interpreters demonstrate respect for colleagues, interns, and students of the profession.
 6. Interpreters maintain ethical business practices.
 7. Interpreters engage in professional development.

- I recognize that from the time I arrive at the University campus or assignment setting until the time I leave, I am viewed as an employee of UNM and my behavior must, at all times, reflect the professionalism expected from an employee. I will conduct myself as a professional at all times while at UNM.

- I understand that I am expected to arrive to an assignment with enough time to deal with traffic issues, finding a parking space, finding the room, arranging seating and sitting down before the assignment begins.

- In the event of a student no-show, I understand that after I have waited the appropriate amount of time, I am free to leave the assignment. However, any delay in reporting the student no-show to DHHS may result in loss of payment.

- I have read the Interpreter Handbook and agree to adhere to all the policies and procedures outlined in that handbook.

By signing this form I understand that I am responsible for and agree to all of the above.

Interpreter Signature: _____ Date: _____

Staff Signature: _____ Date: _____