UNM DHHS Student Handbook

Welcome to the University of New Mexico

At the University of New Mexico, we would like to offer you the best services possible. It is hoped that these guidelines will benefit students, faculty, and interpreters to the fullest. Your full cooperation with the following guidelines is greatly appreciated**.**

Mission Statement
Accessibility Resource Center recognizes individuals with disabilities as one aspect of a diverse community and is committed to the provision of comprehensive resources to the University community (faculty, staff, and student) in order to create equitable, inclusive, and practical learning environments.

Contact Information
Office Hours: Monday through Thursday 7:30am-6:00pm
                              Fridays: 7:30am-5:00pm
                              Summer 7:30am-6:00pm

DHHS General number: 505-277-6605

DHHS email: dhhs@unm.edu

Website: https://arc.unm.edu/accommodations/dhhs.html

Staff
Tommi Lin Tejeda, Associate Director
       Office phone: 505-277-2574   Email: tommilin@unm.edu
       Text number: 505-350-5470

Risa Roybal, Staff Interpreter
       Office phone: 505-277-6605   Email: rvroybal@unm.edu

Jillian Klenck, Staff Interpreter
       Office phone: 505-277-6605   Email: klenckj@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 (ARC/DHHS) 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.

Interpreting 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

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 their needs are not being met, they will need to contact the Associate Director to discuss assigning a new interpreter.

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 they lack

knowledge or familiarity with the subject matter, they need to notify the Associate Director to discuss assigning a replacement interpreter. The Deaf/Hard of Hearing student will be notified.

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 there is a gross breach of the RID Code of Professional Conduct or another standard of behavior for UNM employees.

Interpreter Requests

In addition to regularly scheduled classes, Deaf and Hard of Hearing Services coordinates interpreters for campus events. These include, but are not limited to, appointments with professors, field trips, campus activities, or any other activity that is not the normally scheduled class meeting. Please submit your interpreter request for a special event to Deaf and Hard of Hearing Services as early as possible. The request should be submitted by e-mail, phone, or in-person to Accessibility Resource Center/DHHS. In order to have enough time to schedule an interpreter, please submit interpreter requests <u>at least one week prior to the event</u> or activity taking place.

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

First Day of Class

The first day of class the interpreters will plan on arriving early in order to introduce themselves to you and the professor. A letter will have been sent to the professor, prior to the first day of class, explaining the interpreting process and what to expect when working with an interpreter.

Presentations

If you are making a presentation in class, it is important to provide copies/drafts of your Power Point presentation, script, or typed speech to the interpreter(s) 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.

If you need to meet with your classmates while preparing for a presentation outside of class time, DHHS is happy to provide interpreters for these meetings. Please contact DHHS ahead of time to make that request.

Schedule Changes

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

Practicum Students

UNM houses a nationally renowned signed language interpreting program. Often our working interpreters will be assigned to work with a practicum student who is in the interpreting program, by having the student interpreter observe their work or by allowing the practicum student to interpret some of the content. Your interpreters may ask your permission to have practicum students join your class to observe or interpret (or both). Our working interpreters will use their judgement to make sure the placement is beneficial to everyone, and that your access won't be compromised at any time. If you do not feel comfortable working with a practicum student, please feel free to tell your working interpreters that you would prefer to not work with a practicum student. Please consider having the students at least observe, as this benefits them without interfering with your access.
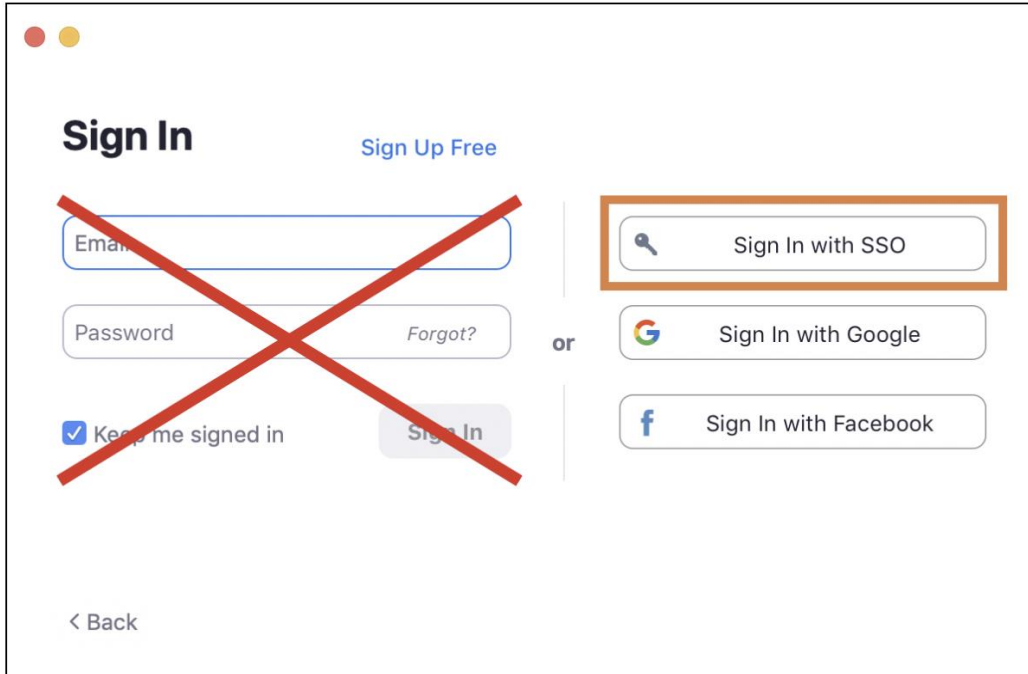
Remote Interpreting

UNM uses Zoom as the main platform for remote instruction. DHHS can still provide interpreters via Zoom. Zoom-based classes will be teamed with two interpreters. At least one of the interpreters will be assigned as co-host and will manage the multipin permissions. Multipin is a feature that allows you to pin up to 9 videos at once. See our website for a link to the Zoom support page for more information on this feature. It is important that you keep your version of Zoom up to date so that you can take advantage of all the features that help make interpreting more effective in Zoom. Please see our website for relevant links regarding updating Zoom.
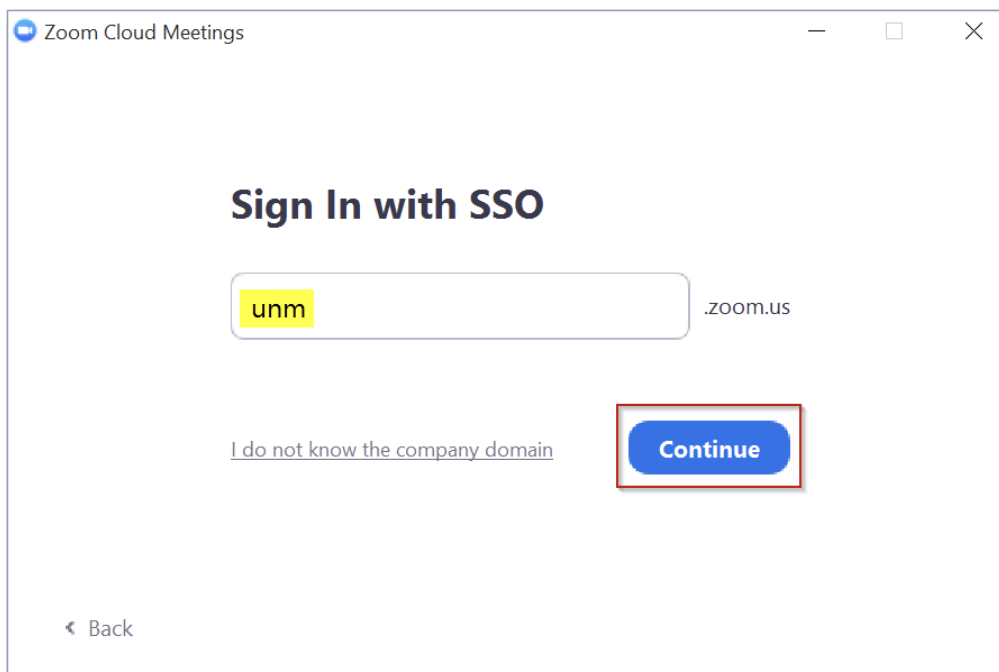
Accessing UNM Zoom Events

You may or may not have attended a UNM Zoom meeting/webinar before, but there is an interesting hurdle that must be navigated before you can access these meetings. UNM requires all Zoom meetings/webinars to allow only authenticated users. You need to have your NetID (UNM email) and password (make sure it's updated!) handy when you start this process.

Once you know your NetID and password, and you try to access the Zoom meeting through the link provided you may see a window like this:

DO NOT SIGN IN ON THE LEFT SIDE OF THE WINDOW!!! Use the top option on the right that reads "Sign In with SSO" which will then open a dialog box like this:

Enter "UNM" into the provided field. Then you might be let into the meeting, or you may see one more authentication screen that looks a little like this:

That is where you enter your UNM email and password, and then you will successfully be able to access the UNM Zoom event.

Video Interpreting

Some students prefer to access information presented in videos in ASL. DHHS can provide recorded interpretations for videos posted on your course pages. These videos can be watched as a side-by-side video or a picture-in-picture video. If you would like to have the videos posted to your course pages in Learn or Canvas, please notify DHHS by email, or inform your interpreters and they will work to ensure the videos are interpreted as quickly as possible.

Complaints

If you have a problem or conflict with your interpreter, it is best to discuss the problem with the interpreter 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 or students.

Captioning Services

Remote Real Time Captioning

DHHS-ARC provides Remote Real Time Captioning services through ACS Ai Media. When initiating captioning services, the Associate Director will submit your class schedule to ACS, and you will receive an email from no-reply@ai-media.tv with a link inviting you to establish an account with their student portal on a site called Ai Live; please check your junk mail if you don't receive this email before the first time you are using this service. If there isn't an email, please inform the Associate Director immediately. Once you have established your account, this is where you will access your transcripts from previous lectures and events.

If you need captioning for events other than your scheduled classes (including but not limited to group work meetings, tutoring sessions, other campus events), please email the Associate Director with your captioning request as soon as you know the date and time of the event. If you have a captioning need with less than 24 hours' notice, please inform the Associate Director immediately. We will try our best to provide the service, but cannot guarantee it. Advanced notice is always appreciated.

Face-to-face classes

You will need a digital mic that can be checked out from DHHS-ARC, and a laptop. You are responsible for ensuring that the mic is charged and in good working order for each class. You are responsible for creating a recurring Zoom meeting that the ACS captioner will sign into in order to access the audio information in the classroom. As a DHHS student who uses captioning, you are eligible to upgrade your Zoom account to a Pro account by following these steps:

Basic - Allows you to attend meetings which require authentication but has limited ability to host meetings (40-minute limit). To create a basic UNM Zoom account visit https://unm.zoom.us/signin and use your UNM email <NetID@unm.edu> and Password. If you need help migrating an existing Zoom account, please let us know.

Licensed/Pro - Allows hosting unlimited meeting length for meetings up to 300 participants and complete access to all settings.
To upgrade your license:
　　1. Create a basic account (**you have completed this step**).
　　2. Submit a request for an upgrade: https://forms.unm.edu/forms/zoom_request
　Note: Your account will be upgraded within one business day.

Once your account has been upgraded to a Licensed/Pro account, you are ready to schedule the Zoom meeting that you will use for all of your classes for the semester. The meeting should be set as recurring, and the features of the meeting should be set as in the following images:

When setting the date and time, make sure to check the "Recurring meeting" box.

After selecting "Recurring meeting", select "No Fixed Time" from the drop-down menu.

Select the Passcode and Waiting Room security settings, you may need to un-select Require authentication to join option. Now you are ready to save your meeting, and *send the link and passcode to the Associate Director.*

Please select the digital mic DHHS has provided you as the mic for the Zoom meeting. The captions will appear in a separate browser window that you will access through your Ai Live account. These can be accessed on any device. Please remember to retrieve the mic from your instructors at the end of each class.

Zoom classes

The captioner will join the class Zoom session and will access the audio through that link. The captions will appear in a separate browser window that you will access using a personalized link that will be provided to you by ACS. These can be accessed on any device.

Transcripts

The captioning that you see during a class in real time can be copied and pasted into a word document where you can annotate them as you see fit. A copy of the transcripts will be available to you 6-12 hours after each class session or event. You can access these via the student portal and download them if that is your preference. These transcripts will reflect any editing or changes made by you during the live event. The transcripts from your classes are a part of your accommodation, and are for your use only. Please do not share these transcripts with your classmates.

Complaints

If you have any feedback regarding the captioner's performance, please feel free to share that with the Associate Director. They will be happy to forward that feedback on to ACS. If you are not happy with the quality of work that a certain captioner is providing, please inform the Associate Director so they can work with ACS to replace the captioner in question.

Reach v2 Captioning for Kaltura media

DHHS-ARC is committed to ensuring access in the virtual and cyber spaces that are a part of your academic experience. The Learning Management System (LMS) that UNM currently uses works with the media player Kaltura. As a default setting, Kaltura will add automatic captioning to any video or audio-based media that is posted. Auto-captions are rife with errors, especially in regards to names, technical terminology, and punctuation. Reach v2 is a service that will replace the auto-captions with professionally produced captions. The Associate Director will tag your classes to receive this service.

The Associate Director will be working with your instructors and faculty to make sure the media is posted in a timely manner for the professional captions to be produced and placed on the media. This service will only work on media that is posted via Kaltura. Once a new piece of media is added to a course page, it takes 48-72 hours for the professional captions to be in place. If you see any videos or other media with captions that are full of errors or missing captions entirely, please notify the Associate Director. They will work with Media Support to ensure the captions are in place as soon as possible.

Assistive Listening Devices

FM Systems

DHHS has personal FM systems to lend to students who benefit from amplification. A FM system is a personal high-fidelity amplifying system used in the classroom to help you to more accurately hear what the professor is saying.

The instrument consists of two units:
1.   A transmitter (2" x 3" x 1") with a small lapel microphone worn by the speaker.
2.   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.

You are responsible to bring the FM system to class. The professor only has to clip on the microphone and the transmitter and commence their lecture. You clip on the receiver (or possibly let it lie on your desk), and put on the loop or headphones. When the class is over, you collect the transmitter and microphone from the professor and takes the units to your 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.

Induction Loops

(taken from https://www.hearinglink.org/living/loops-equipment/hearing-loops/what-is-a-hearing-loop/)

A hearing loop (sometimes called an audio induction loop) is a special type of sound system for use by people with hearing aids. The hearing loop provides a magnetic, wireless signal that is picked up by the hearing aid when it is set to 'T' (Telecoil) setting. The hearing loop consists of a microphone to pick up the spoken word; an amplifier which processes the signal which is then sent through the final piece; the loop cable, a wire placed around the perimeter of a specific area i.e. a meeting room, a church, a service counter etc. to act as an antenna that radiates the magnetic signal to the hearing aid.

Only two buildings on UNM campus have induction loops installed: Popejoy Hall and the Student Union Building (SUB). If you have any questions on taking advantage of these loops, please reach out to the Associate Director.

Note Taking Services

It can be difficult to take notes while also relying on your vision to get class information either through the interpreter or captioning. With this in mind, DHHS can provide you with a notetaking service to assist you with taking notes so you don't have to miss anything being said.

Note Taking Express
Note Taking Express is a service that provides notes for students remotely. This service requires the student to make an audio recording of a class or event, then upload the audio file to their account, and within 24-48 hours notes will be uploaded to your account.

Live Note Taker
You can also choose to have a live note taker attend your class/event in person, take notes during the lecture, and email the notes to you within 24 hours. The note taker does not know who they are taking notes for, and is respectful of your class information with a code of confidentiality, similar to that of an interpreter.

The notes produced by both services are for your academic use only. Please do not share them with classmates.

Conduct Statement

As a student of the University of New Mexico, you are expected to follow the Pathfinder Policy on student conduct. Please treat all service providers (interpreters, captioners, note takers) with respect and courtesy that you would like to receive. If you have a complaint about any of the service providers, please approach them with respect and dignity. If their behavior or quality of service fails to improve, please reach out to the Associate Director.

Student Policies

Student Attendance Policy

Signed language interpreters and captioners are limited resources for the Deaf/Hard of Hearing community. DHHS service providers will be present for every class scheduled. When students are absent without notifying DHHS to cancel their interpreter or captioner before the beginning of their class, then the interpreters/captioners aren't able to serve other students who may be needing services. Please communicate with DHHS when you are running late or not attending a class so we can release these service providers and reassign them as needed. When contacting 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)
4) It is not necessary to include a reason for the absence.

You can contact DHHS 24 hours a day:

dhhs@unm.edu or 505-277-6605

If you do not contact DHHS before missing a class or scheduled event, this will be deemed a "no-show". It's best to contact us before the class/event starts, however you can contact DHHS during the class/event time.

If you will be late for a class/event, please notify DHHS so we can instruct the interpreter/captioner to wait for you. They have been instructed to wait half of the scheduled class time. If you do not arrive within that time frame, the interpreter/captioner will contact DHHS and may be re-assigned or dismissed for that day.

It is the student's responsibility to notify DHHS to cancel the interpreter/ captioner prior to the start of class if:

- 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/captioner was requested

When you know you will be absent from class, please notify DHHS immediately. If you are sick and do not know when you will be well enough to return, then DHHS will cancel the interpreter/ captioner. It is the student's responsibility to call to request services be reinstated.

No-Show Policy

1. If a student is absent from class without notifying DHHS/ARC before a class begins, DHHS will email the student during class time and ask the student to report if they are planning on attending that day.

2. If a student is absent a fourth time from class without notifying DHHS/ARC before the beginning of class, an email will be sent notifying the student that the interpreter will be suspended and a meeting with the Associate Director will need to be scheduled.

3. If the interpreting services are suspended, it is the student's responsibility to arrange a meeting with the Associate Director to discuss the reinstatement of their interpreter accommodation.

Student Agreement Form
<u>Deaf and Hard of Hearing Services</u>

dhhs@unm.edu / 505-277-6605

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 captioner/notetaker are for my academic use only. I may not share the notes.
- I must request an interpreter or captioner in a timely manner.
- I understand that all questions and comments will be directed to the professor, not the interpreter. I also understand that the interpreters will sign and voice every question and comment made during class.
- The interpreter/captioner will only wait for me for half of the scheduled time. If I do not show up, a reminder about the no-show policy will be sent to me.
- If I am absent a fourth time from class without notifying DHHS prior to the beginning of class, the interpreting/captioning services will be suspended.
- If my interpreting/captioning services are suspended, I understand that it is my responsibility to arrange a meeting with the Associate Director to discuss the reinstatement of services

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: _____