

## A Statement of Policy for Students using Captioning Services

1. **Confidentiality:** CSCC speech-to-text captionists are expected to conduct themselves in a manner consistent with the professional standards set by the National Court Reporting Association (NCRA) or the C-Print standards established by the National Technical Institute for the Deaf (i.e. maintain confidentiality, render the message faithfully, refrain from interjecting personal opinions, and function in a manner appropriate to the situation, etc.).

However, captionists may at times need to share classroom accommodation related issues with departmental staff on a “need to know” basis. On a regular basis, the Disability Services (DS) staff adopts a team approach in the collaboration and sharing of work-related information. As a result, there will be times when captionists share typically confidential information about students and work experiences/challenges for the purpose of improving the quality of DS services.

2. **Each Semester Request Captioning Services in Advance.** You need to request services as soon as you register for classes. Please submit your captioning needs via our **Interpreting/Captioning Request for Semester Long Academic Courses Form**: <https://forms.office.com/Pages/ResponsePage.aspx?id=d9OpYCfIoUG78BqtNNtMiVvqA94qwaZCtaxYVl-KDWtUODZaNDNJU0syQk9ITEhWSTVaOTIwV1k1Vi4u>.
3. **Schedule Changes:** If you change your class schedule by adding or dropping a class or the class location changes, You must notify, Sheryl Killen, Supervisor of Interpreting Services as soon as possible via the **Interpreting/ Captioning Request for Semester Long Academic Courses Form**.
4. **Communicate with Your Captionist.** Let the captionist know on the first day of class, or early in the semester, if you will be voicing for yourself or prefer her/him to voice for you. Discuss concerns directly with the captionist. Contact the Supervisor of Interpreting Services if your concerns are not resolved.
5. **Captionist No-Show:** Contact Sheryl Killen at 287-3973(v) or email at [skillen@csc.edu](mailto:skillen@csc.edu) if the captionist does not show-up for class. Sheryl will contact the captioning agency for a substitute captionist to be provided. If a substitute captionist is not available, Sheryl will assist you with missed course content solutions (meet with instructor, instructor notes, audio recording).
6. **Lateness:** The captionist will wait 15 minutes for a 50-minute class and 30 minutes for classes longer than one hour. If you do not arrive to class within these timelines, the captionist will leave and report your absence to the Supervisor of Interpreting and Captioning Services. Your absence will be noted as a “No-Show”. Depending on the frequency of absences for the semester, an email will be sent to remind you of the Attendance policy and appropriate procedures. (See Semester Attendance Policy).
7. **First Day:** Arrive a few minutes early the first day of class to introduce yourself to the captionist. Be sure your seat in each classroom is right for you. It is important that you have a direct line of vision to the instructor, the board or screen, and the captionist.
8. **Request for Captionists:** If you need a captionist for class related activity, it is important that you complete the **Campus Event/Meeting Accommodation Request form** so that a captionist can be secured. This form can be found online at: <https://www.csc.edu/services/disability/event-accommodation-request-form.shtml>. You may also send an email to the Supervisor of Interpreting/Captioning Services, Sheryl Killen at [skillen@csc.edu](mailto:skillen@csc.edu).
9. **Class Information:** Ask your instructor if you have questions about class information. The captionist can assist by voicing questions to the instructor and typing the instructor responses. It is your responsibility to ask the captionist if he/she can arrive

early or stay after class if you want to talk with the instructor immediately before or after class.

10. **Visual Information:** It is your responsibility to ensure that visual information presented on blackboards, etc. is collected. (Students are encouraged to use note takers).
  11. **Absent:** The captionist will not type if you are not present in the room (The role of the speech-to-text captionist is to provide equal access to the classroom. A hearing student does not have access to the message when he/she is not present in the room). If you do not show for a class, the captionist will not provide a transcript for that class unless instructed to do so by the Supervisor of Interpreting Services.
  12. **Test Discussion Exclusion:** The captionist will leave the room with you when material is discussed from an exam that you have not yet taken (e.g. due to alternative testing). The captionist will NOT attend a class when the student plans to be absent.
  13. **Syllabus:** It is your responsibility to secure a syllabus (an outline of the main subjects covered throughout the semester for each class and use it to plan for your assigned readings, exams, presentations, and final exam dates. It would be very helpful if the captionist could have a copy of the syllabus).
  14. **Transcript:** The captionist will provide the class transcripts via hard copy or email. The class transcript is for your eyes only! Transcripts are NOT to be shared with any other persons. No other students, even if they identify themselves as registered with DS, are to be given transcripts unless approved by DS.
  15. **Counselor/Academic Advisor:** It is your responsibility to establish an on-going relationship with an Academic Counselor/Advisor in your degree program. This should be done during your first semester at CSCC so that you will have access to information for appropriate course selection during your academic career at CSCC. Your DS Advocate will assist you with accommodation-related issues but will not assist you in choosing your classes. If you need a captionist to meet with your Academic Advisor, plan ahead. Complete a **Campus Event/Meeting Accommodation Request form**.
- Additional Requests:** If you need a captionist for any other meeting (such as meeting during a professor's office hours), lecture, or class related activity, it is important that you complete the **Campus Event/Meeting Accommodation Request form** with as much advance notice as possible.
16. **Captioning Concerns:** Address your concerns about the quality of captioning services first with your captionist. If your concerns are not resolved, contact the Supervisor of Interpreting Services.
  17. **Appeal Process:** For students who are denied classroom or campus support services, an appeal process can be initiated. Specific information about the appeal process is available through the DS Director.
  18. **Questions:** The DS staff here at CSCC are here as your support. If you have any special needs or concerns, please contact the DS office.

**I have read the above document and agree to follow the policies and procedures as a student receiving support services from Disability Services at Columbus State Community College.**

Name

Cougar ID

Date

Signature

Email