



Disability Resource & Support Center  
**Interpreting Services Guidelines**

The Disability Resource & Support Center (DRSC) will make every effort to locate sign language interpreters for hearing impaired students who have followed the process for requesting academic accommodations. Once a student seeking services is determined eligible, they should work with the DRSC staff to arrange class schedules. Unless the student requests accommodations through the DRSC and provides a final schedule of classes, interpreting services will not be scheduled. Students should allow two weeks' advance notice of interpreting needs so the DRSC can locate qualified interpreters. If interpreters cannot be found, DRSC staff will help to make other arrangements.

**Requesting Interpreting**

If a student needs an interpreter for classes, they must meet and request accommodations with the DRSC staff. The staff will schedule interpreters for their classes. If a student needs an interpreter for any scheduled classroom related activities or meetings, they must:

- 1) Contact the DRSC staff a minimum of 48 hours (Monday through Friday) before the activity/meeting. Notification of five business days ensures appropriate coverage can be arranged.
- 2) The student can make their request by contacting the DRSC staff by email: [dro@csupueblo.edu](mailto:dro@csupueblo.edu), phone 719-549-2663 (voice), or completion of *Interpreter Request for Classroom Activity* form and turning it into the DRSC.

For non-classroom related activities and events, student should contact the department or sponsoring entity to request interpreting services. The DRSC does not provide interpreting services for students outside of classroom-related activities.

**Interpreting in the Classroom**

The student, interpreter(s), and instructor should work together to determine the best placement of the interpreter(s) in the classroom. The student and interpreter(s) must be able to clearly see each other. If the student has a question, they shall raise their hand and ask the teacher. The interpreter will voice the student's question. The interpreter will sign what the instructor and other students say in class. If the student misses something, they may ask the instructor to repeat it. The interpreter will voice everything the student says in class. The student shall try not to chat with the interpreter during class.

If the student has a problem understanding the interpreter's signs, they should tell the interpreter. If communication is unsuccessful, the student should request an appointment with the Director of the DRSC. If a conflict arises between the student and the interpreter(s), they should first discuss the problem with the interpreter(s). If the problem cannot be resolved, the student should contact the DRSC as soon as possible to discuss the conflict. The DRSC will contact the interpreter(s) to arrange a meeting to resolve the conflict.

If the student has problems with their classes or instructor (regarding non-interpreting concerns), they should consult the [Student Concern and Complaint Resolution Matrix](#) for the appropriate procedures to address the problem.

### **Absences**

It is the student's responsibility to notify the DRSC and the interpreter(s) of any planned absences. The student is required to give at least 24-hour notice if they will not be attending a scheduled class. If they need to cancel a scheduled academic meeting, appointment, or classroom activity, the student is required to give at least 24-hours notice.

*In case of illness or emergency, the student must notify the DRSC as soon as they are able.*

The interpreter(s) will be required to wait twenty (20) minutes for the student to arrive at class, after which time the interpreter(s) will be permitted to leave if the student has not appeared. This will be considered an absence. Failure to show for a scheduled class or event will be documented and will influence the student's priority for future scheduling.

### **Notification of Absence**

If the student is planning to miss a class or needs to cancel interpreting services for a particular activity, they need to notify the DRSC and their Interpreter(s) for that class/activity. The DRSC can be contacted Monday through Friday from 8:00 AM to 5:00 PM in person, by email, or phone.

After two consecutive class period absences in a row, without prior notification to the DRSC, the student's interpreting services will be suspended. The student must follow the procedures outlined below in order to reinstate interpreting services:

- 1) Contact the DRSC to set an appointment with the Director to discuss why the procedure was not followed. The student is responsible for scheduling any meeting required for reinstatement.
- 2) If services are reinstated, the student will be required to sign an agreement outlining the conditions to be met for reinstatement.

After reinstatement of services, if the student again misses two consecutive class periods without prior notification to the DRSC, the student's interpreting services may be indefinitely suspended. In addition, if the student's attendance in an individual class is inconsistent, interpreting services may be discontinued for that class. Suspension of service may also occur if the student is disrespectful or behaves inappropriately towards their Interpreter(s).

***I have read and understand the Interpreting Services Guidelines.***

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
DRSC Staff