



Disability Resource & Support Center

Interpreting Services & Absence Notification Process

The Disability Resource & Support Center (DRSC) will make every effort to arrange sign language interpreting services for qualified students who are d/Deaf or hearing-impaired. All students seeking accommodations at the University must follow the process for requesting academic accommodations before interpreting services will be arranged. Once students are determined eligible for services, they should work with the DRSC to arrange class schedules. Unless students request accommodations through the DRSC and provide a final schedule of classes, interpreting services will not be scheduled.

Requesting Interpreting Services

If interpreting services are needed for classes, students must meet and request accommodations with the DRSC. The staff will schedule Interpreters for your classes. Students should allow two weeks advance notice of interpreting needs to give DRSC time to locate qualified classroom interpreters. If an interpreter cannot be found, the DRSC will help to make other arrangements.

If interpreting services are needed for any scheduled classroom-related activities or meetings, students must contact the DRSC a minimum of 48 hours before the activity or meeting (Monday-Friday). A notification of 5 business days ensures appropriate coverage can be arranged. Requests can be made by contacting the DRSC by email (dro@csupueblo.edu), by phone (voice: 719-549-2663), or by submitting the completed Interpreter Request for Classroom Activity form to the DRSC.

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

Using Interpreting Services

The student, the interpreter, and the instructor should work together to determine the best placement of the interpreter in the classroom. The student should sit where they can clearly see the interpreter. The interpreter will sign what the teacher and 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 should not try to chat with the interpreter during class. If the student has a question, they should raise their hand and ask the instructor. The interpreter will voice the question.

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

If the student has problems with their classes or instructor (non-interpreting concerns), they should speak to the instructor first. If this is not successful, the student may speak with the Department Chairperson or DRSC staff.

Notification of Absences

The Disability Resource & Support Center (DRSC) understands that there are circumstances, planned or unplanned, that will cause you to miss a class or activity for which Interpreting Services are provided.

An interpreter will be required to wait twenty (20) minutes for the student to arrive at class, after which time they 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. If the student misses more than two class periods of a class in a row without notice to the DRSC, there may be no interpreting service for the next time that class meets (see Suspension of Services).

It is the student's responsibility to notify the DRSC and the interpreters of any planned absences (e.g., scheduled academic meetings, appointments, classroom activities) with a 24-hour notice. In case of illness or emergency, the student must notify the DRSC as soon as you are able. This notification is essential so that the interpreter can be reassigned. The DRSC can be contacted Monday-Friday, 8:00am-5:00pm, by email (dro@csupueblo.edu), or phone (voice: 719-549-2663).

Suspension of Services

After two consecutive class period absences in a row, without prior notification to the DRSC, interpreting services will be suspended. Suspension of service may also occur if the student exhibits any substantiated abusive behavior, physical or verbal, toward the interpreters. Students must follow the procedures outlined below in order to reinstate interpreting services (see **Reinstatement of Service**).

After reinstatement of services, if the student again misses two consecutive class periods without prior notification to the DRSC, 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.

Reinstatement of Service

To have interpreting services reinstated, the student must contact the DRSC to set an appointment. The student is responsible for scheduling any meetings required for reinstatement. If services are reinstated, the student will be required to sign an agreement outlining the conditions to be met for reinstatement.

I have read and understand the Interpreting Services & Absence Notification Process.

Student Signature

Date