The Accessible Education Center (AEC) at San Jose State University (SJSU) provides communication support services for registered students by contracting for Educational Sign Language Interpreters and Educational Real-Time Captioners or Notetakers. The following guidelines have been established to define boundaries at SJSU and for the provision of services:

1. Requirements to Receive Services

   Students must meet with the Program Counselor each semester to obtain interpreting, captioning, or notetaking services. A student who is newly arrived on campus must bring to the initial meeting an audiogram by a licensed audiologist or medical doctor verifying their hearing loss. At this meeting, students must sign a "Statement of Agreement" to confirm that they have read and understand the policies & procedures.

   Students should register for their classes during the advanced registration period and provide the Counselor with a Service Request Form to ensure that appropriate interpreting/captioning services and other support services can be provided for the upcoming semester. This is required every semester along with a signed “Statement of Agreement”.

   Real-time captioning services may be authorized for students who are not proficient in sign language to keep pace with classroom lectures. Transcription of the lectures may or may not be authorized. These accommodations will be assigned on a case-by-case basis by the AEC Counselor in accordance with standard AEC and University policy.

   An ALD (Assistive Listening Device) Program is available to students who would benefit from an FM system.

   To request services contact the Counselor or DHOH Staff. The requests must come from students and not interpreters/captioners.

2. Interpreting/Captioning Services Priority

   The DHOH Program Office will make every attempt to provide services when requested but when requests are submitted late Interpreting/Captioning services will be provided in the following priority:

   a. Classroom (earliest requests are given first priority)

   b. Classroom required activities

   c. Student/Professor meetings
d. Campus activities

e. University-sponsored activities

Requests for interpreting/captioning services outside or in addition to the regular classroom hours must be submitted in writing at least two weeks in advance.

3. Interpreter/Captioner Absence

Should an Interpreter/Captioner not appear for an assignment, the student must contact the Counselor as soon as possible. If available, a replacement will be sent.

4. Student Absences or Class Cancellations

Students must notify the DHOH Program Office when scheduled services will not be needed. If the student is canceling for reasons other than illness, the student must notify the Department at least 24 hours in advance. Last minute cancellations for any reason other than illness will be documented as a "no show". A student who does not show up for a class and has not called in must discuss the reason with the Counselor.

After three student "no shows", services will be suspended. To reinstate the services, the student must set up a meeting with the DHOH Coordinator to discuss the missed scheduled assignments and the student’s intentions toward future services usage. The DHOH Coordinator will make the final decision regarding reinstatement of services.

5. Late Arrival

The interpreter/captioner will wait outside the classroom 15 minutes for every hour of the assignment for the student to arrive. If the student does not appear at the end of the waiting period, the interpreter/captioner will report the absence to the DHOH Program Office. Students must notify the DHOH Program Office if they intend to be late so that interpreters/captioners may be informed. Requests for "late shows" must be reasonable; authorizing services for student "late shows" will be determined by the DHOH Coordinator.

The Interpreter/Captioner will wait for a student 15 minutes for each hour of the assignment up to a maximum of 45 minutes.

<table>
<thead>
<tr>
<th>Length of Class</th>
<th>Waiting Period</th>
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<tbody>
<tr>
<td>1 hour</td>
<td>15 minutes</td>
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<tr>
<td>1.5 hours</td>
<td>23 minutes</td>
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<tr>
<td>3 hours</td>
<td>45 minutes</td>
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6. Final Exam Week
Interpreters/Captioners will not automatically be assigned for final exams. During final exam week, all services are on a per-request basis only. If a student requires services for a final exam, the student must contact the DHOH Program Office and complete a written request form at least two weeks in advance.

7. Requests for Interpreter/Captioner Replacement from Deaf or Hard of Hearing Students.
If a student is not satisfied with the interpreting/captioning services, the student is encouraged to discuss their concerns and issues with the Interpreter/Captioner to resolve the situation. If the student is still not satisfied with the services, the Counselor will observe and assess the situation to make the appropriate recommendations.