The Deaf & Hard of Hearing Program (DHOH) provides Sign-Language Interpreting Services and Real-Time Educational Captioning Services for students who are eligible. In order to maintain the integrity of the service offered and comply with the law, the following rules apply:

1. The student must currently be registered at San Jose State University, and enrolled in classes as a matriculated student or enrolled in Extended Education courses.

2. The student must be registered with the AEC and provide documentation verifying disability each semester to maintain their confidential file. Students' disabilities must be verified by a medical provider or qualified professional.

3. Students will notify the DHOH Program at least 24 hours in advance if they plan to miss a class for any reason. Absence without notification (other than illness) will be documented as a "no show" which may result in the suspension of service.

4. Students must notify the DHOH Program if they will be more than 15 minutes late; Interpreter/Captioner will wait 15 minutes for each hour of class unless notified. (e.g., 2hr class, will wait 30 mins)

5. Students utilizing Real-Time Educational Captioning Services will be provided with one copy of the course material via hardcopy, electronic format (email) or disk. Students will not copy or reproduce any material generated from this service, nor allow anyone else to do so. Misuse of this material will result in disciplinary action by the University Judicial Officer. Transcripts (in any form) are the sole ownership of the Accessible Education Center at San Jose State University.

6. Inappropriate conduct by students or any abuse of the service is subject to discipline as outlined in §21301-41304 of Title V, California Code of Regulations.

I have read the Deaf & Hard of Hearing Program Policies and understand the conditions and responsibilities pertaining to services. I agree to adhere to the terms listed above.