

**Accessible Education Center  
FACULTY GUIDELINES FOR WORKING WITH CAPTIONERS/  
E-NOTETAKERS**

1. Eligibility for this service is determined by the Deaf and Hard of Hearing Program Coordinator, and is based in part on professional documentation provided by the student. The student is responsible for requesting services any time such service is needed.
  
2. Captioners/E-Notetakers main function is to facilitate communication between faculty, the deaf student and class. When interacting with deaf students, speak directly to the student and not to the service provider.
  
3. Captioners/E-Notetakers cannot participate in classroom activities. Their primary role is to facilitate communication.
  
4. To ensure effective communication, Captioners/E-notetakers must be provided with required course materials. Captioners/E-notetakers must be allowed access to the platform for classroom curriculum requirements, (e.g. Canvas).
  
5. Captioners deliver real-time streaming via iPad provided by the AEC; front row seating is preferable for the student. Students will receive a transcript following each lecture; transcripts are the sole property of the AEC and must not be shared without AEC permission.

6. Captioners/E-Notetakers adhere to a strict code of ethics pertaining to the delivery of effective and exact communication. AEC Captioners/E-Notetakers are bound by this code, which includes confidentiality and is incorporated in AEC's required procedures.

7. Captioned media provides students equal access to curriculum requirements. Required materials such as films, videos and all electronic media, (e.g. YouTube, Facebook Twitter, Social Media) must be captioned. Real-time Captioners are unable to convey the full message of electronic media used in the classroom since the information is scripted and spoken at a greater rate of speed. Should faculty need assistance in captioning curriculum-required media contact Captioning Support Services <http://www.sjsu.edu/cfd/teaching-learning/accessibility/captioning/>. Faculty choosing to use an alternate captioning tool must confirm translation accuracy.

8. Please do not hesitate to contact the Deaf and Hard of Hearing Services Program at 924-6542 for questions.