

Student Guidelines for Obtaining Sign Language Interpreting Services

Virginia Western Community College agrees to provide professional, qualified Sign Language Interpreters, in accordance with the Americans with Disabilities Act (ADA), for classes, tutoring sessions, meetings with faculty, counselors, advisors, etc., and other school-sponsored/class-sponsored activities.

Students requesting and utilizing sign-language interpreting services should adhere to the following guidelines:

1. **REQUEST:** All students who require sign language interpreting must contact the Office of Disability Services (ODS). As there may be a shortage of qualified interpreters, students requesting interpreter services should notify ODS as far in advance as possible to allow adequate lead time (usually one month) to make arrangements. We will accept requests later, but cannot guarantee you will have an interpreter on the first day of class.
2. **CLASS ATTENDANCE/ABSENCES/TARDIES:** Every student is expected to **attend all classes** as scheduled. We also understand scheduling conflicts may arise. If the student must miss class for any reason, they are expected to contact the interpreter AND the Office of Disability Services as soon as you know you will not be attending. Interpreters will be paid unless given at least 24 hours prior notice you will be absent. Please help us avoid unnecessary charges.

The interpreter will wait outside the classroom door 5 minutes for every 30 minutes of scheduled class time—10 minutes for a one-hour class, 20 minutes for a two-hour class, 30 minutes for a three-hour class, etc.

Interpreters will report all *No Shows (uninformed absences)* to ODS. If you have two consecutive ***No Shows*** in the same class, or three ***No Shows*** among all interpreted classes, in a given semester, you risk losing your interpreting services. Excessive and uninformed absences may result in a discontinuation of services. Before services can be reinstated, you will be required to meet with the Disability Counselor to discuss your attendance problems.

3. **INTERPRETERS/INSTRUCTORS:** Interpreters are nationally certified and/or Virginia Quality Assurance Screened (VQAS). Please remember that interpreters are not instructors or tutors, and therefore, not required to be knowledgeable of the course content for which they interpret. Questions and comments regarding course content should be directed to the instructor.
4. **INTERPRETING CONCERNS:** If at any time you have concerns about an interpreter's ability to interpret for you, please make every attempt to provide such feedback to the interpreter and to Disability Counselor, Hillary Holland - hholland@viriniawestern.edu . *The Office of Disability Services reserves the right to share performance feedback from students to employed interpreters as an effort to ensure contracted interpreting standards are maintained.*
5. **REGISTRATION FOR CLASSES**
To ensure interpreting coverage when the semester begins, we recommend students register for classes through ODS during the **early registration period**, typically two weeks prior to the rest of the college registering for classes. Interpreting coverage cannot always be guaranteed during daytime class hours as many of our interpreter's also work day jobs. ODS will make every effort to secure interpreting services for any daytime class hours, but oftentimes, evening interpreting coverage is only available.

6. CLASS WITHDRAWAL / CLASS SCHEDULE CHANGE

A class withdrawal and/or schedule change also impacts the interpreters assigned to each class. Prior to withdrawing from interpreted classes, or changing their class schedule, students should meet with Disability Counselor, Hillary Holland, to determine the appropriate procedure.

7. ACADEMIC ASSISTANCE

Tutoring is available to all enrolled students. Please visit the Learning Link Commons- Main Floor-Brown Library <http://www.viriniawestern.edu/services/link/index.php> for more information. Students needing interpreting services for their tutoring session(s) should make their request through ODS. Please note, tutoring sessions and interpreting coverage will need to be organized collaboratively by the student, ODS, and Learning Link Commons.

8. REQUESTS FOR SPECIAL EVENTS/PERFORMANCES

Requests for evening and special events should be made one week (7 days) in advance of the date needed. Requests for theatre performances held at VWCC, should be made two weeks (14 days) in advance of date needed. This allows enough rehearsal time to provide quality services to students.

I, _____ **HAVE READ AND UNDERSTAND THE SERVICE PROCEDURES.**
PRINT NAME

SIGNATURE

DATE

EMPL ID #