

Captioning Services

Procedures and Guidelines

PROCEDURES:

1. Submit a request for captioning services through the AIM system at least thirty (30) days before the start of the term for returning students or as soon as they are enrolled for new students. The request can be submitted through AIM [here](#).
2. All one-time requests must be submitted through AIM as soon as the student becomes aware of the need with at least three (3) working days advance notice. For conferences, field trips and any other functions, please contact the Deaf Services Coordinator or designee as soon as possible as arranging for services may take weeks to coordinate.
3. All email communication regarding captioning services must be submitted to ssddeafservices@csusb.edu.
4. Cancellations, if known, need to be submitted at least two (2) working days in advance or as soon as possible. Services may be suspended if two (2) or more classes/events are missed with prior notification. Students will need to meet with the Deaf Services Coordinator or designee before services are reinstated.
5. All communication regarding requests for services, late notification, extension on requests, or cancellations, etc. need to be made between students and SSD. Students **are not** to communicate to captioners directly regarding scheduling issues or make any personal schedule(s) with the captioners.
6. Captioners will leave after twenty (20) minutes if the student does not attend class or the event unless they have notified the Deaf Services Coordinator one (1) working day prior they will be late and will need the captioners to stay.
7. Students must sign the Audio Recording and Transcription Services Agreement prior to receive captioning services at least thirty (3) days prior to the start of the term. This form may be obtained from the SSD office during normal business hours or via email.

GUIDELINES:

1. The Deaf Services Coordinator or designee will determine the student's eligibility for captioning services based upon review of documentation of the disability, past use of services, and the type and format of classes and other events.
2. Students who receive captioning notes agree not to share the transcripts with others. These transcripts are solely for the student's personal academic use and may not be shared with any other student or be used for any other purpose than class study notes with the express consent of the instructor. Students are advised to destroy the transcripts within forty (40) days at the conclusion of the term. Archived notes on Blackboard will be deleted upon forty (40) days after the completion of classes.
3. It is the student's responsibility to submit their captioning request in a timely fashion through AIM. For events outside of class(es), all fields must be filled. Blank fields may result in delays processing the request.
4. It is the student's responsibility to contact SSD for any changes regarding their class schedule. Changes need to be submitted through AIM and the Deaf Services Coordinator notified at ssddeafservices@csusb.edu.
5. It is the student's responsibility to notify the SSD office for any questions, concerns, cancellations, etc.
6. Requests for captioning services can be made up to the last official day of classes. **Final exams are not included.**

7. It is the student's responsibility to notify SSD if they require captioning services for final exams. Students are to submit the date, time, and location via email to ssddeafservices@csusb.edu as soon as they receive the class syllabus.
8. For any classes that may be teamed with an interpreter, the student will need to submit their requests through AIM. The interpreter and the captioner will switch off so at no time they are both working simultaneously.

I have read and understand, and agree to follow the Captioning Services Procedures and Guidelines.

Name (Printed): _____

Student Signature: _____

Date: _____

Staff Signature: _____

Date: _____