

## Interpreting Services

### Procedures and Guidelines

#### PROCEDURES:

1. Submit request for interpreters to SSD at least thirty (30) days before the start of the term for returning students or as soon as they are enrolled for new students. Requests must be submitted through AIM [here](#).
2. All one-time requests must be submitted through the Deaf and Hard of Hearing portal with the Submit Custom Request for in AIM as soon as the student is 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 services may take weeks to coordinate.
3. All email communication regarding interpreting services must be submitted to [ssddeafservices@csusb.edu](mailto:ssddeafservices@csusb.edu).
4. Cancellations, if known, need to be submitted at least two (2) working days in advance or as soon as known. Services may be suspended if two (2) or more classes/events are missed without 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 notifications, extensions on requests, or cancellations, etc., need to be made between students and SSD. **Students are not to communicate with interpreters directly regarding scheduling issues or make any personal scheduling arrangements with the interpreters.**
6. Interpreters 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 that they will be late and need the interpreter(s) to stay.
7. Students who use interpreting services need to request a notetaker per the Notetaker Procedures and Guidelines.

#### GUIDELINES:

1. The Deaf Services Coordinator or designee will determine the student's eligibility for interpreter services based on an interactive session with the student as well as review of documentation of the disability, past use of services, and the type and format of classes.
2. Students who use interpreting services will also receive notetaking as an accommodation.
3. It is the student's responsibility to submit their request in a timely fashion. Requests cannot be processed timely if not submitted through AIM.
4. It is the student's responsibility to contact SSD for any changes regarding their class schedule. Changes **must** be made in AIM.
5. It is the student's responsibility to notify the SSD office about any questions, concerns, cancellations, etc.
6. Requests for interpreter 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 interpreting services for final exams. They are to submit the date, time, and location via email to [ssddeafservices@csusb.edu](mailto:ssddeafservices@csusb.edu) as soon as they receive the class syllabus.

8. For any classes that may be teamed with a captioner, the student will request captioners for those classes through AIM. The interpreter and captioner will switch off so at no time they are both working.

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

Name (Printed): \_\_\_\_\_

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_

Date: \_\_\_\_\_