



Interpreters and CART Services: Policies and Responsibilities

Student Disability Services (SDS) arranges auxiliary service to provide access to class lecture for students who are deaf or have hearing loss. The following information provides some instruction on responsibilities and procedures. Should there be additional questions please contact SDS: 860-832-1952 or email disabilityservice@ccsu.edu.

Interpreter: Provides American Sign Language to students with hearing loss or who are deaf. Interpreters typically stand directly in front of the student in need. Sometimes the Interpreter will ask for access to PowerPoints or a textbook so that they can review content and terminology used during the lectures, so that content is provided fluently to the student. Note that CCSU also pays for cost of an Interpreter's commute to campus.

CART: Communication Access Real-time Translation, is also called open captioning. This is a virtual service that "listens" into a lecture recording and types speech into a text in real time for a student to follow. Students utilize a microphone and laptop to follow text from the CART provider. Sometimes an instructor will be asked to wear a microphone as well. Students may be looking at their laptop at the auto transcription exclusively or may be looking at the lecturer's face for verbal clues and lip reading. We ask professors to be aware that students will be reading lips and look at the student when possible.

Provider: Term used to describe the vendor service that coordinates the scheduling of the Interpreters and CART service. Providers must receive approval for service from SDS. Interpreters cannot arrange services without prior approval through SDS and their employer.

Student Responsibilities:

- Student in need of either a CART service or Interpreter should request their Faculty Accommodation Letters from SDS as early as possible.
- SDS secretary may email student to inquire about each class needs.
- If contacted, student is required to confirm arrangements and needs.
- Student must inform SDS if they add/drop a class, withdraw, or any problems associated with the service.
- SDS cannot guarantee a service if a change is requested in less than 10 business days.
- Student needs to inform SDS if they anticipate a sick day or not otherwise able to attend a class asap.
- *Optional meeting arrangements-* Must notify SDS in advance if they plan on attending any optional meeting times, including advisor meetings or campus events. SDS does its



best to arrange services last minute, but service can only be arranged based on Providers availability.

Student Disability Services Responsibilities:

- Notifies faculty of service and student's approved accommodations through Faculty Accommodation Letters to professor with student copied.
- Schedules Interpreters or CART services as requested by student with Provider.
- Arranges for any cancellations or additional requests as needed.
- Provides consultation on concerns or questions.

Faculty Responsibilities:

- Review student's approved accommodations on Faculty Accommodation Letter, received in an email from disabilityservices@ccsu.edu.
- Responsible for any in-class arrangements for student's seating and adequate space for the Interpreter. Professors should face student when possible. If masks are needed- professor should wear clear mask.
- Consult with the student regarding the use of a portable microphone and be aware of possible transmission problems. Stand near a fixed microphone in class when possible. Look directly at student when possible and clear masks should be worn when necessary.
- If Provider requests, CCSU IDTRC will need to arrange access to the Provider for the class Blackboard site. Interpreter/CART Provider may request access to syllabus and any PPs for clarification on terminology and other content.
- Responsible for communicating all information regarding any changes to class location or meeting times. Communication must be directed to SDS Secretary as soon as a change is anticipated. 5 business days, at least, is necessary. Significant higher fees are charged for last minute cancellations or requests. Services cannot be guaranteed if SDS is not given adequate notice of change.
- *Optional meeting arrangements*- Professor must notify SDS if they plan on arranging any optional class meeting times at least 5 business days in advance.
- Ensure that all videos used for class assignments are captioned.
- **Virtual Class Information:** Virtual classes can add another layer of confusion to scheduled arrangements with a Provider when class times change, classes are pre-recorded and posted on BB, or communication is otherwise not clear.
- CCSU IDTRC may need to arrange access to the Provider for the class Blackboard site, so they can see course syllabus and any PPs.



- Faculty must invite the Provider to all virtual meetings. The Provider will share the invite with a CART or Interpreter.
- It is always best to record a lecture or add captioning of transcription services to virtual lectures when possible. Teams, and Webex both have captioning options that can be turned on and even saved as notes.
- Providers will need access to pre-recorded sessions.
- See link below from National Association of the Deaf on how an Interpreter would work best in a Zoom meeting- information helpful for all virtual platforms when an Interpreter is present. <https://www.nad.org/zoom-tutorial/>

For additional information and resources please contact:

Student Disability Services

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<https://www.ccsu.edu/sds/>

Instructional Design and Technology Resource Center

Elihu Burritt Library - 3rd Floor

Phone: (860) 832-2081

<https://www.ccsu.edu/idtrc/index.html>