Any student seeking to obtain remote captioning or transcription services must first be approved by the Office of Student Affairs for academic accommodations. After approval, a student must attend an initial meeting with a counselor to review services. Approval will be contingent upon documentation of the disability. At this time, common accommodations for the deaf/hard of hearing include but are not limited to: note taking assistance, priority seating, sign language interpreters, and use of adaptive equipment in the classroom. All accommodations will be determined by documentation provided and the specific need of the student.

For deaf and hard of hearing students, documentation may include, but is not limited to:

- Most recent audiology report and audiogram with a clear diagnosis and functional limitations.
- Recommendations for academic accommodations.
- Certificate of Deafness from the State of Texas.

*Students requesting remote captioning services must make a request through the Director of Student Development, and services are approved on a case-by-case basis.*

Guidelines for request and use of remote captioning services:

To receive remote captioning services, the student must contact the Director of Student Development at least two weeks before the semester begins and submit a request for services for the upcoming semester by completing either an Initial Application for Accommodations or the Renewal of Accommodations form. This process must be followed in order for us to efficiently provide services and accommodations on the first day of class. If a student makes any changes to his/her course schedule, he/she must notify the Director of Student Development immediately. The Director will have one week from the date of written notification to provide services for any changes to class schedules already in place.

The responsibilities of the student while using remote captioning services will include:

1. **Contacting the transcriptionist assigned** by text message to the number provided within 24 hours before class for notification of any absences. Any significant changes in the student's schedule must be made according to the policy stated above.
2. **Communicating any cancelled classes, tests, and absences** to the Director of Student Development. Acceptable modes of contacting the Director of Student Development is by phone at (325) 942-2047 or email to Dallas.Swafford@angelo.edu. Last minute changes or cancellations are not acceptable; this action will result in no show/no call.
3. **Following the no-show/no-call policy.** The student is allowed up to two (2) no show/no calls per class per semester. On the third no show/no call, remote captioning will be suspended and remain in suspension until the student has a consultation with the Director of Student Development. At this time, the Director may place additional requirements upon the student for the remaining of the semester. (This process is implemented on a class-by-class basis and does not pertain to the student's entire class schedule.)

**About Remote Captioning Services:**

Remote Communication Access Realtime Translation (CART/C-Print) is designed to provide the deaf or hard of hearing student with real-time captioning of the lecture within the classroom or event. This process is accomplished by a remote connection, which includes the following: laptop, internet, specialized software, receiver, transmitter, and microphone. The Office of Student Affairs contracts with third party vendors that provide the real-time captioning services. The transcriber is located offsite, so the audio is transmitted
through a lapel microphone to the receiver which then sends the signal via the internet. The transcriber listens to the lecture and types the text using captioning software, which is then sent to the student's laptop through the internet so the student can read the lecture in real time.

An important point to consider is that you may or may not be able to hear other students in the classroom, ask questions, or make comments. When using CART/C-Print, please remember to ask your professor to repeat questions or comments from the audience. The audience/students in the room are not wearing microphones; therefore, the questions will not be heard by the transcriber. When the professor repeats questions or comments, you will have equal access to the classroom information via the captions.

Responsibilities of the Transcriber:

It is unethical for a transcriber to be an active participant in a classroom assignment. The transcriber must faithfully convey the spirit and content of the speaker; the role of the transcriber is NOT to advise, edit, advocate, teach, interject personal opinions, or have personal conversations with the participants in ANY situation. It is a responsibility of the student to maintain the ownership of all situations involving any services.

What you can expect from remote captioning services:

1. Remote captioning services are provided as an equal access option to communication in the classroom, used only to relay information between parties, and should not be considered an academic service. Transcribers will not answer questions, provide information, or repeat information.
2. The remote captioning service provider will NOT engage in conversation with the student. This is considered unprofessional and inhibits communication access in the classroom.
3. The remote captioning service will be on standby for class unless otherwise cancelled by the Director or the student via text message. Cancellation must occur by contacting the Director of Student Development 24 hours before class begins or by texting the transcriber at the number provided. Failure to adhere to this will count as one no call/no show.
4. When possible, transcribers will request information or materials in advance to prepare a job dictionary. You should know the software and hardware system used and be able to do simple troubleshooting.
5. The transcriber will strive to achieve, as nearly verbatim as possible, 95% accuracy at all times and include in the real-time display the identification, content, and the spirit of the speaker, as well as environmental sounds.
6. The transcriber will refrain from counseling, advising, or interjecting personal opinions except as required to accomplish the task at hand.
7. The transcriber will cooperate with all parties to ensure that effective communication is taking place. In confidential non-legal settings (i.e., medical discussions, support groups), he/she will delete all files immediately after the assignment unless otherwise requested not to do so.
8. The remote captioning service provider will preserve the privacy of a consumer's personal information.
9. The transcriber is expected to keep abreast of current trends, laws, literature, and technological advances.
10. When transcribers accept assignments, they use discretion with regard to skill, setting, and the consumers involved and accurately represent the provider's qualifications.
Helpful Suggestions:

- Make sure you are aware of all the support services/departments around Angelo State University. Some examples include the Writing Center located in the Porter Henderson Library in Room C305, the Tutoring Center in Room C301 of the Porter Henderson Library, and the Mathematics Lab, located in the Porter Henderson Library in Room C302. Additionally, the Office of Student Affairs provides workshops and other programs for students receiving disability accommodations.

- Before the first day of class, visit the classroom to verify the internet wireless signal and ensure there are no problems. During the first week of school, arrive to class early so you can introduce yourself to the professor AGAIN and refresh his/her memory on the accommodations you will be receiving in his/her class.

  Remember to pick up your Letters of Accommodation and share these with your professors as soon as possible in order to receive accommodations in the classroom.*

- If you encounter any problems with accommodations in the classroom, you must address it with the professor immediately. Do not wait until the end of the semester. If problems cannot be resolved between you and the professor, please notify the Director of Student Development in the Office of Student Affairs immediately so a corrective course of action can be taken. Contact the Director of Student Development as soon as possible if you have technical difficulties with the remote captioning equipment or software.

- Communicate with your professor and work with him/her to establish rapport. If you have a problem with any of your services, contact the appropriate individuals to remedy the situation.

- If any disagreement or situation cannot be corrected with your professor, contact the Director of Student Development in the Office of Student Affairs for a resolution.

- Our goal is to ensure equal access in the classroom by facilitating communication with remote captioning. By maintaining the channels of communication, the student can ensure access to services and information.

I understand the above document and agree to the guidelines I must follow as a student receiving disability accommodations on campus. I understand if I do not inform the Director of Student Development of difficulties and challenges associated with these services and/or do not have timely communication with the Director my remote captioning services can be suspended and will not be reinstated until a formal meeting is held to resolve any issues.

Print Name of Student ________________________________  Print Name of Director of Student Development ________________________________

Signature ________________________________  Signature ________________________________

Date ________________________________  Date ________________________________