



**Guidelines and Policy**  
**Non-Classroom Related Service Requests**  
**for Students/Individuals who are Deaf or Hard of Hearing**

The University of Maryland is legally responsible for providing appropriate and reasonable accommodations to ensure equal access to programming for individuals with disabilities who are engaging in activities occurring on campus and/or sponsored by the University as per Section 504 of the Rehabilitation Act and the 1990 (2008) Americans with Disabilities Act (Amendments Act).

The Accessibility and Disability Service (ADS) at the University of Maryland is funded to provide accommodations for **classroom related** requests for enrolled students. (“**Classroom-related**” refers to requests and/or activities required for the course as evidenced by a notation in course syllabi.) As such, it is the requesting department’s responsibility to pay for all **non-classroom related** requests as well as requests for faculty, staff and visitors. Accommodation requests cannot be denied based on lack of designated funds.

The following guidelines are for administrators, faculty, and staff requesting **service providers** for non-classroom events such as staff meetings, workshops, conferences, extra-curricular activities, public events, etc. **Service providers** typically include interpreters, transcribers, and transliterators (cued speech providers).

***To Request Service Providers for individuals who are deaf or hard of hearing:***

- I. Submit a **Service Provider Request Form** through email or fax.
  - a. A Service Provider Request Form can be obtained on-line via the following website:  
<https://www.counseling.umd.edu/ads/dhhs/forms/> Click *One Time Request Form* or *Multi-Date Request Form*.
  - OR
  - b. Contact Deaf and Hard of Hearing Services (DHHS) at [dhhs@umd.edu](mailto:dhhs@umd.edu) or call 301-314-7209 to request a service provider form.
- II. Be sure to fill out the date, time, location, and participant information, including name and preferred language, such as American Sign Language, Cued Speech, or Transcription. Also, include information about the format of the event such as video-presentation, PowerPoint presentation; audience size; and/or any other relevant information. **A valid KFS number is required.**
  - a. Depending on the nature of the request, service providers may require preparation time in advance of the activity.
  - b. To facilitate a smooth and efficient process, please provide any materials the service providers can use to prepare in advance.

- III. Submit request forms to DHHS **at least 2 weeks in advance**. Submitting your request in less than the 2 week time frame could increase the cost for the service and reduce ADS's ability to schedule service providers for your event.
- IV. Requests will be acknowledged through email or phone once they are received. A confirmation email with the names of the service providers will be sent to the requestor once the service providers have been scheduled.
- V. All requests are subject to a **2-hour minimum** per provider.\*
- VI. Typically, most assignments require a team of two (2) service providers.

### ***Responsibility for Payment:***

It is the requesting department's responsibility to pay for all **non-classroom-related** requests, as well as any request for a faculty/staff or visitor. Accessibility and Disability Service (ADS) only covers the cost of **classroom-related** academic requests for currently enrolled students.

Please be aware of the following situations that may occur when providers are requested.

1. From time to time students make requests directly through the ADS/Deaf and Hard of Hearing Services (DHHS) office, and the student may not notify the sponsoring department that accommodations are needed.
2. In the case of a student who requests accommodations for an event directly through DHHS and if the request is appropriate, DHHS will contact the department and instruct the individual responsible for the event to complete the Service Provider Request Form. If the DHHS office is unable to contact the department to obtain a request form due to time or other constraints, the department will still be held responsible for payment.
3. The DHHS office does its best to minimize this occurrence by encouraging students to contact the sponsoring department to inform the department of their service needs.
4. Please keep in mind that the goal is to ensure communication access in accordance with the ADA, so responding to a valid request on behalf of the student takes precedence over receiving a departmental request prior to the event when there is a time constraint. Departments will be asked to follow up with a Service Provider Request Form.

### ***Fees***

- All requests are subject to a 2 hour minimum per provider. \* The fees shown below are per hour, per provider. (**Typically, most assignments require a team of two (2) service providers**). Departments will be billed at the current student rate of \$65.00 per hour for an enrolled student.
- Non-UMD programs and events will be charged a small administrative fee in addition to being billed "at-cost" for each service provider. Parking charges are also included in the "at-cost" charge.
- Departments will be charged a reduced administrative fee in addition to being billed "at-cost" for faculty, staff, or visitor DHHS services. At-cost ranges from \$50 to \$130 per hour depending on the service provider. Parking charges are also included in the "at-cost" charge.
- Please note all rates are subject to change.

**\* In some instances, an agency that requires a 3-hour minimum may be assigned to provide the service.**

### ***Cancellations***

**It is the sponsoring department's responsibility to immediately notify DHHS if the assigned providers will not be needed. Departments will be billed for the full assignment if notice of cancellation is not received 3 full business days prior to the event. (Weekends are not considered business days.) Conferences and multi-date workshops/events require 5 full business days cancellation to avoid charges.**

### ***Billing***

Billing is conducted monthly using the KFS number provided on the request form. A copy of the request form will be uploaded to the KFS document with a breakdown of cost as a receipt. Should you require additional documentation, or would prefer the receipt to be sent via email, please contact the DHHS office.

As always, DHHS is available to assist with any questions regarding provider requests, billing, or the accommodation process. We look forward to working with you!

## **CONTACT INFORMATION**

**Accessibility and Disability Service  
Counseling Center  
0106 Shoemaker Building  
College Park, Maryland 20742-8111  
301.314.7682 TEL 301.405.0813 FAX  
[www.counseling.umd.edu/ADS](http://www.counseling.umd.edu/ADS)**

**Deaf and Hard of Hearing Services  
(301)314-7209  
[dhhs@umd.edu](mailto:dhhs@umd.edu)**

## ACCESSIBILITY AND DISABILITY SERVICE

### Deaf and Hard of Hearing Services (DHHS) Billing Matrix

Type of Assignment:	Description:	Who Pays:	Rate:
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#### Students

UMD Students- Classroom related	Service providers in the classroom and meetings/events required for the class.	ADS	N/A
UMD Students- Non-classroom related/ Enrichment	Any campus or department sponsored event that is not required for the student to attend for credit.	Sponsoring department	\$65 per hour per provider – plus small administrative fee 2 hour min. * applies
Consortium Students - Classroom-related	Any consortium student receiving disability services for the classroom.	Consortium Income	At Cost – plus small administrative fee 2 hour min. * applies

#### Faculty/Staff/ Visitors

All	All campus sponsored events and departmental meetings, workshops, events, etc.	Sponsoring department	At Cost – plus small administrative fee 2 hour min. * applies
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#### UMCP Shady Grove: All services coordinated through UMCP ADS

UMD Students- Classroom related	Service providers in the classroom and meetings/events required for the class.	ADS	N/A
UMD Students- Non-classroom related/Enrichment	Any campus or department sponsored event that is not required for the student to attend for credit.	Sponsoring department	\$65 per hour per provider – plus small administrative fee 2 hour min. * applies
UMD Faculty/Staff/Visitors	All campus sponsored events and departmental meetings, workshops, events, etc.	Sponsoring department	At Cost – plus small administrative fee 2 hour min. * applies

#### Non-State Funded UMD

	Any service for a non-state funded UMCP program	Sponsoring department	At Cost– plus small administrative fee 2 hour min. * applies
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#### Non-UMD

	Any service for a non-UMCP program	Sponsoring department - by check or KFS #	At Cost – plus administrative fee 2 hour min. * applies
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**All requests are subject to a 2 hour minimum per provider.**

**All rates are subject to change. In rare instances, an agency that requires a 3-hour minimum may be assigned to provide the service. At-cost includes parking charges.**