



Accessibility and Disability Service
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Procedures for Students Registered with DHHS

Introduction

Our mission is to coordinate services that will assist you in your learning experiences at the University of Maryland, College Park (UMD). Deaf and Hard of Hearing Services (DHHS) can assist you with interpreting, transcribing, transliterating, and other services such as assistive listening devices (ALDs). The following information will address DHHS policies and how to access DHHS services.

Requesting a Service Provider

The DHHS Coordinator must be informed of all requests. Please do not arrange for service providers on your own.

When requesting a service provider for semester long classes, please contact the DHHS Coordinator at least 6 weeks in advance. If you have specific questions regarding the services, feel free to schedule an appointment with the DHHS Coordinator. Send your schedule in block format as it appears in Testudo. In order to assist you in a timely manner, please include the course number, section, building name, room number, and class time. Should the above information change at any point during the semester, please be sure to give the DHHS Coordinator advanced written notice, emails are acceptable.

Before the beginning of each semester, you are responsible for obtaining copies of your accommodation letter from the Accessibility and Disability Service (ADS) office. This letter states which accommodations you are eligible to receive. It is your responsibility to give each of your instructors a copy of this letter and have them sign the acknowledgement form. The acknowledgement form should be turned in to the ADS office after all of the instructor's signatures are collected. The DHHS Coordinator will also send an email to your professor(s) before the beginning of each semester to explain the role of the service provider(s) in the classroom. The student's name or specific disability will not be included in the email.

Students should also meet with their professor/instructor at the beginning of the semester in order to discuss any activities or events outside the classroom where DHHS services may be required. Please be aware that you may need to talk with a peer or professor/instructor before or after classes, but sometimes the service provider(s) may not

be available due to their schedules. If this creates a problem, you will need to contact the DHHS Coordinator to arrange for additional time with a service provider.

For one-time requests, such as a class project, meeting, field trip, or counseling session, please request services at least two weeks in advance. If less than two weeks notice is given to DHHS, we will make every attempt to fill your request, but cannot guarantee that we will be able to schedule a service provider due to the high demand for services in this area. Please note, any requests received after 4:30pm on Friday will be addressed the following business day. Please plan accordingly; however, if an immediate need should arise, please contact the DHHS office and we will do our best to assist you. The request form can be found on the ADS website at <http://www.counseling.umd.edu/DSS> under forms.

Please note, only services for UMD activities and class-related activities will be covered by ADS. If you have any questions if an event is considered a UMD activity, please contact DHHS.

Arrival/Late Arrival/ No-Show

It is the student's responsibility to immediately notify the DHHS Coordinator (required) and the service provider(s) (optional) if they will be late to class. If you are late to class, service providers will wait 20 minutes for each hour of class (i.e. 1 hour for a 3 hour class). If the student still has not arrived within the specified time frame, the service provider will be sent to another assignment or will be free to leave. If you were detained and unable to contact us prior to the beginning of class, contact the DHHS Coordinator to see if there are any providers available.

DHHS tries to place two service providers in each class; this helps to prevent repetitive motion injury and increases accuracy. If a service provider has not arrived by the time class begins, please notify the DHHS Coordinator. The DHHS Coordinator will contact your service provider or a substitute will be sought out and sent (substitutes are not guaranteed). It is important that you remain in class.

The Coordinator will make every effort to inform the student of any changes to the service provider's schedule, such as a delay or substitution.

Cancellations

It is the student's responsibility to immediately notify the DHHS Coordinator (required) and their service provider(s) (optional) if they will not be attending class. If the student has three absences without contacting the Coordinator to cancel their service provider(s), the student will be required to schedule an appointment to meet with the DHHS Coordinator and/or the ADS Director to re-instate services. Please be sure to give the Coordinator at least 48 hours notice when canceling a service provider.

Classroom Arrangement

The service provider will work with the student and the professor/instructor to determine the best place to sit or stand. If you cannot arrive to class early in order to arrange for

seating, you need to make arrangements with the professor/instructor. Please note that transcribers may need to sit near an electrical outlet.

Media Use in the Classroom

At the beginning of the semester, each student should review their syllabus to determine if any videos will be shown during class or be required to view for an assignment. It is the student's responsibility to check with the professor to see if the video is closed-captioned or has subtitles, and should ask the professor to use them. If the media does not have closed-captions or a subtitle function, please contact DHHS with as much notice as possible so DHHS can try to obtain a captioned copy or create a transcript of audio.

Assistive Listening Devices

Students who need assistive listening devices, such as a FM System, can check out equipment for the semester from DHHS at no cost. Students will be expected to sign a release form before acquiring the equipment and are expected to return it in the same condition as it was when checked out. If the equipment is lost or damaged, the student is expected to pay the replacement cost of that device.

Note-taking Procedures

Note-taking accommodations are available to students through the ADS office. However, it is the student's responsibility to arrange for note-taking services. In order to setup note-taking services, please pick up a note-taking packet from the ADS office. Provide the yellow form to the professor/instructor and remind them that you would like your name to remain confidential. Since the notetaker will be a person who is registered in the same class as you, the professor/instructor will ask the class if anyone is interested in taking notes and have them sign up on the form. If multiple students sign up, you may choose which student you feel takes the best notes. If you are not concerned with anonymity, feel free to choose a notetaker yourself. Once a notetaker is selected, it is important that the notetaker comes to the ADS Office to obtain information on how to receive their \$75.00 stipend at the end of the semester.

If a student is eligible for a notetaker, one will be provided under the agreement that the notes are a supplement, not a replacement of the student's participation. You must attend and be engaged in class in order to receive your notes. The notes you receive are only for you; notes are not to be shared or distributed to other students.

If the Coordinator determines the student is taking advantage of the service, DHHS may suspend note-taking. If service is suspended, the accommodation can only be reinstated after the student meets with the DHHS coordinator to review the note-taking agreement.

Working with a Service Provider

If there is an urgent issue, please contact the DHHS Coordinator immediately. Please refer to the contact information that has been provided.

It is the student's responsibility to understand the materials and information presented in the classroom. It is also the student's responsibility to make sure the Coordinator and service provider(s) know what form of interpretation is preferred. Every attempt will be made to meet your preferred mode of communication. Please understand that the accommodation process does not mean that you get to choose your service provider. Whenever possible, DHHS will try to honor requests when the service provider requested is a member of UMD staff or a contingent employee. Sometimes meeting these requests is not possible.

It is expected that all students will show respect and courtesy toward service providers while working with them to explain your accommodation needs. If you do not understand the signs or terms being used by your service provider, you may ask for clarification. If you have a preferred sign or word choice, please let the service provider know what you would like to be used. Service providers are willing to change to your sign or word choice in order to avoid any communication barriers.

Service providers working at UMD will prepare for the classes they are assigned. They may read the text and meet with the professor/instructor about the materials. This process allows the service provider(s) to deliver a higher level of interpretation. If you will be presenting in class, it is recommended that you meet with your regular service provider(s) to discuss what you will be presenting and to provide them with materials such as a copy of your outline or PowerPoint.

Socializing with a service provider before and after class is acceptable; however, chatting with them during class is distracting to your professor/instructor and/or other students. Service providers are in your class to assist you in your learning environment. Please do not interfere with their job as it is unacceptable to distract them from their work.

Service providers will not begin signing/typing until the student arrives. If you are not paying attention, service providers are not responsible to tell you the information you missed and they may rest their hands. However, they are responsible to remain attentive to the information, in order to resume working at a moments notice. It is up to the professional judgment of the service provider to determine if they should continue signing/typing.

If you have a transcriber, the transcript is only for your purposes. You may not share them with anyone. Doing so may result in a suspension of services and could be determined to be a violation of the Code of Student Conduct. Service providers are aware that their notes are only for the student they are transcribing for and will inform DHHS should they feel their notes are being distributed improperly.

If after working with a specific service provider you determine that they are unable to meet your specific needs, it is important that you discuss this with the DHHS Coordinator as soon as possible. If the Coordinator determines that the service provider is not appropriate or qualified for the work, they will find another provider who is more qualified. This must be addressed on a case by case basis, because the qualification may change with the assignment/content.

Code of Ethics:

All service providers who work for UMD acknowledge that they have read their appropriate Code of Ethics and that they will adhere to it while employed at the University. All interpreters will follow the RID/NAD (Registry of Interpreters for the Deaf/ National Association of the Deaf) Code of Professional Conduct which can be found at <http://rid.org/ethics/code/index.cfm>. All Typewell transcribers will follow the Typewell Code of Ethics which can be found at <http://typewell.com/ethics.html>.

Conflict Resolution:

If conflicts arise, try and address the issue with the other person(s) directly. If a resolution cannot be reached, follow the procedures detailed below.

Addressing a Service Provider Concern:

- Contact the DHHS Coordinator and explain your concern(s). This can be done via email or during an appointment with the Coordinator. If you have a formal issue that requires action on the part of DHHS, you must provide your concerns to us in writing.
- After meeting with you and discussing your concerns, the DHHS Coordinator, may arrange for an observation. The observation will enable the Coordinator to assess the skills of the service provider and address the specific concern you are having. In the event that the DHHS Coordinator is unable to observe and assess the process, they will assign a qualified representative.
- If it is found that it is in the best interests of the student and UMD to provide a different service provider, DHHS will notify the student that a change will be made as soon as possible. If it is determined that a service provider change is not warranted, the service provider will continue as assigned. In all cases, the student still has the responsibility to attend classes and keep up with assignments while the services are being reviewed and during any service provider transition period.
- If you still feel your concerns have not been properly addressed, contact the DHHS Coordinator to arrange an appointment to collectively meet with the DHHS Coordinator and the ADS Director.

Resident Hall Accommodations

Students are responsible for all resident life accommodations. If a student needs guidance or Resident Life requires documentation, DHHS can assist students and advocate for them. Please contact the Department of Resident Life's Assignments Office at reslife@umd.edu for all housing accommodations, such as a visual fire alarm in your room and/or bathroom.

Policies and Procedures for Students

If you have any questions about the policies and procedures, please contact the DHHS Coordinator for clarification. Please read the bold agreement statement below and then sign and date in the appropriate space provided. Send or bring the signed agreement to the DHHS Coordinator at: UMD, 0126 Shoemaker Building, College Park, MD 20742.

I have read and understand all sections of the University of Maryland, College Park policies and procedures and agree to comply with the standards set forth.

Student Name

Student Signature

Date

DHHS Coordinator

Date