

# **CITY COLLEGE OF SAN FRANCISCO (CCSF) DISABLED STUDENTS PROGRAMS AND SERVICES (DSPS)**

## **SERVICES FOR DEAF/HARD OF HEARING STUDENTS**

City College provides a variety of accommodations for students with hearing loss including preferential seating, note taking services, and the loan of assistive listening devices (FM systems).

Interpreting or captioning services are provided for students with documented severe to profound hearing and/or speech impairments. Services are provided upon request when it is determined to be a reasonable and appropriate accommodation. The request is made through the DSPS office. Services are provided for classes and activities that are *requirements* of the class, such as a field trip. Interpreting/captioning services are also provided with advance notice for meetings with instructors, counselors, or for other campus services.

Scheduling interpreters takes time. Students are requested to use priority registration and to request services at the time of registration. Interpreters and/or captioners are assigned to classes based on a variety of factors. These factors include, but are not limited to availability, skill level, and knowledge of the subject area. Students may express preference for certain providers but DSPS does not guarantee a specific interpreter or captioner will be assigned.

Every effort is made to provide accommodations for students requesting interpreting or captioning services. However, occasionally administrative burdens do arise and the need for interpreting and captioning services may exceed the number of qualified, available providers. The College has had a long-standing policy to take all reasonable steps to ensure that its programs, services and activities are readily accessible to persons with hearing impairments. As such, students are expected to work closely with college personnel to develop reasonable alternatives when, despite good faith effort, DSPS is unable to secure the requested service. Nevertheless, sometimes creative solutions are necessary so that all who wish to enroll in classes can benefit from services. In some instances, for example, when two students are enrolled in the same class but in different sections, we may request that students consider enrolling in the same section.

Should City College be unable to provide services to all who request services the college will prioritize provision of services based on the following criteria:

1. Academic classes necessary for graduation, transfer
2. Vocational classes necessary to prepare for employment

3. Prerequisites for a professional/vocational program
4. Academic classes in the pursuit of lifelong learning
5. Physical education or other recreational classes

In addition, alternatives to conventional accommodations may be explored, such as the use of real-time captioning in lieu of interpreter services.

Interpreters and captioners are professionals hired by City College on an hourly, contractual basis. These independent contractors are free to accept or decline work at CCSF. ***Your goodwill and courtesy will assist us in retaining the highly qualified pool of service providers currently working at City College.***

### **To Request Interpreters/Captioners**

1. If you are a Deaf or Hard of Hearing person hoping to enroll at City College, please contact the office to request an appointment to meet with a counselor to apply for DSPS services. Meeting with a counselor is an important step. You can discuss your preference for accommodations. Please bring verification of your hearing loss (for example, an audiogram, letter from your doctor or IPE plan from Department of Rehabilitation). Services may be delayed if you do not provide documentation. You will be asked to review the procedures for services. You will be asked to sign the Interpreter/Captioning Services Agreement Form.
  2. Deaf students, like other students with disabilities, have priority registration. One reason for priority registration is to allow DSPS staff to recruit and schedule qualified interpreters/captioners for your classes in advance of the beginning of the semester. We ask that you use priority registration and make your request as soon as you have registered for classes. We understand that schedules can and do change. Careful planning on your part will assist us in providing quality, consistent service from the beginning of the semester.
  3. Once you have registered for classes please submit a request for services form along with your WEB 4 detail schedule, available through your student on line account. This printout provides accurate information used in scheduling. Without complete information your request may be delayed.
1. Requests for all “one time” appointments or events should be made on the Request for Interpreter/Captioner services form. Please include *all* relevant information so that we can process your request without delay. You can download the Request for Interpreter/Captioner Services from the DSPS website. You can fax your request to 415-452-5565. You can email your request to [deafserv@ccsf.edu](mailto:deafserv@ccsf.edu), attaching the Request for Interpreter/Captioner services to the email. It is always a good idea to verify that your request has been received.

2. Exams. Interpreters are not always needed for written exams. Interpreters for final exams or other course activities during the exam period must be requested by the established deadline for testing accommodations. Students should discuss any other request for testing accommodation, such as interpreting of test questions or extra time, with a DSPS counselor.
3. To cancel interpreters please email [deafserv@ccsf.edu](mailto:deafserv@ccsf.edu).

Link to [Interpreter/Captioner Request Form](#)

Link to [Student Handbook](#)