

PALO ALTO COLLEGE DISABILITY SERVICES

INFORMATION FOR DEAF/HARD OF HEARING STUDENTS

Requesting Support Services

www.accd.edu/pac/dss

- Fill out the "Request for Services" form each semester.
- Attend Priority Registration.
- Pay for your classes before the payment deadline, or your classes will be dropped.
- Fill out the "Request for Interpreter" form once each semester for an "In-Class" Interpreter.
- Fill out the Request for Interpreter form 4 days before you need an Interpreter out-of-class.
- Fill out the "Testing Blue Form" if you qualify for extended test time.
- Fill out the Request for Interpreter form if you want an interpreter when you take your test.

Class Attendance & Info

- All students follow the PAC Attendance Policy...You can be dropped from class if you absent for 2 weeks. Check in the PAC college catalog or ask your instructor for more information.
- If you are late arriving to class, call Disability Support Services (DSS) 486-3020 (v), or email lltrevino1@mail.accd.edu, or AOL IM DSSLydiaT to let someone know you will be late. If you do not call, the Interpreter will wait only 10-15 minutes for you to show up at your class. After that she/he will leave the class. If interpreters are in the office, you can try our VP #866-971-0132 or 210-853-5033.
- If the interpreter is late, call, email or IM the DSS office to tell them you do not have an interpreter.
- Set up folders and notebooks for each class...Be organized!
- Some teachers require you to write journals, or portfolios then turn them in at the end of the semester.
- Follow the class syllabus. Make sure you understand it. Make sure your interpreter gets a copy, too.
- Know the test dates, and know what your grades are.
- Sit where it is easy to see the Instructor, Interpreter, overheads, and board.
- Get the Instructor's phone number, email, and office location so you can ask questions.
- DSS has Texas Relay (711) information you can give to your Instructors...Or we can teach instructors how to use a TTY or Video Phone. DSS has a VP, TTY, and an InterpreType. Ask for a demo.

Working with Interpreters

- The Interpreter is a working professional, and follows a Code of Ethics. This means that while interpreters are friendly, they are here to work and not socialize while in class.
- Tell DSS if you need to make an interpreter request, don't ask the interpreter to do it for you.
- Know the Interpreter Code of Ethics for college interpreters- see attached or ask DSS for a copy.
- Show the Interpreter what kind of language you prefer ASL, PSE English signs, speechreading, oral...etc.
- If the Interpreter is hard to understand, maybe the Instructor is not talking clearly.
- If you don't understand the signs the Interpreter uses, talk to the Interpreter.
- You can ask the interpreter to explain a sign, or repeat a sign if you did not understand.
- The Interpreter can't chat with you and interpret at the same time...in fact...
- The Interpreter should not chat during class time, please chat before or after class only.

- If you chat or don't pay attention, the Interpreter will not sign what you missed. You must pay attention to the Interpreter; the Interpreter must pay attention to the Instructor.
- If you text message during class the instructor will ask you to stop.
- Interpreters are not experts in all subjects, if you have a question about your class, ask the Instructor.
- Let the Instructor explain what they mean, don't expect the Interpreter to remember or explain.
- The Interpreter can quickly explain vocabulary "in class" but is not an in class tutor – ask the teacher.
- Tutors are available on campus, and you can request an interpreter for tutoring.
- Some staff interpreters may tutor after class in the interpreting office.
- Discuss any Interpreter problems with DSS.

How to Cancel Interpreting Services

If you do not need interpreting services because you are absent, please contact Lydia Trevino 486-3023 Voice to cancel interpreting services. Relay Texas (711) can leave a voice message 24 hours a day. Interpreting services may cost over \$3,000 a semester for one student. We need to be responsible for our interpreting budget and not waste money if you will not be in class.

DSS must cancel the Interpreter 24 hrs. in advance of the class, or pay for the interpreter even if you do not go to class. Help us save time, and use our money for services wisely. If we cancel with less than a 24 hour notice we still have to pay agency interpreters, and waste taxpayer money. DSS has to call the interpreting agency 2 days (48 hours) in advance to get an interpreter. If DSS calls the interpreting agency at the last minute, it costs us more for the interpreter.

No-Show Policy

If you are absent from a class 3 times a semester without calling to cancel interpreting services, your interpreting services may be "put on hold" for that class. If you want an Interpreter in your class again, you MUST schedule a meeting with DSS. Many colleges and universities use this same "no-show" policy.

- **First No-Show = FREE.** The First Time you are absent and do not call 24 hrs in advance to cancel interpreting services, FREE - we know last minutes problems happen.
- **Second No-Show = REMINDER.** The Second Time you are absent, and do not call 24 hrs before class to cancel interpreting services, REMINDER - you will get a letter in the mail reminding you that you have two "no-shows" for that class.
- **Third No-Show = HOLD.** The Third Time you are absent, and do not call 24 hrs in advance to cancel interpreting services; HOLD - interpreters will not go to that class until you have a meeting with DSS to explain your situation.

Notetakers

- Ask in DSS how to find good notetakers – Use the "pink letter" to recruit a notetaker.
- You can wait until the second week of class to get notetakers & DSS will copy 1st week's notes free.
- Ask two people to be notetakers.
- The 2nd notetaker is a backup in case your first notetaker is absent
- You may ask the Instructor to help you find students who are good notetakers (continued)

Notetakers (continued)

- DSS has free special note taking paper for you to give to your notetakers
- Tell the notetaker what you need. The notetaker will write lecture notes, assignments, vocabulary, etc.
- Ask your instructor to give your notetaker two copies of any handouts, so they can make note for you on the handout.
- Don't be shy...Talk to notetaker, the instructor, or DSS to solve problems

Tutors, Lab Time & Study Time

- Read the text book before class to better understand Instructor & Interpreter.
- Plan to study 9 hours a week for each 3 hour class.
- Read notes from your class every day.
- If you need a tutor, get one early in the semester...don't wait until you are too far behind.
- Free tutors, English & Math Specialists are available on campus...ask the Instructor or in DSS.
- If you want an Interpreter during tutoring, fill out the "Request for Interpreter" form before your tutoring appointment.
- Reading lab, Math lab & English lab classes mean you will be in the lab 3-4 hours each week to finish lab assignments.
- If you don't have a computer at home, you can use the PAC computer labs.

Interpreter Request Form

Interpreter Request Form <http://www.accd.edu/pac/dss/>

Contact Lydia Trevino, ltrevino1@mail.accd.edu to request an interpreter or schedule a test.

- 1) Print the form
- 2) Fill it out
- 3) Bring it to the DSS Office, or Fax it to us at 210-486-3021.

DSS Office:

Call or email to make an appointment with DSS Staff.

Lydia Hannawi, Coordinator lhannawi@mail.accd.edu

210-486-3020 If the office is closed, or the phone is busy, ask Relay to leave a message.

Fax: 210-486-3021