

## Real-Time Captioning Services Procedures

Disability Services respects the student's right to autonomy throughout their college career. Disability Services will make every effort to provide a captionist in class for students who request the service. Students must complete the appropriate forms and provide documentation of their disability to Disability Services.

## Disability Services' Responsibilities

- Inform students how to receive in-class captioning services
- Provide student with a copy of the Captioning Services Procedures
- Seek to provide qualified and quality captionists for classes and other academic related needs when notified within reasonable time
- Assist with problem resolution if student experiences difficulties with captioning services

## Student Responsibilities

Students who need captioning services must adhere to the policies outlined in this document.

### Requests

1. Students should request an appointment to meet with the sensory services disability coordinator (Karen Green) and follow the process to request accommodations and receive a Student Accommodation Letter to give to instructors.
2. Students must register for classes as early as possible during the registration period and provide the coordinator with a copy of their class schedule. They must include the course number and title, instructor's name, days the class meets, beginning and ending time, building and room number on their schedule.
3. Students must immediately notify the coordinator of any changes in their schedule, such as added or dropped classes, change in section, change in room, etc.

### Absence

1. Students must immediately notify the coordinator if they will not attend class. If they know a few days ahead, they should send an email about the class they will not attend.
2. If less than 24 hours before class, they should contact the coordinator by phone or text to let her know they will miss class, or if the class is canceled.
3. If a student is absent from class and does not notify the coordinator in advance, it is called **no show**. After two **no shows** the student must meet with the coordinator or captioning services will be suspended. Disability Services understands that any student has the right to miss class. However, Disability Services needs to know about a student's absence ahead of time to best use captioning resources.

### Tardy or Late

1. If a student will be arriving late for class, they must contact and inform the coordinator. They can contact the captionist also if they have their contact information.
2. The captionist will wait 20 minutes after class starts for the student to arrive. If the coordinator has not heard from the student the captionist will leave. He or she will not return to that class that same day.

### Other Requests for Captioning Service

- For any activity outside of class (lab work, meetings with instructors, special events, etc.) students need to fill out the Interpreting and Captioning Request Form and return it to Disability Services. Students can use the link below to fill out the form online (submitted form goes to coordinator by email): <http://disability.gsu.edu/resources/request-accommodations-events-activities/>
- Students can also obtain a paper copy of the Interpreting and Captioning Request Form from the reception desk at Disability Services. They must complete it and leave it with the Disability Services office, or fax the form to the coordinator at 678-891-3389. Students can also e-mail requests if you include all the same information that is on the form.
- Requests for captioning services should be made at least three days prior to the actual activity or as soon as possible.
- Requests are filled on a **first come, first served** basis.
- If students are informed that there is no captionist available at the time they requested, then they should contact the coordinator for options or to reschedule the activity.
- Students must inform the coordinator if the out of class activity is canceled or changed (time, location, etc.).

### **Captionist's Role**

A captionist will be assigned to a class for the entire semester. He or she will be present at the time requested and continue through the full assignment. If that is not possible, the coordinator will notify the student.

Captionists will accept assignments only from the coordinator, not from students or faculty. In most cases captionists will be available for 5-10 minutes before and after class for students to communicate with instructors or other students about information related to class.

### **Concerns about Captionist**

Captionists are expected to adhere to ethical and professional standards as set forth by the National Court Reporters Association (NRCA). Students are encouraged to discuss any problems or concerns about the captioning service with the captionist directly. If the problem does not improve and they need assistance, they should contact the coordinator to discuss the situation further. Student feedback is welcomed.

**Student Agreement:** I have read and understand the above policies, and I agree to follow them in order to receive captioning services.

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Student's Signature

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Date

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Student's Printed Name