

Mesa Community College

Handbook



for the



Deaf & Hard of Hearing

Students

Table of Contents

Phone & Email List.....	page 3
DRS Staff	
Vocational Rehabilitation Services Offices	
Requesting Services	page 4
Forms	page 4
Submitting your forms	
Requesting a Note-taker	page 5
Interpreter/CART Services Policy	page 5
Cancellation of Services	
Deaf and Hard of Hearing Students' Responsibilities.....	page 6
Tips for Working with an Interpreter	page 7
Tips for Working with a Captionist	page 7
Student Contract - COPY	page 8
Student Contract.....	page 9

Phone & Email List

DRS Website	www.mesacc.edu/students/disability
DRS Front Office	(480) 461-7447
Supervisor of Interpreting Services	(866) 939-6985 Voice/VP
Coordinator of Interpreting Services	(866) 939-0450 Voice/VP
Campus Security	(480) 461-7046
Campus Emergency	(480) 461-7777

DRS Staff

Wink Harner, Office Manager	winkharner@mesacc.edu
Lisa Hitzler, Supervisor of Interpreting Services	interp@mesacc.edu
Marisa Park, Coordinator of Interpreter Coordinator	marisae@mesacc.edu
Mora Shahan, Administrative Secretary	mshahan@mesacc.edu

Vocational Rehabilitation Services Offices

Who is eligible for VR Services? (source: AZDES RSA)

Eligibility requirements for the VR Program are:

- Having a documented disability
- Having a disability which presents a barrier to employment
- Having the potential and desire to work
- Needing services in order to work

How can an individual apply for VR services? (source: AZDES RSA)

Please contact your nearest VR office or RSA Internet Page (www.azdes.gov/rsa).

For more information, please refer to AZDES RSA's website at www.azdes.gov/rsa.

Requesting Services

After enrolling into MCC, the next step is to register with DRS to receive services such as sign language interpreters and notetakers. You will need to submit a copy of your diagnosis of a disability from a licensed psychologist, psychiatrist, and/or medical doctor. Any documentation provided is confidential and used for the sole purpose of determining which accommodations are appropriate for your success in the classrooms. Additional forms are necessary: Student Intake Form and Registration for Services Form. We also require Instruction Notification Form, which will be filled out by your advisor, brought to your instructor for their signature, and brought back to the DRS office.

Services such as interpreters, CPRINT, remote CART/CART, and notetaking are provided for classes, educational activities, and college-sponsored events. The Interpreter Coordinator handles all service requests for the Deaf and Hard of Hearing students registered through DRS. Be sure to indicate what type of service you are requesting, services are provided for students who have made an official request. Please visit the DRS office to fill out the appropriate forms and/or completing the forms online.

The DRS office requires that a reasonable amount of time be given to arrange services for the semester. **Please plan ahead.** For the best results, make an appointment to meet with your advisor. Registration begins several months prior to each semester at MCC and it will be in your best interests to register early to get preferred interpreter services. If a student is dissatisfied with an interpreter, Interpreter Complaint Form is **only** available at the DRS office to submit to the Interpreter Coordinator. Please ask the DRS Administrative Secretary for the form.

Requesting a specific interpreter/captionist is possible but cannot always be honored.

Forms

Online forms are available as well as hard copy in the DRS office. These forms will help you get timely services as well as keep DRS department aware of your requested services. Requests will be processed once the official form has been completed and submitted. To view our online form, please visit: www.mesacc.edu/students/disability/forms/.

Submitting your forms can be done by:

- Going to the DRS and fill out the appropriate form
- Visit the website and download printable form to drop off at the DRS office
- Visit the website and fill out the appropriate form online (**recommended**)

Requesting a Note-Taker

Out-of-class note-takers are provided for remedial courses, if registered for those classes, such as ENG081/091 or RDG081/091. For most other classes, a student from your class is asked to take notes and will be compensated by DRS. A form is available in order to make it easier for you and the instructor to ask a student from your class to share notes with you. These forms are available in the DRS. You will need to have approval from your DRS advisor for note taking assistance. Arrangements can be made with a nearby department copy machine for your note-takers to make photocopies after class each day.

Give the Note-Taking Request Form to your instructor. If there are problems or if a student does not come forward to take notes, it is important to inform DRS. They will do what they can to help you find a classroom volunteer.

Interpreter/CART Services Policy

Cancellation of Services

If you plan to miss a class: You must notify the Interpreter Coordinator.

Important to Note:

- Notify the Interpreter Coordinator that you will miss class at least **48 hours in advance.**
- Notification between 48 hours and 1 hour before the class is considered a **LATE NOTICE.**
- Missing class is considered a **NO SHOW.**
- **Three (3) LATE NOTICES** is considered one **(1) NO SHOW.**
- **Three (3) NO SHOWS and your services are subject to suspension.** A letter of warning will automatically be sent and you must make an appointment with the Interpreter Coordinator. Interpreting services will resume upon a valid explanation provided during the appointment. Examples of valid explanations for absences can be found in the MCC Student Handbook.
- Interpreters and captionists will wait 5 minutes per half-hour of class time with a minimum of 15 minutes and a maximum of 45 minutes.
- Interpreter Coordinator have the right to suspend/cancel services if no communication occurs.

Deaf and Hard of Hearing

Students' Responsibilities

- Submit class schedules via online forms prior to the start of class to allow processing time. CART service request needs at least 2 weeks in advance
- Provide copy of their class syllabus in the first two weeks of class to the Interpreter Coordinator
- Inform the Interpreter Coordinator of their scheduled exams including final exams
- Inform the Interpreter Coordinator when class schedule changes (ie – room change, meeting locations, class cancellation, etc.) by going to [Schedule Change Form](#)
- If planning to miss a class or cannot attend class, [Schedule Change Form](#) must be completed. Be sure to review the Interpreter/CART Services policy
- Submit requests other than their class schedule via online forms prior to the date of service to allow processing time
- Last minute requests may not be guaranteed services
- Students must follow the [DRS Students' Responsibility](#)
- Students must sign Student Contract and return to DRS office found in the Deaf and Hard of Hearing Handbook

Tips for Working with an Interpreter

1. Communicate with your interpreter of your language preference. They are willing to modify to your needs (ASL, PSE, English, etc.)
2. Providing your interpreter with materials you will use in your presentation, class discussion, or lectures will allow your interpreter to effectively convey information to your instructors and peers.
3. It is recommended to give feedback to your interpreters throughout the semester. Doing so allows the service to be modified to your needs.
4. If you have preferred sign you would like to use, please share with your interpreter. This helps the interpreter better serve you as a consumer of interpreting services.
5. If you do not understand the information, ask the speaker for clarification.

Tips for Working with a Captionist

1. Be sure to provide a copy of your syllabus and any list of vocabulary for your classes to the Interpreter Coordinator.
2. Captionists are not required to begin captioning until you arrive at the class or event. Therefore, any notes you may receive from the captionist will not cover the time you missed.
3. Provide the captionist your email address to receive a copy of the class transcript. Be sure to give them the Interpreter Coordinator's if they do not have it already.

Student Contract

By signing below, you indicate that you have read the Deaf and Hard of Hearing Student Handbook and specifically agree to the following:

If you plan to miss a class:

You must notify the Interpreter Coordinator:

(866) 939-0450 Voice/VP – Marisa’s Office

marisae@mesacc.edu

(866) 939-6985 Voice/VP – Lisa’s Office

(480) 206-0134 Text – Lisa

interp@mesacc.edu

Important to Note:

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PLEASE SIGN ON NEXT PAGE. THIS IS YOUR COPY.

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- Interpreter Coordinator have the right to suspend/cancel services if no communication occurs.

I have read the Student Contract and I understand the procedures.

Signature: _____

Date: _____