



Disability Support Programs and Services (DSP&S)

Real-Time Captioning Services Guidelines

I understand that if I am provided with Real -Time Captioning services at Cosumnes River College, I will accept the following responsibilities:

1. **Requesting services:** I will schedule an appointment with a DSP&S counselor to review my needs for services two weeks in advance of the semester I plan to begin classes. All requests will be reviewed and approved by the DSP&S Coordinator.
2. **Change to my scheduled services during the semester:** I will provide **a minimum of 48 hour advance notice** to DSP&S during DSPS business hours if I must change my class schedule. This includes cancelling the service for a day or a class period where the instructor has announced they will not hold a future class session.
3. **Outside of class events:** If I need captioning services outside of class (on-campus), I will contact Yolanda (DSP&S Coordinator) or Suzette (Front Desk Clerk) at DSP&S. I will do this at least **3 business days in advance** or else the request will not be approved or granted. If I call and get the answering machine, I will leave a message and keep calling back until I find out if I will have captioning services.
4. **Field Trips:** If I need the service for a field trip or other required activity off-campus, I will contact DSP&S as soon as I learn of this activity. I will follow up on the status of this request until I know if I have captioning services. **Two (2) weeks before the event** is preferred.
5. **Absence:** I will contact the DSP&S office immediately and let Suzette or Yolanda know I cannot attend class. DSPS will contact the provider about the absence. It is preferable I call **48 hours before the class meets**. If I do not call, I will be considered a “no-show.” I understand that if I am a “no-show” for 2 class meetings, and I have not contacted DSP&S, then *services for that class may be suspended* (stopped temporarily). If I want services for that class to start again, I must talk to the DSP&S Coordinator.
6. **Dropping a class:** I will inform Suzette or Yolanda immediately if I plan to drop a class. 48-hour notice is preferred.
7. **Behavior:** I understand I must maintain a professional relationship with the captioning provider. I will not behave in a rude or threatening manner toward them.
8. **Complaints:** If I have any complaints (i.e. the provider is always late) about the captioning provider, I will first discuss it with the provider. If there is still a problem, I will discuss it with the DSP&S Coordinator.

I have read, discussed, and understand the above guidelines for use of Real-Time Captioning Services at CRC. I agree to follow these rules to the best of my ability.

Student Signature _____ Date _____

Student Name (printed) _____ Student ID# _____

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