

## Interpreting/CART Services

Palomar College interpreting services are provided by professionals who facilitate linguistic communication as well as other auditory and signed information between hearing and deaf/hard-of-hearing individuals in an effort to bridge the gap of communication. Interpreters are trained in interpreting as well as transliterating between American Sign Language (ASL) and English. They are also trained in American Deaf Culture for the purpose of bridging the cultural gap between Deaf and hearing individuals. Captioners are trained court reporters who have additional training in captioning “real time”, but are not customarily trained in Deaf Culture or ASL.



### ❖ Interpreting/CART requests

There are two ways to request an interpreter/captioner, depending on the type of event:

1) **Semester-long courses** must be requested no less than two (2) weeks in advance.

- First, register for your courses. Make sure you take advantage of priority registration!
- Next, request your approved accommodations for each of your classes. Request these **at least 2 weeks before the start of the semester** (earlier, if possible) by logging in to MyDRC and clicking on the myDRC Student Log-In: <https://www.palomar.edu/drc/mydrc/> For step-by-step directions how to request accommodations, click [here](#).
- Finally, request the appropriate interpreting or captioning service for your class, using the appropriate form, found on the DRC webpage or by clicking [here](#). **It is highly recommended you complete this immediately after registering for classes and requesting accommodations.** Do this no later than 2 weeks prior to the start of the semester. If you add or drop classes after you complete your request, please notify the DHH Services Coordination Office (SCO) of changes. If you add a class, you will need to submit a new accommodation request and a new service request. If you drop a class, simply email the SCO to notify us of the drop. **Last-minute changes may result in a delay of services.**

2) **Other campus meetings or events (tutoring, meetings, special events, etc.)**

require five (5) business days' notice and are requested completing the appropriate online Interpreting/CART Request form on the DRC webpage, or by clicking [here](#).



## ❖ Absences

In case of an absence, please email the SCO at [Interpretercoord@palomar.edu](mailto:Interpretercoord@palomar.edu) **as soon as you know you will be absent.** Please report absences to the SCO 24-hours or more in advance, whenever possible.

## ❖ Excessive absences

Palomar College provides interpreting/captioning services to D/HH faculty, staff, and students who are in need of these accommodations. Because we serve a large number of students, we make every effort to be diligent with our resources. If a student has more than three (3) no-shows without contacting the SCO office, interpreting/captioning services may be suspended until the SCO is unable to contact the student and confirm the student is still attending the course. A “no-show” is defined as any time a student does not notify the SCO of their absence.

## ❖ Notetaking services

It is strongly recommended that all Palomar students using interpreting services request notetaking accommodations. After a DRC counselor approves this accommodation, students must secure a note taker on the first day of each class. Either on your own, or with the help of your professor, find a student in class who will give you copies of his/her notes. You can use NCR paper (available at no cost in the DRC front office), photocopies, or electronic notes. It is almost impossible to take useful notes while watching the interpreter. Asking for a note taker is **strongly encouraged** and will help you focus on lectures during class. It is also strongly recommended that you read the notes at least once as soon as you get them to make sure they are clear and that your note taker is taking appropriate notes. If you are interested in receiving note taking services as an accommodation, please contact your DRC counselor.

## ❖ Role of interpreters

- Interpreters do not participate in class unless it is necessary for the DHH student’s visual access. Participation is up to the discretion of the SCO, D/HH student, and professor.
- Interpreters should remain in a professional, neutral role. They are present to interpret between two or more individuals using two different modes of communication. They will not interject their personal opinions or participate in the interpreted class or meeting. Interpreters will not answer a student’s question. Instead, if a D/HH student has a question, he/she should raise his/her hand. The interpreter will interpret the question to the proper person.
- Interpreters should not socialize with the students or other individuals in class while they are on assignment. Interpreters should not be on their phones or other electronic devices in class except in case of emergency or to check for scheduling updates from the DRC.
- Interpreters are not to solicit students for work by encouraging or pressuring students to request a certain interpreter for future classes.
- Interpreters will keep all assignment-related information strictly confidential.



Interpreters are to act professionally and follow the NAD-RID Code of Professional Conduct (CPC). The full NAD-RID CPC can be found [here](#). Please let the SCO know if you feel the interpreters in your classes are not acting professionally, according to the RID Code of Professional Conduct.

- \* The student must send all service requests, absences, and cancelations directly to the SCO.
- \* Students are not to ask interpreters to tell the SCO of an absence, test, or class cancelation.
- \* Students are not to ask interpreters to schedule an interpreter for a meeting.

### ❖ **Right to reasonable accommodations**

In accordance with the Americans with Disabilities Act of 1990, faculty and staff at the DRC are committed to ensuring access to all facets of the college and to providing accommodations and services to promote student success within college programs. If you feel like your specific needs are not being accommodated, please contact your DRC counselor.

### ❖ **Contact Information**

The SCO emails important information to students several times during the semester using the Palomar-issued student email addresses. Occasionally, we will contact you by phone or by snail mail. Please notify the SCO if your mailing address or phone number changes.

### ❖ **DRC Interpreter Coordination Office (SCO):**

**Interpreting requests, cancelations, absence reports:**

[Interpretercoord@palomar.edu](mailto:Interpretercoord@palomar.edu)

### ❖ **Denise VanderStoel, Supervisor of Deaf/HoH Services**

[dvanderstoel@palomar.edu](mailto:dvanderstoel@palomar.edu)

VP 760-290-4478    Voice: 760-744-1150 ext. 2394

### ❖ **Kae Dandeneau, Scheduling Assistant**

[kdandeneau@palomar.edu](mailto:kdandeneau@palomar.edu)    Voice 760-744-1150 ext. 3686