Disability Support Services (DSS)
Deaf Services Student Handbook

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LOCATION & OFFICE HOURS

Cypress College Complex (CCCPLX 100) - 1st floor

Fall & Spring Office Hours:
Monday - Thursday 8:00am – 6:00pm
Friday 8:00am to 5:00pm

Spring Break Hours: Monday – Wednesday 8:00am – 5:00pm

Summer Office Hours: Monday – Thursday 8:00am to 6:00pm

ELIGIBILITY OF SERVICES

In order to be eligible for support services, Deaf and Hard of Hearing students must provide documentation from a licensed clinical professional or Department of Rehabilitation along with a copy of an audiogram. The documentation may also include an IEP, psychological and/or medical reports, or specialized testing reports.

DSS ACADEMIC COUNSELING

Once we have verification of your disability, with supplemental documents, we will arrange for you to meet with one of our DSS Academic Counselors for a new student appointment. In this meeting, the counselor will give you an orientation to the college and discuss DSS program requirements, develop an Academic Accommodations Plan (AAP) for appropriate support services, discuss the requirements of your major, and help you plan your class schedule.

It is important to not miss your appointment. The wait list for counseling services can be very long! If you miss two counseling appointments consecutively without notifying the DSS office, you will be required to wait two weeks to reschedule another appointment.

To request DSS services/accommodations, you will be expected to meet with the counselor at least once per semester. In order to continue to receive services, you must update your file at least once a year (usually in the summer or fall).
PRIORITY REGISTRATION

Priority registration means that students who receive DSS services can register earlier than some students on campus. This helps you plan your classes appropriately to ensure DSS has time to secure DHH services before the beginning of the semester. Once you have planned a class schedule with a DSS Counselor, you will receive priority registration allowing you to register for classes by visiting www.mygateway.nocccd.edu.

If you do not register during priority registration and you wait until the last minute, you may not get the classes you need. Additionally, you may not receive interpreting or remote transcription services in a timely manner.

How to qualify for priority registration when you’re a new student:
1. Must have attended a college orientation. (This will be completed during your new student appointment with DSS.)
2. Must have completed a Student Educational Plan. (This will be completed during your new student appointment with DSS.)

How to qualify for priority registration when you’re a returning student:
1. Must have completed orientation and one-semester Student Educational Plan (same as above).
2. Must have completed 75% of Cypress and Fullerton courses with A-B-C-CR-P grades.
3. Must have not recently been on probation or dismissed from Cypress or Fullerton.
4. Must not have attempted more than 100 units at Cypress and Fullerton Colleges.

How to qualify for priority registration when you’re a continuing student:
1. Must be in good academic and progress standing.
2. Must have completed 75% of Cypress and Fullerton courses with A-B-C-CR-P grades.
3. Must not have attempted more than 100 units at Cypress and Fullerton Colleges.

HOW TO REQUEST INTERPRETERS OR REMOTE TRANSCRIPTION SERVICES

As soon as you register for classes, you must either:
1. Email your class schedule to the Interpreter Coordinator at deafservices@cypresscollege.edu and request interpreters or remote transcription services for those classes.
2. Come into the DSS office to fill out an Interpreter/Remote Transcription Request Form.

***YOU MUST REQUEST AN INTERPRETER/REMOTE TRANSCRIBER AS SOON AS POSSIBLE. IF YOU WAIT UNTIL THE LAST MINUTE, YOU MAY NOT HAVE AN INTERPRETER/REMOTE TRANSCRIBER WHEN CLASSES BEGIN.***
You will be asked to read and sign a Student Contract for Interpreting/Remote Transcription Services prior to receiving the service. It is important that you make this request as soon as possible (no later than two weeks before the start of classes) so that we can ensure that an interpreter or remote transcriber will be scheduled for you.

Students can also request interpreting/remote transcription services for meetings with instructors or tutors, appointments on campus, special events on campus, and other educational activities.

REQUESTING INTERPRETER/REMOTE TRANSCRIPTION FOR NONCLASSROOM EVENTS

To request an interpreter/remote transcriber for educational activities outside the classroom such as a conference with a teacher or counselor, club meeting, field trip, or weekend event, contact the Interpreter Coordinator as soon as you know of the event by sending an email to deafservices@cypresscollege.edu or visiting the DSS office to complete an Interpreter/Remote Transcription Request form. The more notice the Interpreter Coordinator has of your request for service, the more successful you will be in obtaining quality interpreting/remote transcription services.

NOTETAKING PAPER

DSS provides note taking paper (also referred to as carbonless or NCR) to students to facilitate the process of getting a copy of notes from another student. When you come in to request accommodations for classes, the instructor will receive an email with information about your approved accommodations. Let the instructor know if you are in need of a note taker. Once the instructor locates a volunteer note taker, discuss options on how to receive the notes (NCR paper, photocopy, email). You can visit the DSS office to get NCR paper for the volunteer note taker or you may ask a DSS staff member to make copies of the notes. It is a good idea to have NCR paper with you at all times so you can ask for another note taker if your regular note taker is absent.

TUTORING SERVICES

Cypress College has tutoring services available for all students. DSS can provide interpreting/remote transcription services for tutoring. If you think you will need tutoring, you should sign up for the program that is best for you at the beginning of the semester. If you put it off, it may be difficult for you to catch up with your class. You must request an interpreter/remote transcriber for tutoring at least 48 hours before the tutoring meeting.

TESTING ACCOMMODATIONS

DSS can provide testing accommodations if you need more time to take exams in a distraction reduced environment. To request testing accommodations, ensure that your file is updated. Request a testing accommodation form at the DSS office. The DSS
Counselor or staff member will provide you with a Testing Accommodations form on which you will obtain your instructor’s signature and instructions. This form must be received by DSS at least five days before your first exam. All subsequent exams must be scheduled with the DSS office at least three days prior to each exam.

CLASS PRESENTATIONS

If you have to give an oral report or presentation in your class, it is a good idea to arrange a time to practice with your interpreter/remote transcriber if you want him/her to voice for you. You may come to DSS to make a copy of your report for the interpreter or the Interpreter Coordinator will email a copy to the remote transcriber so they will have a copy to practice with you. Please DO NOT WAIT UNTIL THE LAST MINUTE to do this. It will take time to practice.

CLOSED CAPTION VIDEOS

Most instructors know that closed captioning must be included when showing DVDs/videos in their classes. If you find out that your instructor will be showing a video in class, it’s always best to ask if it is closed captioned or ask to have the TV set up for closed captions. If the video does not have closed captioning, ask your instructor to contact DSS to find out how their videos can be captioned.

STUDENT ABSENCES

If you plan on being absent, you must notify the Interpreter Coordinator at deafservices@cypresscollege.edu at least 48 hours in advance. If you are unexpectedly absent due to illness, car trouble, etc., you must notify the Interpreter Coordinator as soon as possible. If you do not show up for class and do not notify DSS in advance on two occasions, your interpreting/remote transcription services may be suspended until you meet with a DSS Counselor or Director. If, after you meet with the DSS professional, your absenteeism continues, services may be terminated for the remainder of the semester.

STUDENT TARDINESS

Interpreters/remote transcribers are instructed to wait ten (10) minutes for every hour the class meets for students to arrive. If you arrive after the DHH service provider has waited the required time, you may not receive interpreting/remote transcription services for that class period. Failure to arrive to class on time twice in a semester will result in your services being suspended until you have met with the DSS Counselor or Director.

ADDS, DROPS, or other CLASS CHANGES

You must inform the Interpreter Coordinator immediately of any changes in your class schedule so arrangements can be made with the interpreter/remote transcriber. Also, please inform the Interpreter Coordinator if there is a permanent change in your
classroom location or if the class will meet in a different place for one day, so the DHH service provider is aware.

**INTERPRETER/REMOTE TRANSCRIBER NO SHOWS**

If your interpreter does not show up or your remote transcriber does not connect with you in a timely manner, you have the following options:

1. Stay in class without an interpreter/remote transcriber and then report it to the DSS office as soon as possible.

2. Report to the DSS office immediately to see if a substitute interpreter/remote transcriber may be secured right away.

If there is no interpreter/remote transcriber and a substitute could not be located, the Interpreter Coordinator will make every effort to assure services are secured for the next class.

**COMPLAINT RESOLUTION PROCEDURE**

If you have a problem with your interpreter/remote transcriber, please discuss it with the interpreter/remote transcriber first and try to solve the problem between the two of you. If you cannot solve the problem, or the interpreter/remote transcriber will not listen to you, then you can inform the Interpreter Coordinator. If you have a hard time understanding the DHH service provider, please notify DSS as soon as possible so they can secure a different one, if needed.

DSS prides itself on providing appropriate accommodations in a timely manner. However, in rare instances a student may feel that he/she has been treated unfairly. For more information on the Accommodation Complaint Resolution Procedure, please refer to the DSS Student Handbook located on the DSS website at [http://www.cypresscollege.edu/services/DSS](http://www.cypresscollege.edu/services/DSS).

**SUSPENSION OR TERMINATION OF DSS SERVICES**

There are two ways in which an eligible student may be denied services through DSS:

1. Lack of Measurable Progress: Failure to make measurable progress towards the goals established in the student’s Academic Accommodations Plan (AAP) for two consecutive semesters.

2. Inappropriate Use of Services: Defined as a failure to comply with the policies and procedures of individual services authorized for a student. Failure to comply with the terms stated within each specific service area may result in the suspension or termination of that service.
Prior to the suspension or termination of services, the student will be notified in writing. The letter will inform the student that he/she must meet with a DSS Counselor or DSS Director within one (1) week from the date of the letter to discuss the area of concern. If the student does not schedule the meeting or fails to attend, services will be suspended or terminated.

HELPFUL SUGGESTIONS

- Make sure to register for classes before the semester begins. If you wait too long, there may not be an interpreter/remote transcriber available on the first day of class. DHH services schedules are secured before school starts so the student will have an interpreter/remote transcriber at the beginning of class.
- You will do best in college if you set goals at the beginning and choose your major carefully. Counselors can help you with this.
- Try to keep up with your homework every day. If you are struggling in a class, there are tutorial services available at the Learning Resource Center. DSS can provide interpreting/remote transcription services for your tutoring session. It is best to sign up for tutoring at the beginning of the semester so you don’t get behind in your school work/studies. Once a student gets behind, it is very difficult to catch up. Be sure to request an interpreter/remote transcriber with the Interpreter Coordinator as soon as you have the tutoring appointment.
- We have some instructors here at Cypress College who have not worked with Deaf or Hard of Hearing students before. If you have any problems with the instructor, you can use DHH services to communicate with the instructor and try to solve the problem. If you still have the problem, please come to DSS and ask for help.
- If you need help with solving registration problems, come to the DSS office and ask someone to assist you.

This Handbook was developed with contributions from and thanks to the following institutions:

- San Bernardino Valley College, Services to Deaf and Hard of Hearing Students – Student Handbook
- El Camino College, DSS Student Handbook
- Cypress College, DSS Student Handbook