University of Denver  
Disability Services Program: Policies and Procedures 
Interpreting/CART/VRI Services for Deaf and Hard of Hearing Students

PROSPECTIVE STUDENT RESPONSIBILITIES

- Students should contact the Disability Services Program (DSP) as soon as they receive their acceptance notice/notification to communicate enrollment plans and need for accommodation(s). Interpreting services require advance notice and coordination time. Students should initiate contact with as much notice as possible; even months in advance.

Please visit the DSP website at http://www.du.edu/dsp for specific procedures for obtaining disability services.

Important Definitions:
CART - Communication Access Real-time Translation. Spoken English translated to written English in real time.

VRI – Video Remote Interpreting. Sign language interpreting done through video phones or web cameras utilizing remote or off-site interpreters.

CURRENT STUDENT RESPONSIBILITIES:
Requesting Services Before the Quarter Begins:

- Students should make their requests for interpreting services as soon as they register for classes each academic term. Students using interpreting/CART/VRI services usually are granted priority registration to provide additional time to coordinate services.

- To request services- Requests for Interpreters/CART/VRI for classes are preferred two weeks or more prior to the first day of classes. If requests are made with less than 2 weeks, preferred services might not be available. You must fill out the Interpreter/CART/VRI Request Form- http://goo.gl/forms/9DSPUKQGibC21vxX2. Interpreters/CART/VRI will not be assigned to classes until the student has officially registered and submitted the request via the Interpreter/CART/VRI Request Form.

1. Students must request interpreters/CART/VRI services via the interpreter/CART/VRI request form only. Any services not approved or arranged by the Disability Services Program will be paid for by the student.

2. Please note: you must fill out a separate request for EACH course at the beginning of the quarter.

Expressing Preference for Interpreters/CART/VRI:

- The Interpreter Coordinator must consider all students and staff's scheduling needs, consider all students’ preferences, and consider interpreter’s qualifications, backgrounds, and schedules. Reasonable efforts will be made to accommodate specific requests. However, recognizing the reality of balancing the needs of all students and schedules, the Coordinator reserves the right to make final scheduling decisions.
**Additional Requests for Interpreting/CART/VRI Services:**

- In addition to University of Denver courses, interpreters/CART/VRI services will be provided by the DSP for study groups, scheduled meetings with class members or instructors, and other related University of Denver activities. Personal or non-university affiliated activities would be responsibility of the student. Employment related activities would be the responsibility of the employer and not the University of Denver.

- Students must fill out the Interpreter/CART/VRI request form **at least** 72 hours before the requested meeting or event. The form must have all the required places filled in, or requests might be held until all required information can be obtained.

  1. Failure to make requests at least 72 hours in advance could result in the request not being fulfilled.
  2. Requests submitted 72 hours or more in advance will be filled in this order:
     a. DU interpreters will be asked first.
     b. If DU interpreters are not available, the request will be sent to an agency to be filled.
     c. If the Coordinator and agency are unable to fill a request 24 hours before an assignment, the request will be sent to VRI in an attempt to be filled. Students will also be notified that the request was sent to VRI along with instructions on how to set up VRI. Personal laptops or computers from internships/work will be recommended or DSP will work to arrange a loaner laptop if needed.
  3. To increase the likelihood of fulfillment, requests made with less than 24 hours’ notice will atomically be sent to VRI or Remote CART rather than attempting to fulfill those requests with a local provider. Referral to VRI or Remote CART is not a guarantee of the ability to fulfill the request.

**Student Responsibilities Throughout each Academic Term:**

- **Classroom and/or schedule changes:** Changes that occur after schedules have been submitted via the Interpreter/CART/VRI request form **MUST** be reported to the Coordinator as soon as possible. This includes class cancellations and dropping or withdrawing from classes.

- **Preparation:** It is important for interpreters to have preparation material to be able to sign and voice well for a class/assignment. Students should give any scripts, power points, or information about the assignments to interpreters to help them prepare.
  1. Presentations - It is **strongly** recommended that the student meet with the interpreters outside of class to practice upcoming presentations at least one time.

- **Communicating Attendance Plan:** Students must communicate directly to the Coordinator.
  1. **Attendance:** Students need to communicate attendance plans to the Coordinator for interpreting/CART/VRI services for their courses. Students who do not communicate attendance or the lack thereof will be referred to Student Rights and Responsibilities for being in non-compliance with this policy.
2. **No Show** is defined as a student missing class without any prior notification or any form of communication with the Coordinator. After one no show, it is assumed the student will return to the next scheduled class session unless notification is given to the Coordinator. After two no shows in a single academic term, the student will need to meet with the DSP Assistant Director or assigned staff member to discuss communicating their attendance plan.

3. **Early Cancel** is defined as contacting the Coordinator at least 48 hours prior to the start of the interpreting assignment (i.e., class).

4. Less than 48 hours’ notice is defined as a **Late Cancel**. Habitual late cancellations will be monitored and require student to meet with the DSP Assistant Director or assigned staff member to discuss late cancellations.

- **Wait Lengths for No Show/Late Arrival**: If the student knows they will be late, the student needs to contact the Coordinator immediately. Every attempt will be made to contact the interpreter/CART/VRI so they do not leave.
  1. Please remember that the interpreter/CART will wait outside the classroom or assignment for 20 minutes before leaving. If using VRI, the student only has 15 minutes to start the service or it will be cancelled.
  2. If the student arrives late, but before the interpreter/CART leaves or VRI is cancelled, it is not the responsibility of the interpreter/CART/VRI to inform the student of missed material. It is the student’s responsibility to obtain missed material from the instructor, note-taker (if applicable), other students in the course, the syllabus, or other means following the class meeting or at another appropriate time.

- **While in Class**: Students should not chat with the interpreters/CART/VRI. They are there to interpret/record the communication in the classroom. Questions or comments should be directed to the instructors or classmates, not to the interpreter/CART/VRI person.

**Disability Services Program Grievance Process**

Students who have made a disability related request for accommodation or academic adjustment through the Disability Services Program (DSP) at the University of Denver are entitled to a prompt and equitable resolution of their concerns. This process applies to decisions about the denial of or approval of accommodations or academic adjustments for enrolled students working with the DSP. This process is also available to University employees who disagree with an accommodation approved for a student through DSP. If a complainant chooses to initiate the grievance process, they must do so within fifteen (15) business days of the event(s) that prompted the grievance.

Please note that this policy applies to requests for accommodation made by students and not requests made by University employees. Employees with concerns about the requests for accommodation should contact the Benefits Program Manager in Human Resources.

While the grievance process is ongoing, all parties are expected to continue with the accommodations process as outlined in the original determination until the process is complete.
If the complaint involves charges of unlawful discrimination the student should not engage in this process but instead should report their concerns to the Office of Equal Opportunity at 303.871.7726 or [http://www.du.edu/equalopportunity](http://www.du.edu/equalopportunity).

**First Level:**
Complaints should always be resolved at the lowest level possible. Therefore, the complainant should make reasonable efforts to achieve a resolution by discussing the issue with the DSP Interpreter Coordinator or staff member most familiar with the situation. Often a resolution can be achieved by making an appointment with the DSP staff member and honestly and specifically communicating concerns or frustrations.

**Second Level:**
If either the Interpreter Coordinator or the complainant feel that a satisfactory resolution has not been achieved they should then make an appointment to discuss the matter with the Assistant Director of the DSP. The complainant should be prepared to share the following with the Assistant Director during the meeting:
- the nature of the concern,
- relevant dates,
- information about attempts to resolve the complaint,
- outcomes of the attempts to resolve the complaint.

If all reasonable efforts to resolve a complaint informally fail, the complainant may file a formal grievance with the Director of the DSP. When the Assistant Director was the initial decision-maker then the complainant should move to the Third Level.

**Third Level:**
If a complainant chooses to file a formal grievance with the Director of the DSP (or their designee) it must be filed within five (5) business days of the Level II meeting with the Assistant Director. It must be in writing, signed and dated by the complainant and at a minimum, include the following:
- a clear description of the issue being grieved,
- the identity of any party or parties involved in the concern,
- the specific remedy or remedies requested,
- information about attempts to resolve the complaint, and
- outcomes of the attempts to resolve the complaint.

In the course of a comprehensive review of information associated with a grievance, the Director of the DSP (or their designee) will need to gather information from relevant University staff and/or faculty. All decisions of the Director of the DSP (or their designee) are final and must be issued in writing in fifteen (15) business days or less of receiving the grievance and shall include all of the following:
- A copy of the student’s formal grievance, relevant findings of fact, decision, the reasons for the decision reached and the remedy which is either granted or denied and/or any alternative remedies suggested.
• Should the Director of the DSP fail to issue a timely decision to the complainant’s grievance, the complainant may inform the Vice Chancellor for Campus Life and Inclusive Excellence. The Vice Chancellor (or their designee) shall then assign an appropriate individual to decide the complainant’s grievance at the third level, and that decision shall be final.

Important Contact Information:
• Interpreter/CART request form: [http://goo.gl/forms/9DSPUKQGibC21vxX2](http://goo.gl/forms/9DSPUKQGibC21vxX2).

• Coordinator Contact Information: Michele.Gardner@du.edu

• Disability Services Program: DSP@du.edu

*** Please note that these policies and procedures are subject to change. When changes are made notice will be given to all students.