

### Center For Students with Disabilities (CSD) Student Interpreting and Captioning Services Policies and Procedures

The Center for Students with Disabilities (CSD) at the University of Houston will be coordinating interpreting or captioning services for you. The following procedures are in place for students who receive interpreting/captioning services:

1. All requests for services and cancellations must be processed through the Interpreting/Captioning Services Coordinator (Coordinator). Students cannot request, schedule, or cancel their own services directly with interpreters, captionists, or agencies. Please email all class schedules to [DHHCoogs@central.uh.edu](mailto:DHHCoogs@central.uh.edu)
2. All semester course schedules must be submitted to the Coordinator a minimum of two weeks prior to the start of the semester at [DHHCoogs@central.uh.edu](mailto:DHHCoogs@central.uh.edu)
3. Services may be requested for additional university sponsored activities by using the Online Service Request Form. Requests must be made at least three business days in advance.
4. Requests for tests that are not at regularly scheduled times/days must be submitted through the Online Service Request Form.
5. There is no guarantee that a preferred service provider will be assigned.
6. Students wanting their provider replaced must submit the Interpreter/Captionist Replacement Form.
7. Notify the Coordinator immediately of last minute schedule changes at 281.413.6196. Changes include, but are not limited to location, class cancellation, room number, date, or time.
8. Notifying the Coordinator of a cancellation with less than two business days notice is considered late notice. Exceptions will be made when a professor cancels class with less than the required notice.
9. Late notifications and no show procedures
  - a. Three late notifications is considered one no show.
  - b. Absenteeism without prior notification is considered a no show.
  - c. After three no shows, services may be temporarily suspended pending a meeting with an accommodations counselor.
10. Interpreters and captionists will adhere to the following student late arrival schedule. It is the students responsibility to contact the Coordinator if they are running late.

Assignment Length	Wait Time	*Additional Wait Time	Total Wait Time
0 -1.5 hours	15 minutes	15 minutes	30 minutes
2 hours	20 minutes	15 minutes	35 minutes
3 hours or longer	30 minutes	15 minutes	45 minutes

\*If a student notifies the Coordinator that they are running late, then the interpreter/captionist may be asked to wait 15 additional minutes before being dismissed.

11. Captionists have up to two business days to email transcripts to the student.
12. Students registered with the Texas Workforce Commission (TWC) are to provide their TWC counselor's name, contact information, authorization to exchange information, and Individual Work Plan (IWP) to their CSD counselor.

### Student Interpreting and Captioning Services Policies and Procedures

By signing below, you indicate that you have received and understand the Student Interpreting and Captioning Services Policies and Procedures and agree to follow all procedures. Failure to adhere to these policies and procedures may result in suspension of interpreting/captioning services.

\*You may request parts or all of this document to be interpreted.

UH ID Number: \_\_\_\_\_

Print Student Name: \_\_\_\_\_

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

If student under 18  
Parent's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Interpreter Signature : \_\_\_\_\_ Date: \_\_\_\_\_

Interpreter Agency: \_\_\_\_\_