

FAQs for Service Providers

1. Please remind who I contact when...

I have a question about my schedule or timekeeping – Gabriel Lopez ncod@csun.edu

I have a question about the day to day dispatching – Betsy Haddad ncod@csun.edu

I have a dilemma as a transcriber or need tech support – Scott Selna
scott.selna@csun.edu

I have a dilemma as an interpreter – Kevin Cikatricis kevin.cikatricis@csun.edu

I have a concern about a student – Aileen Rolon and Matt Reinig aileen.rolon@csun.edu
Matthew.reining@csun.edu

I'm asked who recruits new students – Zachary Lotane zachary.lotane@csun.edu

I have a financial question – Charles Marmo charles.marmo@csun.edu

I want to make an appointment to see the Director, Cathy McLeod – Hua Phillips
lehuanani.phillips@csun.edu

2. What are the 3 ways that online courses are offered?

- **Fully Online Asynchronous (FOA).** These classes do not have a set meeting time. Students are not required to meet together at the same time.
- **Fully Online Synchronous (FOS).** These classes have a set meeting time. You're expected to be online via the recommended software platform (e.g. Zoom, Canvas) during the entire class meeting time.
- **Fully Online Intermittent (FOI).** These classes have some meetings at the set meeting time and some work is done "asynchronously" outside of the scheduled sessions. Students are expected to be available to be online via the recommended software platform (e.g. Zoom, Canvas) during the entire meeting time slot. Students should consult the schedule of classes and faculty member for details of the meeting pattern.

3. I've seen messages pop up on my loaner laptop that tell me there is a software update. Do I ignore it? Contact Scott?

There are two types of updates. First is a software update – this type of update is optional. We do, however, recommend that you install these updates at the end of your workday or during your lunch break as it may be related to security, or update your settings to make things run better like bandwidth. Other notifications that you may get will say something like “it is going to restart in 24 hours...” These types of “cumulative” updates are crucial and should be installed at your first opportunity. You will have logged into the VPN to process both types of updates.

4. How do I log into the VPN (Virtual Protection Network)?

Scott Selna will make himself available to help you with this. Please email him Scott.selna@csun.edu

5. Is there still a required lunch break?

Yes, all NCOD policies and procedures still apply while working remotely and if there are any modifications to a policy or procedure, they will be emailed to you and updated in the Service Provider Procedures Manual for your reference.

6. Introduction emails were sent out to faculty and cc'd to students and service providers. Should I connect with faculty and students?

The emails were sent to the faculty confirming the services in their class so that they could add the service providers to their Canvas rosters. Feel free to email professors and students so that everyone is in the loop and on the same page.

7. How do we find out the needs of the students for their classes?

Send them an email. Some of the students you may know from previous semesters, but feel free to reach out to those you don't know as well. Same with your teams if you are not familiar with them. Even better would be to Zoom – see who you will be looking for on that first day.

8. What is the standard practice for approaching your work in classes? How are we preparing from classes and teaming? How do we prepare for the students to be on or off video?

Flexibility – flexibility – flexibility. As for teaming – simply talk to you teams. Make decisions on such things as your agreed upon methods of communication, (email, text, etc.), turn taking, feeds, (text, Zoom chat, visually/auditorally on Zoom), and checking in when stepping away from the screen while in the “off” seat. Although CAS sends notifications when your team is out, consider also informing your team that you will be out. Lastly, in subbing situations, please have the permanent interpreter start first.

9. Are transcribers still using StreamText when necessary?

Yes.

10. I had some issues last semester with StreamText. If I’m teamed with another TypeWell transcriber, do I need to use StreamText?

If you team is a mix of RTC and CAT, then yes. Otherwise, Typewell teamed with Typewell will just use their built-in web link feature.

11. Will professors have weekly lectures, or will they be recording their lectures for us to caption and what if a professor shows an uncaptioned video?

Based on the information we were given; most professors will have live lectures during their scheduled class times. However, we have also been finding out that some professors are changing their minds during the semester. So, if you find something has changed when you are in a class, please let us know immediately. If you have a class that is showing a video that is not captioned, immediately email Scott at scott.selna@csun.edu so that he can work with the professor to have their videos captioned.

12. If an 8/12 is willing to do a few hours of hourly work, who should we contact?

Notify Gabe at ncod@csun.edu and let him know that time slot(s) you are available.

13. I have a class that meets Monday/Wednesday, but the first class is listed as happening on Saturday. Am I on IO, (in office), for the first Monday/Wednesday of the semester?

Yes, we have noticed a few situations like this. If the class is on your permanent schedule, you are on IO and available if the professor chooses not to meet on a particular day.