



NCOD: Deaf and  
Hard of Hearing Services

# **SERVICE PROVIDERS PROCEDURES MANUAL**

December 2019  
(Updated: March 2021)

## Table of Contents

VISION STATEMENT .....	3
MISSION STATEMENT .....	3
VALUES STATEMENT .....	3
COMMUNICATION PHILOSOPHY .....	4
<b>I. GENERAL INFORMATION .....</b>	<b>5</b>
<b>A. Hours of Operation.....</b>	<b>5</b>
<b>B. Confidentiality Statement.....</b>	<b>6</b>
<b>C. Supervision and Observations .....</b>	<b>6</b>
<b>D. Publishing Guidelines .....</b>	<b>6</b>
<b>E. Registration in CSUN Classes.....</b>	<b>6</b>
<b>F. Time Reporting &amp; Absence Management .....</b>	<b>6</b>
<b>G. Requesting Sick, Vacation &amp; Personal Holiday Leave (REVISED March 2021) .....</b>	<b>7</b>
<b>H. Pay warrants.....</b>	<b>7</b>
<b>I. Professional Standards .....</b>	<b>8</b>
<b>J. NCOD 24-hour Cancellation Procedure .....</b>	<b>8</b>
<b>K. Annual Performance Evaluations (REVISED January 2021) .....</b>	<b>9</b>
<b>L. NCOD Staff Separation &amp; Clearance.....</b>	<b>10</b>
<b>M. Travel.....</b>	<b>10</b>
<b>N. Campus Closure Integrated Communication Protocol.....</b>	<b>12</b>
<b>II. PROVIDING SERVICES.....</b>	<b>13</b>
<b>A. Class Assignments .....</b>	<b>13</b>
<b>B. Additional Services Outside of the Regular Schedule .....</b>	<b>13</b>
<b>C. Waiting for the Student (Revised January 2021) .....</b>	<b>14</b>
<b>D. Handling Student No-Shows (REVISED March 2021).....</b>	<b>14</b>
<b>E. Employee No-Shows .....</b>	<b>14</b>
<b>F. Substitute Work and Special Requests.....</b>	<b>14</b>
<b>G. Requesting Class Replacement.....</b>	<b>15</b>
<b>H. Service Provider Suggested Work Break Guidelines.....</b>	<b>15</b>
<b>I. Teaming (REVISED March 2021) .....</b>	<b>16</b>
<b>J. Prep Time .....</b>	<b>18</b>
<b>K. Equipment .....</b>	<b>19</b>

## VISION STATEMENT

NCOD envisions a world where deaf, hard of hearing, and deaf blind individuals are truly equal members of society.

## MISSION STATEMENT

NCOD's advocacy, programs and services will support acquisition of marketable skills and lifetime opportunities for deaf, hard of hearing and deafblind students.

## VALUES STATEMENT

*IRIS*: Deaf, hard of hearing, deafblind, and hearing individuals comprise a visual community at NCOD, represented by the iris of the eye. The iris is reflected in NCOD's values:

VALUE	WE ARE COMMITTED TO...
<b>Inclusion</b>	Instilling pride through inclusion, advocacy, equity, and diversity
<b>Respect</b>	Respecting and recognizing the uniqueness, dignity, and communication preferences of each individual
<b>Innovation</b>	Generating innovative approaches to optimize communication and learning
<b>Self-Reliance</b>	Promoting development of skills to increase self-reliance, autonomy, and confidence

## **COMMUNICATION PHILOSOPHY**

NCOD respects and recognizes the variety in communication modes used by deaf, hard of hearing, and hearing staff. Strategies that NCOD staff members may want to consider to facilitate communication include, but are not limited to:

- Non-signing staff members are encouraged to take sign classes so they may communicate with and understand their deaf peers.
- Deaf and hard of hearing signing staff members should sign slowly and clearly with their hearing co-workers who are just learning sign language.
- If two co-workers do not understand each other, the staff interpreter (subject to availability) is available to assist.
- Alternative modes of communication may be used as well, such as typing or writing back and forth to each other.
- As a courtesy, staff members are encouraged to sign at all times.
- When possible, deaf signing staff should try to include hearing co-workers in conversations and vice versa.
- Deaf and hard of hearing staff are not required to use their voice if they are not comfortable doing so.

## I. GENERAL INFORMATION

### A. Hours of Operation

NCOD is open weekdays from 8:00 a.m. to 5:00 p.m. For service related matters, email [ncod@csun.edu](mailto:ncod@csun.edu) or Zoom ID: 818 677 2054. You may also call (818) 677-2054, or Video Phone (VP) (818) 671-4443. The office is staffed from 7:00 a.m. to 5:00 p.m., Monday through Friday to answer calls. NCOD has voicemail to accept messages during non- business hours.

**Non-Exempt Employees** – Non-exempt full time employees normally work an eight (8) Hour day or 40 hours per week. This does not include the lunch period.

**Exempt Employees** – Exempt employees are expected to accomplish assigned work without regard for numbers of hours worked.

#### **One thousand (1000) Hour Cap for Hourly Intermittent Employees**

Per the Bargaining Unit Contract, “Intermittent Employees as used in this Agreement refers to a temporary bargaining unit employee (including a rehired annuitant) who is appointed without a time base to do bargaining unit work on as-needed hourly basis and who is paid only for hours worked. Intermittent employees shall not displace bargaining unit employees. Intermittent employees are not intended to replace temporary timebased employees, per diem employees, probationary or permanent employees. No intermittent employees shall exceed one thousand (1000) hours in any given fiscal year. The term “fiscal year” as used in this Agreement refers to the period of time from July 1 through June.

Service Providers are in **Bargaining Unit 9** of the California State University Employees Union (CSUEU). Here is a copy of the entire [Bargaining Agreement, \(Unit Contract\)](#).

#### **CSUN Required/Compliance Training**

Every person working for CSUN, whether staff, faculty, hourly intermittent employee or student employee is required to take a basic set of online courses that are assigned based on their job position. These trainings, such as “Eliminate Campus Sexual Violence,” “Data Security and FERPA,” etc., are mandated as a result of either legislation or system-wide executive orders. Most courses have to be retaken every year or every two years. You will receive an email from HR with the course name, date it must be completed by and the link to CSU Learn for you to access the course. When you have completed the online course/s, HR will receive an auto-generated notification from CSU Learn.

You are paid for the time it takes to complete the course/s, so report that time in the portal just as you report your time for working your classes/assignments. Then, please email [gabriel.lopez@csun.edu](mailto:gabriel.lopez@csun.edu) so that he can reconcile it for timekeeping.

**CTO/Overtime** – Non-exempt employees are eligible for overtime on a *pre-approved basis by the MPP Administrator*. Overtime is compensated in cash or compensatory time off (CTO). Exempt employees are not eligible to earn overtime.

**Work Week** – Hourly employees may not work over 40 hours per week without prior approval. Student Assistants are not to work more than 20 hours a week. Any variation from this standard must be *approved in advance and in writing by the MPP Administrator*.

## B. Confidentiality Statement

All NCOD employees are required to [sign a confidentiality statement](#) guaranteeing that all information related to deaf and hard of hearing students at California State University, Northridge (CSUN) and to NCOD: Deaf and Hard of Hearing Services remain confidential. A copy of this form will be sent to the Human Resources office of CSUN.

## C. Supervision and Observations

Concerns about the job, payroll, or any other work related matters are to be brought to the attention of the immediate MPP Administrator.

Service providers MAY be observed on assignment by an NCOD MPP Administrator. After an observation, employees are welcomed to discuss results or issues with the observer. In some cases, the observer may invite the service provider to discuss results.

MPP Administrator remarks, coaching, discussion of observation results, employee/student relations, or ethical concerns, etc. will be documented. The MPP Administrator will review all documentation in the employee's file for the annual performance evaluation.

## D. Publishing Guidelines

As part of our commitment to excellence through diversity and inclusion, California State University, Northridge (CSUN) strives to ensure that campus communication and information technology is accessible to everyone. The [California State University statement on accessibility](#) is articulated in [The California State University - Executive Order 926](#), in accordance with both federal and state laws including the Americans With Disabilities Act of 1990 (ADA) and Section 508 of the U.S. Rehabilitation Act.

## E. Registration in CSUN Classes

NCOD extends the privilege of priority registration to NCOD employees. Employees must work at least one semester before they are eligible for priority registration.

## F. Time Reporting & Absence Management

All 8/12 and Hourly Employees must complete online self-reporting in a timely fashion, according to self-reporting procedures. It is the responsibility of each employee to know when time and absence reporting are due. Please review the [Timekeeping/Absence Reporting Guide](#) under the Employee tab on our NCOD website.

All absences are to be reported to the MPP Administrator, (Director). Please see the appropriate protocol below in Section G, Requesting Sick, Vacation & Personal Holiday Leave.

## G. Requesting Sick, Vacation & Personal Holiday Leave (REVISED March 2021)

Appropriate Protocol:

1. An absence due to same day illness should be reported to the Director by email, ([cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu)) at least 60 minutes prior to the start of the workday on the day of the absence, and reported in Solar on the first day back on the job. For absences of more than 5 days in duration, a doctor's note may be required upon return.
2. All other sick, vacation and personal holiday requests must be pre-approved by emailing the Director ONLY, ([cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu)). Please put "Leave Request" in the subject line. (Medical appointments should be requested 14 days in advance when possible and 30 days in advance for vacation and personal holiday).
3. You may enter your CAS subs once your request has been approved. (Exception – if you have a same day illness, enter your CAS subs immediately). Please enter **Event Details** in CAS such as the latest class topic and any information that is helpful for the sub to know.
4. If you have sick/vacation/personal holiday time available in SOLAR, those hours must be used first for yoursick/vacation/personal holiday request. Accrued sick, vacation and personal holiday balances can be viewed by logging into Solar and selecting the Employee Time and Attendance Tab.
5. If you have an insufficient number or no sick/vacation hours available, email Cathy McLeod ([cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu)) explaining the need for the time off. Please put "Leave Request" in the subject line.
6. Sick/vacation leave must be taken in full hours. (No half hour increments).
7. Reminders – Sick leave can only be used for own illness, family care, or medical appointments. Vacation leave is to be used for vacation.

NCOD maintains records showing subs taken, subs requested, and no-shows by each service provider. This list incorporates the date, time, and MPP Administrator approval or non-approval. The MPP Administrator reviews this list and employees will be contacted if there is apparent excess in requests for subs.

## H. Pay warrants

Pay warrants are retrieved monthly by the Account Manager and distributed or made available for pickup after 2:00 p.m. on the designated pay date if you do not have direct deposit.

You can view your Pay Warrant (paycheck)/Pay Advice (Direct Deposit) information and access IRS Form W-2s online, anytime by registering with [Cal Employee Connect](#).

Employees wanting to retrieve or have any questions regarding their pay warrants and/or pay stubs will

be instructed to see the NCOD Account Manager for assistance.

### **PERSONAL HOLIDAY – EXEMPT AND NON-EXEMPT STAFF**

Once a year, between January 1st and December 31st, employees can request a Personal Holiday. Employees are to follow the same procedure used to request vacation time, and is the equivalent of a full workday (8 Hours, 6 or 4 hours).

### **PERSONAL HOLIDAY – HOURLY EMPLOYEES**

Once a year, between January 1st and December 31st, employees can request a Personal Holiday. It is not a full “day.” It follows the same ratio of hours paid per hours worked in a month that determine hourly holiday hours. Hourly employees are to follow the same procedure used to request vacation time.

### **HOW HOLIDAYS AND PERSONAL HOLIDAYS ARE COMPUTED FOR HOURLY EMPLOYEES:**

<b>ACCRUAL HOURS</b>	<b>NUMBER OF HOURS</b>
0 – 10.9	0
11 – 30.9	1
31 – 50.9	2
51 – 70.9	3
71 – 90.9	4
91 – 110.9	5
111 – 130.9	6
131 – 150.9	7
151 – over	8

## **I. Professional Standards**

All employees should remember that while working, they represent NCOD and should dress in a manner appropriate to their profession. The employee’s dress and behavior are a direct reflection on NCOD. Any questions regarding appropriate attire should be addressed to the immediate MPP Administrator.

**Interpreters:** Interpreters specifically are to wear contrasting, solid-color clothing for all classroom-related work. Avoid prints and stripes; be wary of any type of jewelry and long nails that may distract from the message. **When working in a virtual class/assignment, please have a solid background.**

Because of the service providers’ high visibility in the classroom, and on campus, they are often looked on as a representative of NCOD. Therefore, service providers are required to be knowledgeable about the overall services provided by NCOD and refer inquiries to the appropriate NCOD staff member.

Service providers are to arrive for each assignment with sufficient time to prepare. This is critical on the first day of classes or when substituting to allow for introductions to the professor and student(s).

## **J. NCOD 24-hour Cancellation Procedure**

There is a 24-hour cancellation notice.

### **Guidelines:**

When an assignment (one time or ongoing classroom assignment) is cancelled by a student, professor, or

contact person, Service Providers will get paid if any cancellation occurs with less than 24 hours' notice. However, you must remain available for re-assignment during that specific time frame to receive compensation. Your 24 hours of availability begins when you are notified of the cancellation by the office (verified by email time stamp). You must remain available even if that means the re-assignment occurs during the next calendar day. Available means you can arrive at the re-assignment within 10 minutes.

**Example:** The office notifies you at noon on Wednesday that your 4:00 p.m.-7:00 p.m. class is cancelled that afternoon. You remain available on "stand-by" for possible re-assignment at 4:00 p.m.

**Example:** You are informed at 2:00 p. m. on Monday that your Tuesday 9:30 a.m. class is cancelled. You will come to campus on Tuesday and remain on "stand-by" within 10 minutes of possible re-assignment from the office.

**Example:** The office emails you at 10:00 a.m. on Tuesday to let you know that your 7:00 p.m.-10:00 p.m. is cancelled and you opt to not be available on "stand-by" that evening and not be paid.

If the office informs you on a Friday that a Sunday assignment is cancelled, this will be regarded as a 24-hour cancellation. You will be paid for the cancellation if you remain available for other work during the assignment time. If you choose not to be available anytime during that assignment time, that can also be an option, and there will be no pay for the cancellation. Stay in close communication with the office via CSUN email at [ncod@csun.edu](mailto:ncod@csun.edu). Know that cancellation, re-assignment, acceptance, and refusal times will be closely monitored for clarity, coverage needs, and compensation purposes.

## K. Annual Performance Evaluations (REVISED January 2021)

Procedure for Annual NCOD Employee and 8/12 Staff Performance Evaluation: (Does not apply to Tutors).

Staff Performance Evaluation Forms for Unit 4 and Unit 9 can be obtained from CSUN's Human Resources Website under the index of "Forms." Instructions are given on these forms:

### **NCOD 8/12 Staff (By the first week of May):**

Director will prepare an initial draft of the Report of Employee Performance. The Director will email the draft for the employee to review. Employee has ten days to review and respond to the draft. The Director may request the employee complete a Self-Evaluation.

The Director will set up an appointment for an evaluation meeting between the employee and Director within 2 weeks. Director and employee may review the performance evaluation from the previous year. By mutual agreement between the employee and Director, the Lead may attend the evaluation meeting as an observer only or to provide brief clarifications.

Employees are encouraged to discuss opinions and observations regarding the content of the evaluation. After the discussion, the employee and Director may sign the forms. See the instructions on the form for details.

Report of Employee Performance is to be sent to the Vice President of Student Affairs for their signature as the Reviewing Officer.

The original copy is then sent to the office of the Vice President of Student Affairs and Human Resources

by June 30th.

**Important Notice:**

*Hourly employees may have an earlier timeline due to their availability on campus before the end of May.*

**NCOD Hourly Employees (By April 15<sup>th</sup>):**

Director will prepare an initial draft of the Report of Employee Performance. The Director will email the draft to the employee. The employee has ten days to review and respond to the draft. The Director may request the employee complete a Self-Evaluation.

Within the 10-day review period, the employee may request a meeting to discuss the draft. The meeting will include the employee and Director. The Director and the employee may review the performance evaluation from the previous year. Employees are encouraged to discuss opinions and observations regarding the content of the evaluation. After the discussion, the employee and Director may sign the forms.

If the above meeting procedure is not requested, the employee may review the emailed draft, print, sign, and mail it back to the Director. Or, the employee may opt to sign the draft in the office and return it to the Director. See the instructions on the form for details.

Report of Employee Performance is to be sent to the Vice President of Student Affairs for their signature as the Reviewing Officer.

The original copy is then sent to the office of the Vice President of Student Affairs by June 30th.

## L. NCOD Staff Separation & Clearance

This procedure is for all staff employees, except student assistants:

- When staff employees resign from NCOD, they must submit a letter of resignation via email to the MPP Administrator.
- The MPP administrator will reply with acceptance of the resignation;
- The MPP Administrator will determine the last day worked by the employee and forward the employee's email and the acceptance to the Administrative Analyst (Administration);
- The MPP Administrator may then set up an [Exit Interview](#) with the employee.
- The Administrative Analyst will complete Part 1 of the Separation and Clearance form, attach it to employee's resignation letter, and forward to Human Resources as soon as possible. Part 2 will be completed prior to the employee's last day;
- Completed Exit Interview form is discussed with Director and/or placed in employee file.

## M. Travel

Before traveling, all staff are required to adhere to the following protocol. The same is required for Service Providers providing services in class related field trips and off campus internships and assignments:

NCOD: Deaf and Hard of Hearing Services

**FOR LOCAL TRAVEL (NO AIR TRAVEL), AND NO OVERNIGHT STAY:**



**IF FLYING, STAYING OVERNIGHT, OR TRAVELING USING A RENTAL CAR AND STAYING OVERNIGHT:**

[University Travel Guidelines](#)

[NCOD Preapproval Form](#)

[Travel Authorization Form](#)



[E-Travel Guides and FAQ](#)

[E-Travel Checklist](#)

[International Travel](#)

[Student Travel](#)

#### N. Campus Closure Integrated Communication Protocol

Emergency procedures in place at CSUN provide guidance in what to do in an emergency, including an active shooter incident. The [emergency desk references](#) for students, faculty, and staff are available on-line and hard copy. These desk references discuss a variety of emergency situations and procedures.

This protocol supplements the CSUN Emergency Operations Plan by providing detailed guidelines for communication with members of the campus community when classes are canceled or the campus is closed due to an emergency or another unforeseen circumstance. The Emergency Operations Plan provides specific guidelines on notifications, mobilization of the Crisis Action Team, and possible

activation of the Emergency Operations Center (EOC). Upon activation of the EOC, the Emergency Operations Plan supersedes this protocol.

There are EAP (Emergency Action Plan), and BCP (Business Continuity Plan) procedures that are reviewed and revised annually at NCOD. Hard copies of the plans are available upon request at NCOD.

## II. PROVIDING SERVICES

### A. Class Assignments

Student Services provides services to deaf and hard of hearing students who request such services through NCOD. When scheduling, the goal is to match the needs of the student and the situation to the skills of the service provider. Service providers who believe that a mismatch has occurred are encouraged to report it to NCOD Services immediately. If an adjustment must be made, every attempt will be made to do so, so that services are more equitable without causing any loss of hours to the service provider or service to the students. It is the service provider's responsibility to notify NCOD immediately of any assignment changes (i.e. room, day, time, tests, Zoom ID).

### B. Additional Services Outside of the Regular Schedule

For service needs other than regularly scheduled classes, the student must make a special request through [CAS](#) at least three (3) workdays in advance. NOTE: Assignments not dispatched through NCOD are considered privately contracted and are not to be included in NCOD's payroll.

NCOD's two hour minimum guideline:

- There is no automatic 2 hour minimum compensation for any assignment less than 2 hours in length, and all assignments shall be paid for the exact time worked only.
- At the discretion of the Service Operations Specialist, any assignment less than 2 hours in length, can be modified and a 2 hour minimum can be offered to a Service Provider **ONLY IF** the department has exhausted all its resources and are unable to fulfill the request in question.
- If further collaboration and/or approval is needed, the Service Operations Specialist may seek the assistance of Administration for clarification or special approval when needed.
- These guidelines are strictly internal, and no standard 2 hour minimum is offered across the board to Service Providers for any assignment less than 2 hours in length
- As the Dispatcher does the bulk of the daily dispatching of assignments, they are to bring any assignment in question to the attention of the Service Operations Specialist for approval when needed
- The Dispatcher is **NOT** permitted to approve an increase in compensated time for any assignment.

### C. Waiting for the Student (Revised January 2021)

**For in person classes**, when a student is not present at the beginning of class, the Service Provider/s will wait outside the classroom for 10 minutes for the student to arrive. If the student does not arrive within the designated time, this will be considered a "no-show" and the service providers will notify NCOD as soon as possible to seek reassignment. If no reassignment is available, the Service Providers will return to NCOD or remain available on campus.

**For online, (Zoom, etc.), classes**, when a student is not present at the beginning of the class, the Service Provider/s will wait for 10 minutes for the student to arrive **without "air guitar" interpreting**. If the student does not arrive in 10 minutes, the Service Provider/s will notify NCOD, but remain in the Zoom room for 30 minutes to allow time for any technical difficulties the student/s may have. **Do NOT provide "air guitar" interpreting**. If after 30 minutes the student still has still not arrived, the Service Provider/s must contact NCOD again and will remain available for reassignment.

### D. Handling Student No-Shows (REVISED March 2021)

As part of our ongoing commitment to student development, we must hold students accountable for their services while not policing them. This practice prepares them for post-graduation when they will enter the work force/real world and have to request and cancel their accommodations.

#### **NO-SHOW**

In the event of a no-show, **do NOT provide "air guitar" interpreting** and Service Providers must check in with the office. They will email dispatch to report that their services are not needed and they are available to be re-directed to other open assignments. In order to be compensated, the Service Provider must accept the alternate assignment. If the alternate assignment is refused it will result in non-payment for the regular assignment and will be documented for payroll purposes.

#### **RETURN OF SERVICE**

The classroom service provider is NOT to return to a class where a No-Show has occurred until notified by NCOD to return services. Service Providers on a No-Show status for a class will not be compensated if no services are provided, unless the Service Provider is an 8/12 staffer on standby.

### E. Employee No-Shows

If the service provider does not show up for an assignment, the student should contact the NCOD as soon as possible. If available, a replacement will be sent. The NCOD documents all employee no-shows. These are followed up with the appropriate inquiries/action.

### F. Substitute Work and Special Requests

In addition to regularly assigned classes, service providers may accept sub work and special requests as available. NCOD makes every attempt to cover sub and special requests. Daily mass emails are sent to service providers, listing all available assignments. All service providers are encouraged to check [CAS](#) frequently for an updated list of available assignments.

## G. Requesting Class Replacement

Service providers may request to be replaced in a classroom assignment for two reasons: 1) ethical and/or 2) insufficient skills.

To be replaced, the service provider must meet with a services department to discern the reason for the request. The service provider must remain in the assignment until notified by the NCOD that a replacement has been found.

If the reason concerns ethics, the MPP Administrator will make the necessary changes as expeditiously as possible.

If the reason concerns skill, the service provider will be observed prior to making the decision about replacement.

## H. Service Provider Suggested Work Break Guidelines

Continuous lecture classes which last two or more hours should incorporate a break at a predetermined time, based upon any number of criteria, such as content of the lecture, length of the class, and physical demand placed upon support service personnel for deaf and disabled students. Laboratory classes, in which the student traditionally works independently, may or may not require a break, depending on the judgment of the faculty. The following options are suggested:

- Courses meeting two hours: one break of ten minutes between the first and second hours.
- Courses meeting two and one-half hours: one break of fifteen minutes during the middle of the class, or two breaks of ten minutes each.
- Courses meeting three hours: one break of fifteen minutes during the middle of class, or two breaks of ten minutes each.
- Courses in excess of three hours: one break of ten minutes for each hour of class time or fifteen minutes for each one and one-half hour.

### **LUNCH BREAK POLICY (Effective Spring 2019)**

- Any work shift of more than five (5) hours in a day will include the addition of a required thirty (30) minute unpaid, uninterrupted meal break.
- Any work shift of more than ten (10) hours in a day will include the addition of a required sixty (60) minute unpaid, uninterrupted meal break.
- The 30-minute unpaid, uninterrupted meal break will be noted in office records as part of your schedule, and you can use your discretion as to the exact time you take this break.
- The 30-minute unpaid, uninterrupted meal break will be noted in office records at the beginning or end of your work shift, but may be taken at a time negotiated with your teams or agreed upon with the office.

- The 30-minute unpaid, uninterrupted meal breaks must be taken, in compliance with statelaw.
- Your schedules will be arranged with these requirements in mind.

## I. Teaming (REVISED March 2021)

It is the goal of NCOD to provide team interpreting and transcribing services for every lecture class. The office prioritizes class periods to be covered with teams according to this priority list:

- 1) Three-hour classes
- 2) Two-hour classes
- 3) 75-minute classes
- 4) One-hour classes

If a Service Provider finds themselves in a class/assignment that would be better served by having a team, (such as continuous group work, accents, fast paced lecture or other such demands), that Service Provider is encouraged to notify dispatch immediately and request a team.

### **TEAM INTERPRETING PROCEDURES**

Team Interpreters work together to maintain high quality services while preventing injury and fatigue. Both interpreters involved are there to provide support for each other and NCOD adheres to the support model of teaming rather than the relief model. We ask that you follow these procedures to provide the maximum benefit possible when working with a team interpreter.

- **Please switch every 15 minutes**, while of course taking into consideration the natural pauses and appropriate times to switch. Fifteens truly help, both mentally and physically.
- Please introduce yourselves to the faculty/speaker and student(s). Explain briefly, if necessary, what team interpreting entails.
- Team interpreting may involve a late entrance (if a team person is dispatched after the class has begun), so be sensitive to the disruption it can create in the classroom.
- If you are subbing a class/assignment, please do a quick check in with the permanent team to find out how they have been working during the semester and follow suit.
- Both team interpreters are to stay in a classroom for the duration of the class – DO NOT make special arrangements to arrive late or leave early without prior approval from the office. You are both being paid for the entire time; therefore, any unauthorized leave from the class will be unpaid.

- Interpreters who team on a regularly scheduled basis can spend more time together planning on how to back each other up, developing specialized signs, writing feedback notes, etc. You should be ready at all times to offer back up assistance (i.e. questions from audience, group discussions, speakers with heavy accents, sign-to-voice).
- Please pay close attention to be able to offer assistance/feedback as needed.
- Adjust to the student's preferred mode of communication as well as using already established signs for the assignment.
- Please do not read, write, or be on cell phones during the assignment. Cell phones are to be turned off or switched to silent mode while working.
- Extended conversations with your team can be very disruptive. Please limit your conversations to dealing with the logistics of teaming.
- Leave the room only if necessary and return promptly.

#### **TEAM TRANSCRIBING PROCEDURES**

Transcribers work in teams to offer each other support and continuity of service during long and/or arduous assignments. The decision to team an assignment is situational and at the discretion of the Services Operations Specialist with input from the assigned transcriber; however, as a rule, most lecture assignments over two (2) hours will be fully teamed. Both transcribers will work throughout the entire assignment and maintain an active role as either the primary or support transcriber.

To make the situation as beneficial as possible to all concerned, we ask the teams to follow these procedures:

- It is best for transcribers to select a location and chairs that are comfortable so the transition is smooth and unobtrusive. Transcribers should switch off at an agreed upon interval, typically every 15 minutes; watch for a natural break (between pauses, while students are opening books, while instructor is writing on the board, etc.).
- For a smooth transition, teams should switch at a logical point in the lecture. The teams should cue each other at the time to switch.
- Transcribers should agree on how to back each other up and then follow that system. Teams should be ready to offer back up at a moment's notice, i.e., assisting with questions from the audience, group discussions, and speakers with heavy accents.
- Transcribers should collaborate on typing styles and individual reading choices to make the transition between transcribers easier on the client.
- During the assignment, transcribers can take notes/feedback for your team person if agreed on prior to the start of the assignment.

## J. Prep Time

### **TRANSCRIBING:**

Transcribers are compensated for prep time based on the number of classroom hours worked. You will use the time to build up vocabulary, set up/dismantle equipment, and travel to the next class.

Dictionary building and maintenance are a constant part of the Realtime and TypeWell Transcribers duties. Transcribers are to build specialized vocabulary into separate subject category dictionaries (such as science or history). These dictionaries may be used by other Transcribers with the same theory or printed out for others to build from.

<b><u>Transcribers Prep Pay Scale</u></b>		
Classroom Hours	Paid Set-up Time	Total Max Hours
6 to 10	1 hour	7 – 10
11 to 15	1.5	12.5 – 16.5
16 to 20	2	14 – 20
21 to 25	2.5	23.5 – 27.5
26 to 30	3	29 – 33
31 to 35	3.5	34.5 – 38.5
36 to 40	4	36 – 40

### **INTERPRETING:**

Prep time is offered to interpreters in order to prepare for classes where content is unusually complex and requires advance study.

Prep time will be allowed with the prior approval of Services Operations Specialist. Circumstances that may warrant prep time are:

- The interpreter's first time in a particular class.
- Material is already available for preparation.
- A special situation, e.g. a theater performance.
- The class is of an unusually complex or technical nature.

To request prep time, the interpreter shall write a short justification for preparation. The justification should contain:

- Reference to the criteria above.
- The class name and number.
- Meeting time.

- Professor's name.
- Student(s) name(s).
- Number of prep hours being requested.

The Services Operations Specialist will review and approve prep time at their discretion.

## K. Equipment

### **REPAIR OF TRANSCRIBING EQUIPMENT**

NCOD only provides repairs and maintenance for department-owned equipment and software.

Computer-Aided Transcribers who work more than 20 hours a week may request laptops and software licensing for university-related work assignments only. This includes software updates and semi-annual maintenance (winter and summer breaks).

On the other hand, because the dictionaries of these systems are highly customized, Realtime Captioners often provide their own equipment and software, including realtime-capable steno machine, laptop computer, display monitor for consumers, current software for realtime translation, realtime cables, and other items for setup (e.g., extension cords, extra battery, power surge protector). However, when requested, NCOD can loan steno machines for Realtime Captioners, but they are only to be used for university-related assignments. These steno machines are maintained by the department and/or sent out for specialized repair.