



NCOD: Deaf and  
Hard of Hearing Services

# **SERVICE PROVIDERS PROCEDURES MANUAL SECTIONS I & II**

**Updated on June 8, 2021**

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## MISSION, VALUES, VISION

### MISSION

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

### VALUES

**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

### VISION

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

## 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. Operations

#### 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 call (818) 677-2054, or Zoom ID 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.

#### 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.

#### Definitions of Employees

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

**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.

**Hourly, Intermittent Employee** – 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 time based 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. Hourly Intermittent Employees are renewed or separated each fiscal year.

All Service Providers are under Bargaining Unit 9 of the California State University Employees Union (CSUEU). They are **non-exempt employees**. Here is a copy of the entire [Bargaining Agreement, \(Unit Contract\)](#).

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

**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.*

### **Lunch Break Protocol (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 state law.
- Your schedules will be arranged with these requirements in mind.

**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.

### **CSUN Required/Compliance Training (January 2021)**

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.

## **B. 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 a NCOD MPP Administrator or their designated representative. 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.

Coaching and/or 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.

### **C. Attendance Procedures (2019)**

Department management would like to provide staff with a reminder on the proper procedure for requesting time off (such as medical appointments utilizing Sick leave, or miscellaneous Vacation, CTO, and Personal Holiday). **Please put "Leave Request" in the subject line** in an email to [cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu)

#### **Unscheduled Absences/Tardiness**

Occasionally, it is necessary to be absent from work due to illness or circumstances beyond your control. When you have an unscheduled absence or you are late for work, you must follow proper absence reporting procedures.

#### **Sick Leave**

- An employee shall be responsible for reporting an unscheduled absence and their expected return date to their appropriate administrator as soon as possible each day that they are absent, in compliance with collective bargaining agreements, department and campus policies and/or procedures.
- In the event that your unscheduled absence will be for more than one day, you are responsible for keeping your appropriate administrator informed everyday as to when you expect to return to work. In the event that an employee is absent due to a medical emergency, the appropriate administrator should be contacted within 24 hours. If you are unable to contact your appropriate administrator, have an immediate family member do so.
- Accrual of sick leave hours is guided by the appropriate collective bargaining agreements and the management personnel plan.
- Sick leave is to be used by an employee for cases of personal illness or injury, family illness, doctor's appointments, or as otherwise permitted by the Collective Bargaining Agreement.
- It is recommended that each employee maintain a reasonable sick leave balance (at least 24 hours) in order to provide for occasions of extended illness or injury.
- An employee may be required to provide a physician's statement or other appropriate verification consistent with their appropriate Collective Bargaining Agreement.
- It shall be considered unauthorized leave if an employee fails to obtain approval or follow contractual and/or department reporting procedures, for a full or part day absence and/or tardy.

- An exempt employee is not charged for an absence of less than a day.
- An employee who is absent for five consecutive work days without securing authorized leave shall be considered to have automatically resigned from employment with the University as of the last day worked.

### **Excessive or Unauthorized Absence**

Excessive or unauthorized absences may lead to corrective action up to and including dismissal.

### **Tardiness**

As part of good attendance, employees are expected to be at their place of work, prepared to work, at the time established by their supervisors. Staff members are also expected to return from scheduled breaks and lunch on time.

An employee is considered tardy when he or she fails to report for work at the time scheduled and/or fails to return to work promptly after a meal period or a break. Employees who expect to be late are to notify their supervisors according to the department's procedures. Excessive tardiness may lead to corrective action.

### **Pre-Approved Time Off**

Scheduled absences such as vacation, CTO, or personal holiday are considered authorized leave if it has been previously approved, consistent with the appropriate Collective Bargaining Agreement and internal office procedure. Employees have the responsibility of requesting their supervisors' approval for planned absences in advance consistent with department procedure and pursuant to the appropriate Collective Bargaining Agreement. We want to retain flexibility in approving vacation requests, but also need to ensure the efficient operations of the important services we provide to the campus.

### **Vacation Time**

- Approval of vacation is subject to the operational needs of the department.
- Requests for scheduling vacation shall be submitted in writing, email preferred, to the appropriate administrator at least thirty (30) days in advance.
- Vacation request for five (5) days or less with less than thirty (30) day notice will be approved subject to operational needs.
- The appropriate administrator shall normally respond by email to an employee's vacation request consistent with the applicable Collective Bargaining Agreement.
- In the case of emergency, the supervisor may approve vacation with less than twenty four hours advance notice. Requests made during this shorter time period will be carefully evaluated to determine true urgency.
- Vacations shall be scheduled and taken only as authorized by the appropriate administrator.

- Once vacations are approved in writing, vacations shall not be rescinded without the mutual consent of the employee and the appropriate administrator, except in cases of emergency as determined by the appropriate administrator.
- If a conflict in vacation requests arises, the appropriate administrator shall give consideration to the employee(s) with the most seniority, provided that operational needs are met.
- Staff should be aware of maximum levels of vacation time that may be accumulated as determined by Collective Bargaining Agreements.

### **Compensatory Time Off (CTO)**

- Approval to work additional hours (overtime) for CTO or cash is subject to the operational needs of the department and must be pre-approved by your appropriate administrator.
- Staff should make arrangements with their appropriate administrator to take CTO time by submitting the request in writing at least seven days in advance.
- Staff should be aware of maximum levels of CTO time allowed as determined by the applicable Collective Bargaining Agreement.
- Staff may be directed by an appropriate administrator to take earned CTO consistent with the applicable Collective Bargaining Agreement.
- CTO Take and Shift Differential Earn may not be used on the same day.

### **Personal Holiday – Exempt and Non-Exempt Employees**

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).

Upon hiring and on the first of January annually each employee earns one Personal Holiday annually.

- Approval to use your personal holiday is subject to the operational needs of the office.
- Requests for scheduling your personal holiday shall be submitted by email to the appropriate administrator in advance.
- Your personal holiday shall be scheduled and taken only as authorized by the appropriate administrator.
- Personal Holidays expire at the end of each year; they cannot be accrued or deferred.

### **D. Time Reporting & Absence Management**

**All 8/12 and Hourly Service providers** must complete online self-reporting in a timely fashion, according to self-reporting procedures. It is the responsibility of each service provider to know when [time and absence reporting are due](#).

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 service providers will be contacted if there is apparent excess in requests for subs.

## **E. Requesting Sick, Vacation, Bereavement & Personal Holiday Leave (May 2021)**

### **Same Day Sick Leave**

Sick leave is to be used by a service provider for cases of personal illness or injury, family illness, medical appointments, or as otherwise permitted by the Collective Bargaining Agreement.

An unscheduled absence is to be reported to the Director by email at [cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu) as soon as possible but at least 30 minutes prior to the start of the workday. **Please put “Leave Request” in the subject line.** Advance notice is helpful to allow the office to locate substitutes for the missed classes.

**The office will input CAS substitution requests to cover sick time(s) for the service providers.**

- Upon return to work, the service provider should report the absence in Solar.
- Service providers may be required to provide medical documentation for an absence of 5 days or more but shall not normally be required for an absence of less than 5 days.

### **Sick Leave for Medical Appointments**

- The service provider should provide the Director with as much advance notice as possible by email at [cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu) to allow for staffing adjustments. **Please put “Leave Request” in the subject line.** The advance notice is helpful to allow the office to locate substitutes for the missed classes.
- If a service provider does not have sick leave accruals available to cover an absence, this could result in docked pay. Please email the Director to discuss any possible options available.

**Once you receive an approval to use sick leave for a medical appointment, please input CAS requests for a substitute to cover your classes.**

### **Vacation Time**

- Approval of vacation is subject to the operational needs of the department and will be scheduled and taken only as authorized by the Director.
- Requests for scheduling vacation shall be submitted in writing by email to the Director at [cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu) at least thirty (30) days in advance. **Please put “Leave Request” in the subject line.** The Director will respond in writing, either approving or denying the request, as soon as possible, but no later than fourteen (14) days after the submission of the service provider’s written request.
- Vacation request for five (5) days or less, with less than thirty (30) days notice, will be approved subject to operational needs. If the request requires an immediate determination, the Director will provide a response as soon as possible.

- Once a vacation is approved in writing, the vacation will not be rescinded without the mutual consent of the service provider and the Director, except in cases of emergency as determined by the Director.

**Once you receive an approval for vacation, please input CAS requests for a substitute to cover your classes.**

- If a conflict in vacation requests arises, the Director will give consideration to the service provider(s) with the most seniority, provided operational needs are met.
- Staff should be aware of their available accrued leave balances; balances can be viewed by logging into Solar and selecting the Service provider Time and Attendance Tab.
- If a service provider has insufficient vacation leave accruals available, email the Director at [cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu) to discuss any possible options available. Please put “Leave Request” in the subject line. Dock time cannot be used in Lieu of vacation.

**Bereavement Leave**

- For each death of an immediate family member, as defined in Provision 15.1 of the Collective Bargaining Agreement, upon request to the President, the employee shall be granted five (5) days leave with pay. Upon request, bereavement leave may be supplemented with an employee’s own leave credits.
- An unscheduled or advanced bereavement absence is to be reported to the Director by email at [cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu). **Please put “Leave Request” in the subject line.**

**The office will input CAS substitution requests to cover bereavement time for the service providers.**

**Personal Holiday**

- Upon hiring and on the first of January annually each service provider earns one Personal Holiday.
- Approval to use your personal holiday is subject to the operational needs of the office.
- Requests for scheduling your personal holiday shall be submitted by email to the Director at [cathy.mcleod@csun.edu](mailto:cathy.mcleod@csun.edu) in advance. **Please put “Leave Request” in the subject line.**
- Your personal holiday shall be scheduled and taken only as authorized by the Director.
- Personal Holidays expire at the end of each year; they cannot be accrued or deferred.

**Once you receive an approval for personal holiday, please input CAS requests for a substitute to cover your classes.**

## 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:

ACCRUAL HOURS	NUMBER OF HOURS
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

## F. Pay warrants (January 2021)

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.

## G. 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.

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).

## H. 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.

## **I. Annual Performance Evaluations (January 2021)**

Procedure for all NCOD Employees Annual 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:

### **Evaluation Delivery Timelines:**

- Hourly Intermittent Service Providers by end of April
- 8/12 Service Providers by end of first week in May
- In-House Staff (By the first week of June

### **Important Notice:**

Hourly employees may have an earlier timeline due to their availability on campus before the last day of instruction.

### **Evaluation Procedures**

- Director will prepare an initial draft of the Annual Employee Performance Evaluation.
- The Director will email the Evaluation draft via AdobeSign to the employee.

- Employee will receive auto reminders from AdobeSign if they haven't signed the electronic form.
- The employee has ten days to review the Evaluation and electronically sign it via Adobe Sign.
- All of the Annual Employee Performance Evaluations require both the Director and the Vice President of Student Affairs to sign the Evaluations as the Reviewing Officer.
- The Director may request the employee complete a Self-Evaluation.
- Within the 10-day review period, the employee may request a meeting between the employee and Director to discuss the Evaluation draft.
- 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 will both electronically sign the evaluation via Adobe Sign.

If the above meeting procedure above is not requested:

- The employee may review the emailed evaluation draft and sign it electronically via AdobeSign.
- The form will go to the Director next and then to the Vice President of Student Affairs for their e-signatures.

## **J. 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.

## **K. 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.

[University Travel Guidelines](#)

[NCOD Preapproval Form](#)

[Travel Authorization Form](#)

[E-Travel Guides and FAQ](#)

[E-Travel Checklist](#)

[International Travel](#)

[Student Travel](#)

### **If Flying, Staying Overnight, Or Traveling Using A Rental Car And Staying Overnight:**



**For Local Travel (No Air Travel), And No Overnight Stay:**



## 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, and test).

### 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 (January 2021)

**For in person classes**, when a student is not present at the beginning of class, the Service Provider/s will wait 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 (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 the following reasons: 1) ethical issues, 2) insufficient skills for the subject matter, 3) location, (not enough travel time between buildings), etc.

- 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. Teaming (March 2021)

It is the goal of NCOD to provide team interpreting and transcribing services for every lecture class.

### 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 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.

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.

### I. Prep Time (May 2021)

Prep time is available to interpreters and transcribers who need to prepare for classes/assignments where content is unusually complex and requires advance study. To request prep time, please email [gabriel.lopez@csun.edu](mailto:gabriel.lopez@csun.edu) with a short justification for preparation in your class. Circumstances that may warrant prep time are:

- The service providers' 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.

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>		
<b>Classroom Hours</b>	<b>Paid Set-up Time</b>	<b>Total Max Hours</b>
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

## **J. 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.