



UTAH VALLEY UNIVERSITY

# Student Handbook Fall 2019



Deaf and  
Hard of Hearing  
Services

## **Student Handbook**

Welcome to Utah Valley University (UVU). The Office of Accessibility Services (OAS) is here to provide our students with reasonable academic accommodations during their college experience at UVU. This student handbook is a guide and reference which details the roles and responsibilities for students using communication access services at UVU.

We are dedicated to:

- Promoting student independence in the least restrictive environment
- Listening to, understanding, and respecting students' needs
- Providing a positive environment where students feel safe and understood
- Providing a positive atmosphere of superior teamwork with respect for students, faculty, and employees

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## **Contact Information**

Typically, OAS staff communicate with students between 8:00 am and 4:00 pm, Monday through Friday. If you have an emergency, please include that in your message. **Text messaging will normally receive the fastest response.**

Office of Accessibility Services - LC 312

Voice: (801) 863-8747; Fax: (801) 863-8377

Address: UVU: OAS, 800 West, University Parkway, MS 190,  
Orem, UT 84058-5999

Email: [accessibilityservices@uvu.edu](mailto:accessibilityservices@uvu.edu)

Interim Director of Accessibility Services: Maren Turnidge

Office: LC 312

Email: [marent@uvu.edu](mailto:marent@uvu.edu)

Manager of Interpreting Services: Nicole Hemmingsen

Office: LC 312

Voice/text: (385) 208-2677

Email: [nicole.hemmingsen@uvu.edu](mailto:nicole.hemmingsen@uvu.edu)

Manager of Transcribing Services: Jason McKenna

Office: LC 312

Voice/text: (385) 208-2990

Email: [jason.mckenna@uvu.edu](mailto:jason.mckenna@uvu.edu)

## **Guidelines for Documentation**

In order to receive accommodative services, you need to submit documentation of your disability. Documentation must be from a licensed professional and may be submitted at the time of appointment. An audiogram is the standard form of documentation needed for Deaf and Hard of Hearing (DHH) students.

The communication access services available include but are not limited to:

- American Sign Language (ASL) interpreting and transliteration

- Cued Language Transliteration (CLT)
- Signed Exact English transliteration (SEE)
- Speech-to-text services (TypeWell transcribing)
- FM systems (Comteks or Assisted Listening Devices): An FM system works by amplifying the instructor's voice through a small microphone which sends the sound directly to your hearing aids or to headphones.
- Peer note-taking
  - If you receive speech-to-text services, this precludes the need for note-takers.
  - Note-taking services are set up through the OAS online portal, Accommodate.

Accommodations are not provided retroactively. You must contact the OAS office each semester in order to obtain accommodative services. Requests for in-class communication access services are due two (2) weeks before the start of a semester in order to guarantee services for the first two (2) weeks of school. However, we will do our best to provide service providers as soon as possible.

If you qualify for other services because of an additional disability, you need to submit additional documentation from a licensed professional with expertise in the area of diagnosis. The documentation should demonstrate that the diagnosis substantially limits a major life activity in comparison to the average person, causes limitations in the classroom, and includes the licensed professional's recommendations for accommodations. This requires meeting with another OAS counselor to review the request.

### **Requesting Services for Classes**

Please register as early as possible and contact the OAS office to request services for classes. Requesting communication access services must be done after registering for classes.

If you would like Academic Advising, please set up an appointment with Academic Advising, in LC 402, for general

education classes or your Major Advisor for classes in your major. Please contact the interpreter/transcriber manager if you would like communication access services at your appointment. The interpreter/transcriber managers do not provide academic counseling.

If your services request comes in less than two (2) weeks prior to the first day of class, there is no guarantee of services for the first two (2) weeks of class. However, we will do our best to provide service providers as soon as possible.

### **Service Provider Assignment**

Service providers are assigned to provide services in your classes and are not directly assigned to you. Service provider assignment determinations are based on a number of different criteria. These criteria include but are not limited to (in alphabetical order):

- Class location, certification, communication language, service provider availability and expertise, skill level, years of experience, etc.

### **Adding and Dropping Services in Classes**

If you want to request services in a new class, drop a class, or cancel services, please contact the interpreting/transcribing manager as soon as possible. Please note, upon adding a new class, the interpreting/transcribing manager will strive to set up services as soon as possible, but it may take up to two (2) weeks.

### **First Day of Class**

- Introduce yourself to the service providers. Your service providers should be wearing name tags and sitting or standing apart from the rest of the class.
- If you are receiving transcribing services, give the transcribers your email address.
- Ask the instructor if he/she will show videos in class. If there will be videos that are not yet captioned, ask the instructor to contact Katie Poole from OAS at [poolekat@uvu.edu](mailto:poolekat@uvu.edu) to have them captioned.

## **Punctuality**

- If you are going to be late to class, the service providers will wait ten (10) minutes per hour of class for you to arrive.
- If you are going to be more than ten (10) minutes late to class, let the interpreting/transcribing manager know the time you will arrive and the names of your service providers.
- If no service provider has arrived to your class five (5) minutes after class has started, contact the interpreting/transcribing manager.

## **Canceling Services for a Single Class Period**

If you do not require services one day in a class (for example, if you are sick or your instructor canceled class), please contact OAS as soon as possible. Please include the following information:

- Name of the class(es) that you will miss.
- Date(s), and time of class(es).
- Name(s) of service providers.

For example: Canceled class- Math 1010, August 24<sup>th</sup>, 9:00–9:50, interpreters Jane and Kyle.

To cancel services for a class, text this information to the interpreting manager for interpreting services or to the transcribing manager for transcribing services.

## **Finals Week**

You are required to communicate directly with your service providers about when and where your finals will be. You do not need to contact the interpreting/transcribing manager for your final exam as long as you have communicated directly with your service providers.

## **Making Additional Service Requests (SRs)**

When you need communication access services for something other than regularly scheduled classes (e.g. tutoring

sessions, study groups, presentations, etc.), you must contact the interpreting/transcribing manager at least one (1) full business day in advance to request services. If you wish to request services for a play or for an off-campus assignment required for class, you must request the SR at least one week in advance. If you request an SR less than one business day in advance (or one week for off-campus events or plays), there is no guarantee of services, although we will do our best to provide services in any case.

To request an SR, text the interpreting/transcribing manager. Please include:

- The date
- The start AND end time
- A brief description of the SR (e.g. meeting with math tutor, meeting with instructor, financial aid, etc.)
- The location of the SR (building/room number)

For example: SR request- Financial Aid meeting, December 2<sup>nd</sup>, 10:00-11:00, BA 105.

If your class cancels and you would like to utilize your service providers for another appointment (for example, going to financial aid or meeting with another instructor), you must request an SR. The service providers are there to provide services in that particular class and are not directly assigned to you.

If you would prefer the in-class service providers for an SR related to the same class, when you request an SR, indicate that they are the service providers for that class. The interpreting/transcribing manager will take that into account when setting up your SR if the service providers are available.

If you will be late or need to cancel your SR, contact the interpreting/transcribing manager as soon as possible.

### **Helpful Websites**

- New Students:
  - <https://www.uvu.edu/admissions/whatsnext/>

- UVU Academic Standards:
  - <https://www.uvu.edu/academicstandards/>
- Student Resources:
  - <https://www.uvu.edu/students/>

### **UVU Police Dispatch Text Message Number**

- Text: (801) 420-7277
- This number is to make it easier for Deaf and Hard of Hearing students to communicate with campus police. This is not a voice line. Please do not share this number.

### **Communication Access**

- Public VP at CB 2<sup>nd</sup> kiosks floor near main staircase
- Public VP on SC main floor near Campus Connection
- Public VP on BC main floor hallway near Financial Aid
- Public VP in OAS Accommodative Computer Lab, room FL 111B

### **Tutoring**

OAS does not provide tutoring. When requested, communication access services can be provided for:

- Academic Tutoring, LA 201, (801) 863-5376
  - Tutoring all academic courses, except math and writing
  - <https://www.uvu.edu/academictutoring>
- Math Lab, LA 201, (801) 863-8310
  - Tutoring all math and statistics courses
  - <https://www.uvu.edu/mathlab>
- Writing Center, FL 208, (801) 863-8936
  - Tutoring all writing-related courses and assignments (appointments preferred)
  - <https://www.uvu.edu/writingcenter/>