

UNM DHHS Student Handbook



Welcome to the University of New Mexico

At the University of New Mexico, we would like to offer you the best services possible. It is hoped that these guidelines will benefit students, faculty, and interpreters to the fullest. Your full cooperation with the following guidelines will be greatly appreciated.

Mission Statement

Accessibility Resource Center recognizes individuals with disabilities as one aspect of a diverse community and is committed to the provision of comprehensive resources to the University community (faculty, staff, and student) in order to create equitable, inclusive, and practical learning environments.

Contact Information

Office Hours: Monday through Thursday 7:30am-7:00pm
Fridays: 7:30am-6:00pm
Summer 7:00am-6:00pm

DHHS General number: 277-6605 or 277-3506

DHHS email: dhhs@unm.edu

Website: <http://arc.unm.edu/dhhs>

Staff

Amanda Butrum, Associate Director

Office phone: 277-2698 Email: ajbutrum@unm.edu

Helen Arenholz, Staff Interpreter

Office phone: 277-6605 Email: helenarn@unm.edu

Tommi Tejada, Staff Interpreter

Office phone: 277-6605 Email: tommilin@unm.edu

Confidentiality

In keeping with the Registry of Interpreters for the Deaf Code of Professional Conduct, Accessibility Resource Center/Deaf and Hard of Hearing Services (ARC/DHHS) adopts the ethic of maintaining confidentiality. Any information obtained by DHHS staff in regards to UNM students, faculty, staff or visitors will be held in strict confidence by the DHHS interpreting team and will not be disclosed without the permission of the individual(s) in question. In addition, information obtained in regards to staff service providers (i.e., their home addresses, phone numbers, and rates of pay) will not be given to students or people outside of the UNM system. The only exception to the above is the necessary exchange of information required when filling a service assignment, and/or when meeting the students' needs, sharing job related information with one's supervisor, and/or team service providers as necessary, or as mandated by law.

Interpreter Services

Hiring Interpreters for Assignments

When hiring staff interpreters UNM will seek to hire the most qualified and skilled interpreters available. Every attempt will be made to fill interpreter requests with Staff Interpreters first, taking into consideration:

- Deaf consumer's preference
- Match of knowledge and skill

DHHS maintains a pool of On-Call Interpreters to be placed in an assignment when a staff interpreter is unavailable or is not the best match for the request. On-Call interpreters will be contacted in the following order of priority:

- Deaf consumer's preference
- Professionalism
- Certification/Qualification
- Prior experience
- Availability

Probationary Period for Students and Interpreters

The first three weeks of each semester is considered a probationary period during which time the Deaf/hard of hearing student can determine whether the interpreter assigned to the class meets his or her communication needs. Should the student feel her/his needs are not being met, s/he will need to contact the Associate Director to discuss assigning a new interpreter.

Should the interpreter feel that an assignment is inappropriate, either because it does not match that interpreter's skill level or because the interpreter feels s/he lacks knowledge or familiarity with the subject matter, s/he needs to notify the Associate Director to discuss assigning a replacement interpreter. The Deaf/hard of hearing student will be notified.

After the three week probationary period is up, the interpreter is considered on contract with UNM to provide the assigned service. The interpreter will only be removed from this assignment if the student drops out of the class or if the interpreter performs a gross breach of the RID Code of Professional Conduct or another standard of behavior for UNM employees.

Interpreter Requests

In addition to regularly scheduled classes, Deaf and Hard of Hearing Services schedules interpreters for campus events. These include, but are not limited to, appointments with professors, field trips, campus activities, or any other activity that is not the normally scheduled class meeting. Please submit your interpreter request for a special event to Deaf and Hard of Hearing Services as early as possible. The request should be submitted by e-mail, phone, or in-person to Accessibility Resource Center/DHHS. In order to have enough time to schedule an interpreter, please submit interpreter requests at least one week prior to the event or activity taking place.

If you wish to speak with the professor after class, first ask the interpreter if he/she can stay. If not, then make an appointment with the professor and request an interpreter from Accessibility Resource Center/DHHS.

Presentations

If you are making a presentation in class, it is important to provide a copy of your Power Point presentation, script, or typed speech to the interpreter in order for them to prepare appropriately. Accessibility Resource Center/DHHS is happy to make copies if necessary. In addition, DHHS strongly recommends that you practice with your interpreter if possible.

First Day of Class

The first day of class you should plan on arriving early in order to introduce yourself to the interpreter and the professor. With your permission, a letter will have been sent to the professor, prior to the first day of class, explaining the interpreting process.

Schedule Changes

Students should be sure to notify DHHS of any room changes, canceled classes, or any other information Accessibility Resource Center/DHHS should have on record.

Complaints

If you have a problem or conflict with your interpreter it is best to discuss the problem with the interpreter first. If the situation cannot be resolved, then bring it to the attention of the Associate Director. All complaints will be kept confidential. To maintain this confidentiality, please do not discuss problems or conflicts with other interpreters or students.

Student Policies

Student No-Show Policy

What is a No-show? A student will receive a no-show when they are absent without notifying DHHS to cancel their interpreter or captionist before the beginning of their class.

Avoiding a no-show

- To avoid a “no-show,” you must contact DHHS. It is not necessary to give a reason for the absence.
- You can contact DHHS 24 hours a day:
dhhs@unm.edu or 277-6605
- You must call before the class starts.
- When calling DHHS to report an absence please include:
 - 1) Name of class (for example: Math 110)
 - 2) Class time and day (8:00am to 8:50am)
 - 3) Name of interpreter (it would be helpful if you can remember)

If you will be late for class, please notify DHHS so we can instruct the interpreter/captionist to wait for you. They have been instructed to wait 25 minutes per hour of class time. If you do not arrive within that time frame, the interpreter/captionist will contact DHHS and may be re-assigned for that day.

It is the student's responsibility to notify DHHS to cancel the interpreter/ captionist prior to the start of class if:

- You plan to miss class
- Room, day, or time of class is changed
- You are adding or dropping a class
- You are canceling any other activity for which an interpreter/captionist was requested

When you know you will be absent from class, notify DHHS immediately. If you are sick and do not know when you will be well enough to return, the DHHS will cancel the interpreter/ captionist. It is the student's responsibility to call to request services be reinstated.

No-Show

1. If a student is absent from class without notifying DHHS/ARC before a class begins they will be emailed a reminder notice about the no-show policy
2. If a student is absent a fourth time from class without notifying DHHS/ARC before the beginning of class, an email will be sent notifying the student that the interpreter will be suspended and a meeting with the program specialist will need to be scheduled.
3. If a student is absent fifth time from class without notifying DHHS/ARC before the beginning of class, an email will be sent notifying the student that the interpreter will be cancelled and a meeting with the program specialist will need to be scheduled
4. If the interpreter is suspended or cancelled, it is the student's responsibility to arrange a meeting with the Program Specialist to discuss the reinstatement of their interpreter accommodation.

Student Agreement Form Deaf and Hard of Hearing Services

dhhs@unm.edu / 277-6605 v

It is the student's responsibility to be aware of the policies and procedures of DHHS. Please read the following and sign your name in the space below.

- The transcripts/notes I receive from my captionist/notetaker are for my academic use only. I may not share the notes.
- I must request an interpreter or captionist in a timely manner.
- I understand that all questions and comments will be directed to the professor, not the interpreter. I also understand that the interpreters will sign and voice every question and comment made during class.
- The interpreter/captionists will only wait for me for 25 minutes per hour. If I do not show up, a reminder about the no-show policy will be sent to me.
- If I am absent a fourth time from class without notifying DHHS prior to the beginning of class, the interpreter/captionist will be suspended.
- If I am absent a fifth time from class without notifying prior to the beginning of class, the interpreter/captionist will be cancelled.
- If my interpreter/captionist are suspended or cancelled, I understand that it is my responsibility to arrange a meeting with the Associate Director to discuss the reinstatement of the interpreter/captionist.

By signing this policy I understand that I am responsible for the above policies and procedures, as well as the procedures outlined in the Student Handbook.

Student Signature: _____ Date: _____

DHHS Staff Signature: _____ Date: _____

Please send a letter informing my professor about my accommodations:

Please Initial: Yes _____ No _____