

Mesa Community College

Handbook



for the



Deaf & Hard of Hearing

Students

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Phone & Email List

All staff and interpreters can be reached through the DRS phone number. An answering machine is available 24 hours a day. Messages are received by 8:00 a.m. the following morning.

DRS Website	www.mc.maricopa.edu/services/disability
DRS Office	(480) 461-7447
Supervisor of Interpreting Services	(480) 461-7957
Coordinator of Interpreting Services	(480) 461-7988
DRS Office TTY*	(480) 969-5587
Campus Security	(480) 461-7046
Campus Emergency	(480) 461-7777

* You are welcome to use the TTY in the DRS office for school related issues, including calling your VR counselor.

DRS Staff

Wink Harner, Office Manager	wink.harner@mcmail.maricopa.edu
Lisa Hitzler, Supervisor of Interpreting Services	interp@mail.mc.maricopa.edu
Marisa Park, Coordinator of Interpreter Coordinator	marisae@mail.mc.maricopa.edu
Elizabeth Berry, Vocational Rehabilitation Counselor	eberry@azdes.gov
Mora Shahan, Administrative Secretary	mshahan@mail.mc.maricopa.edu

Vocational Rehabilitation Services Offices

Chandler	(480) 917 – 0493
Phoenix	(602) 266 – 4434
Mesa	(480) 926 – 5100
Scottsdale	(480) 948 – 3819
Tempe	(480) 350 – 9829
Tempe TTY	(480) 317 – 9318

Requesting Services

To receive services through DRS, you will need to submit your diagnosis of a disability from a licensed psychologist, psychiatrist, and/or medical doctor. Any documentation provided is confidential and used for the sole purpose of determining which accommodations are appropriate for your success.

After documentation has been submitted, please fill out a Student Intake Form and Registration for Services Form. We also require Instruction Notification Form, which will be filled out by your advisor, brought to your instructor for their signature, and brought back to the DRS office.

Services such as interpreters, CPRINT, and CART are provided for classes, educational activities, and college-sponsored events. The Interpreter Coordinator handles all service requests. Be sure to indicate what type of service you are requesting, services are provided for students who have made an official request. Please visit the DRS office to fill out the appropriate forms and/or completing the forms online.

The DRS office requires that a reasonable amount of time be given to arrange services for the semester. **Please plan ahead.** For the best results, make an appointment to meet with your advisor. Registration begins several months prior to each semester at MCC and it will be in your best interests to register early to get preferred interpreter services. If a student is dissatisfied with an interpreter, Interpreter Complaint Form is **only** available at the DRS office to submit to the Coordinator of Interpreting Services. Please ask the DRS Administrative Secretary for the form.

Requesting a specific interpreter is possible but cannot always be honored.

Forms

Online forms are available as well as hard copy in the DRS office. These forms will help you get timely services as well as keep DRS department aware of your requested services. Requests will be process once the official form has been completed and submitted. To view our online form, please visit: www.mc.maricopa.edu/services/disability/forms/

Submitting your forms can be done by:

- Going to the DRS and fill out the appropriate form
- Visit the website and fill out the appropriate form

Requesting a Note-Taker

Out-of-class note-takers are provided for remedial courses, if registered for those classes, such as ENG061/071 or RDG081/091. For most other classes, a student from your class is asked to take notes and will be compensated by DRS. A form is available in order to make it easier for you and the instructor to ask a student from your class to share notes with you. These forms are available in the DRS. You will need to have approval from your DRS advisor for note taking assistance. Arrangements can be made with a nearby department copy machine for your notetakers to make photocopies after class each day.

Give the Note-Taking Request Form to your instructor. If there are problems or if a student doesn't come forward to take notes, it is important to inform DRS. They will do what they can to help you find a classroom volunteer.

Cancellation of Services

If you plan to miss a class: You must notify the Interpreter Coordinator.

Important to Note:

- Notify the Interpreter Coordinator that you will miss class at least **48 hours in advance.**
- Notification between 48 hours and 1 hour before the class is considered a **LATE NOTICE.**
- Missing class is considered a **NO SHOW.**
- **Three (3) LATE NOTICES** is considered one **(1) NO SHOW.**
- **Three (3) NO SHOWS and your services are subject to suspension.** A letter of warning will automatically be sent and you must make an appointment with the Interpreter Coordinator. Interpreting services will resume upon a valid explanation provided during the appointment. Examples of valid explanations for absences can be found in the MCC Student Handbook.
- Interpreters and note-takers will wait 5 minutes per half-hour of class time with a minimum of 15 minutes and a maximum of 30 minutes.

Adaptive Computer Lab Policies

The Adaptive Computer Lab (ACL) facility is in the library room LB174. Its services are available to any person with special needs. This includes the public as well as MCC students. It is accessible during the library hours. Please refer to the library for their hours. If the ACL is closed during library hours, please ask the library's Access Desk personnel to let you in.

The ACL is subject to the library's policy. Please review their policy by visiting:
<http://www.mc.maricopa.edu/library/policies/index.html>.

Here are some guidelines to follow when using the ACL to ensure a pleasant experience for ACL users.

- All users are required to sign in before using the ACL facility. This helps the management to track the lab's usage and provide funding and facilities accordingly.
- Maintain a quiet environment. Please refrain from tutoring, group work, or personal discussions in the ACL. It may disrupt others or keep others from their work and cause others to wait their turn for the equipment. Please use the group study rooms in the library for these purposes.
- Printing is provided free of charge, strictly intended for academic purposes only. Please refrain from abusing this service and help keep the cost low so that you will not have to pay for printing.
- Please try to limit your time at least within one hour so the next person can use it too. Next time it may be you who will be waiting.
- Lab assistants are available from 8:00 am to 7:00 pm Monday-Thursday and 8:00-5:00 on Fridays to help you with your needs with computers. Please bear in mind that they are not there to tutor you or do your work for you.

If you have any questions or comments regarding ACL, please contact Wink Harner at wink.harner@mcmail.maricopa.edu.

Tips for Deaf Students: **Working with an Interpreter**

1. Communicate with your interpreter in the beginning of the semester in preference of language.
2. Communicate with your interpreter during the semester if any modifications are needed.
3. Providing your interpreter with materials you will use in your presentation, class discussion, or lectures will allow your interpreter to effectively convey information to your instructors and peers.
4. An interpreter is a communication facilitator, not a counselor, tutor, personal representative, or an advocate for a person's rights.
5. Chatting during instructional time can be distracting to other class members and the instructor and is not acceptable.
6. The interpreter will sit where it is most comfortable for the deaf student and where they can hear the instructor. When a class has two interpreters, the interpreters will need to be seated so they can see each other. This will ensure that interpreters can assist each other with appropriate signs.
7. Students should understand that it is common for interpreters to make mistakes. It is recommended to make suggestions to interpreters. Doing so allows the interpreter to provide better services.
8. If you have preferred sign you would like to use, please share with your assigned interpreter(s). This helps them better serve you as a consumer of interpreting services.
9. An interpreter should not be asked for an opinion or advice regarding the class. They should not be asked to participate in any classroom activities or discussions.
10. The interpreter should interrupt the instructor/speaker if they are speaking too fast for further clarification.
11. When reading, speaking rates will increase and interpreters often have difficulty keeping up.
12. Team interpreters will switch at intervals through the duration of the class. This reduces fatigue and ensures quality services.

Student Contract

By signing below, you indicate that you have read the DRS Student Handbook and specifically agree to the following:

If you plan to miss a class:

You must notify the Interpreter Coordinator:

(480) 461-7988 VP – Marisa’s Office

(480) 461-7957 VP – Lisa’s Office

(480) 241-0337 Text – Lisa

marisae@mail.mc.maricopa.edu

Important to Note:

- Notify the Interpreter Coordinator that you will miss class at least **48 hours in advance.**
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PLEASE SIGN ON NEXT PAGE. THIS IS YOUR COPY.

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I have read the Student Contract and I understand the procedures.

Signature: _____

Date: _____