



Channel Islands

CALIFORNIA STATE UNIVERSITY

Division of Student Affairs

DSA Area Name: Retention, Outreach
and Inclusive Student Services

Effective Date: 01/01/2022

Procedure Number: ROI-p.010.02

Student Affairs Working Procedure on Closed Captioning Services for Students with Disabilities who are registered with Disability Accommodations & Support Services (DASS)

Intent:

This document describes the student responsibilities for the CART Services/Real-Time Captioning accommodation. The following applies to both in-class or remote caption services.

Background: CSU Coded Memorandum AA-2014-08, CSU Executive Order No. 1111, The Americans with Disabilities Act of 1990, as amended 2008 (ADAAA); Sections 504 and 508 of the Federal Rehabilitation Act of 1973, as amended; and applicable state and federal laws.

Accountability: Vice President for Student Affairs, Associate Vice President for Student Affairs – Retention, Outreach and Inclusive Student Services, the Director of DASS and all DASS professional staff, the ADA Coordinator for Students and students with disabilities requesting DASS accommodations and support services.

Applicability:

Students with disabilities enrolled full or part time at California State University Channel Islands (CSUCI) or programs administered through CSUCI Extended Education, registered with DASS and approved for Alternative Testing accommodations.

Definition:

A business day is defined as Monday-Friday dates, weekend and holiday dates are not included.

Procedure: DASS students qualified for captioning services are responsible for:

- I. Placing all captioning accommodation requests through DASS Online Services.**

- If students are waitlisted for courses, they will send an email to accommodations@csuci.edu after waitlist is confirmed, to notify DASS staff so that they will be prepared to place a request.
 - If a course is not added to the portal after one (1) week of waitlist confirmation, the request for service will be canceled by DASS staff.
2. **Meeting with the Assistive Technology Specialist (ATS) before the beginning of the semester for training and to learn how to perform basic troubleshooting techniques.**
 - DASS students are required to meet with the ATS to setup Zoom Video-conferencing software, configure Bluetooth equipment on laptops or personal devices, and to receive training prior to the first remote captioning session. Students are responsible to reschedule training meetings if missed. Students are to contact accommodations@csuci.edu to schedule the captioning appointment with the ATS.
 3. **Before the first day of class, students are responsible for picking up equipment from DASS** (if the student has not already picked the equipment or is the first class the student will be using remote captioning).
 4. **During each class session students are responsible for:**
 - turning on both the Bluetooth transmitter and receiver and synchronizing them
 - joining the Zoom Video-conferencing session
 - joining the StreamText captioning session
 - verifying the remote captioner is connected
 - providing the mic/Bluetooth transmitter to faculty and performing a quick soundcheck
 5. **After each class session students are responsible for:**
 - collecting the microphone from the faculty member
 - charging the Bluetooth equipment
 6. **At the end of each semester students are responsible for returning the Bluetooth equipment to DASS**
 7. **Informing DASS professional staff if a scheduled class has been canceled or if class will be missed for any reason.**
 8. **Arriving on time for class**
 - Students who arrive 15 minutes after the scheduled course time has started, will have captioning services canceled for the class that day.
 - If students are late to class, they are required to report the reason for tardiness to DASS staff each time. Note, students are not required to disclose privileged medical information in this explanation.
2. **Students will inform DASS staff of:**
 - Any course changes (add, cancel) on DASS Online Services and email changes to accommodations@csuci.edu.
 - Any concerns or challenges regarding accommodations as soon as possible to allow the necessary time to address and resolve my concerns.

- Any captioning services requests for faculty meetings and campus services. Students may request additional captioning services for meetings with an instructor, or campus services such as Academic Advising, Counseling, and Psychological Services, tutoring resources or for group assignments. Students are required to contact DASS at least ten (10) business days in advance of the needed date.
- Should students learn of a meeting for which they will need additional captioning services less than ten (10) business days in advance of that meeting, they are to notify DASS of the need for captioning services within 24-hours of receiving notice of the meeting.
- DASS will attempt to facilitate late requests, however, we cannot guarantee service.

3. **Notify DASS staff and captioner of any absences or course cancellations.**

- Students must notify DASS staff & their captioner at least 24-hours in advance of absences or course cancellation. Students will report their absences and faculty course cancellations via email to both DASS at accommodations@csuci.edu and to their captioner's email address. Should students receive notice of an absence or course cancellation less than 24-hours prior to the course, they are to immediately notify DASS staff and their captioner.
- Students must be present in class to receive the captioning services.
- When students fail to contact DASS regarding absences or tardiness, the captioner is required to report the situation as a "No Show." The following steps and consequences will occur when a student receives a "No Show:"

1. 1st No Show: DASS will send a written notice acknowledging the "No Show" and provide the student with a reminder of the requirement that if a "No Show" occurs again, they will have to meet with the DASS counselor to discuss.

2. 2nd No Show: DASS sends a written notice acknowledging the "No Show" and the need to meet either in-person, by phone, or virtually with the DASS counselor within three (3) to five (5) business days of the listed "No Show" date to further discuss and clarify DASS expectations and to re-assess student needs. If I do not attend the scheduled meeting, DASS has the discretion to suspend any captioning services, and student will need to meet with the appropriate DASS Administrator to resume their captioning services.

3. 3rd No Show: DASS has the discretion to terminate captioning services for the remainder of the semester, and the services will remain canceled until the student meets with the appropriate DASS Administrator. Students may complete the DASS Grievance Resolution form to appeal the decision or meet with the ADA Coordinator for Students at any time throughout the situation.

In-Class Captioning

If an in-class captioner has been secured, students are required to meet with the captioner on the first day of the lecture.

- Arrive to class approximately 10-15 minutes early to locate the captioner, who is typically setting up or sitting in front of the captioning equipment.
- Introduce yourself to the captioner and exchange email addresses. The captioner will use a myCI issued email address for all correspondences relating to the captioning services.
- DASS staff will notify students if the captioning request has been assigned a remote captioner (not physically in the class at the time of service is provided).
- In the event of the captionist is absent, DASS will notify the student and remote captioning may still be available.

Remote Captioning

If a remote captioner has been secured (not physically in the class at the time of service), DASS staff will notify the student and the student must follow the following instructions:

- Students will meet with the Assistive Technology Specialist (ATS) to be trained on how to use the remote captioning equipment.
- Students will need to pick-up the equipment each day it is needed and set it up prior to each lecture.
- Students will need to return the captioning equipment at the end of each day. This would allow the ATS to charge the equipment and ensure it is ready for use during the following class session.
- Remote captioning requires the usage of a personal electronic device such as laptop, iPad, or smartphones. Students should advise DASS if they do not have a personal electronic device.
- If a problem arises, students will first apply basic troubleshooting techniques. If unable to correct, students should contact DASS.
- Note: all virtual courses will have pre-recorded captioning as part of the course requirement.

Assistive Technology Responsibilities

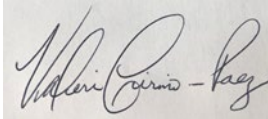
I. During the Student/ATS meeting:

- The ATS will help setup and configure the Zoom Video-conferencing software and Bluetooth equipment. ATS will also provide training on how to use the remote


captioning equipment and how to initiate and join the Zoom Video Conferencing and captioning links. The ATS will make every effort to make sure the software and equipment works properly on the student's laptop or device. Some devices might not be compatible or have the required CPU/memory to run the Zoom Video Conferencing and StreamText. In the case that the student's laptop or device will not work for remote captioning, the ATS will inform DASS staff.

- The ATS will train students how to do basic troubleshooting of software and equipment.
- Once the ATS receives the solutioncenter@csuci.edu request submitted by the DASS Analyst with the captioning information, ATS will set up a Zoom Video Conferencing meeting with the information provided. When setting up the Zoom Video Conference, an invite will be sent to the student, our vendor, and accommodations@csuci.edu, which will include the hyperlink to host/join the Zoom Video Conferencing, class information and Total Recall captioning link.

One Zoom Video Conferencing meeting link will be generated per student for all classes during a semester. Total Recall and the student will be able to use the same link throughout the semester.

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