



CENTRAL OREGON
community college

SERVICES FOR STUDENTS WITH DISABILITIES

Telephone (541) 383-7583

FAX (541) 318-3737

Email: jrougeux2@cocc.edu

2600 NW College Way, Bend, Oregon 97703-5998 Telephone (541) 383-7700

INTERPRETING SERVICES INFORMATION FOR INSTRUCTORS REMOTE INSTRUCTION

The sign language interpreter facilitates communication between the deaf/hard of hearing (Deaf/HoH) and hearing students, faculty, and staff in the online environment through the use of sign language interpretation. The Registry of Interpreters for the Deaf, Inc. (RID), a professional organization, has established a professional code of conduct that defines an interpreter's role. Interpreters hired by COCC are expected to adhere to this code.

Communication:

- You may feel uncomfortable instructing and communicating with a deaf or hard of hearing person; your concerns are normal. The key for successful communication is to learn which technique or combination of techniques works best for each individual student. In the absence of an interpreter, don't hesitate to use chat features and/or email for communication.
- There will be a few seconds "lag time" between your spoken message and its interpretation into sign language. Therefore, if you ask a question or request a "show of hands", the Deaf student will always be slightly slower to respond than the majority of students in the class. The lag time is the result of the interpreter analyzing the source message and creating an equivalent target message.
- If you wish to communicate with a Deaf/HoH student, maintain eye contact and address him/her directly.
- The interpreter will interpret environmental noises and may at times, interpret overheard conversations before class begins.
- Because some Deaf/HoH students lip-read you may notice a student looking at you, as well as the interpreter. Your normal rate of speech, vocal tone, and mouth movements will provide the clearest presentation for the student. Try to avoid standing in front of a light source, such as a window. The bright background and shadow created on the face make lip-reading extremely difficult.

Classroom Information:

- The Sign Language Interpreter Specialist may ask eLearning to be added to Blackboard for the course, in order to access PowerPoints ahead of time to prepare for class.
- Visual aids are very helpful for Deaf/HoH students. However, when referencing written material on the board or screen, please be aware that the uses of phrases such as "this one" or "that one" create confusion as the Deaf student is looking at the interpreter and not where you are pointing. As an alternative, using phrases like "the example on the right" or "the example in blue."
- If you plan to show a film or video, please know captioning is required. At the beginning of the term, check all your videos to see if they have captions available. eLearning can provide captioning services for any Youtube or web-based

video. Contact eLearning immediately for assistance with this. There is a turnaround time for both of these services.
elearning@coc.edu

- Interpreters are often given a full schedule of classes. When your class is scheduled to end, the interpreter may have to leave immediately in order to log into the next class on time.

Role of the Interpreter:

- The interpreter is present only to facilitate communication. He/she should not be asked to run errands, tutor, proctor exams, or discuss the student's academic or personal life.
- In the event of a "no show", the interpreter will wait ten minutes for every scheduled hour of class. While waiting in the virtual classroom, the interpreter will turn off their camera and mute their microphone. Once the student arrives, the interpreter will turn on their camera and start interpreting. If the student is a no show, the interpreter will leave the meeting. The interpreter is not responsible for filling the student in on missed information. The student will need to contact the instructor for the recording.

Accommodations Specific to Remote Instruction:

- **Recorded videos posted to Blackboard**--for lectures and supplemental videos posted to Blackboard, videos will need to be submitted to eLearning for captioning services. Once the video has been returned with captions, interpreters will then create a screen recording with the captioned video on the left side of the screen, and a separate video on the right with the interpreter. By providing both the captions and the interpreter, this allows for the Deaf student to have full access to the information. Neither captioners, nor interpreters, are 100% accurate 100% of the time. Perhaps the captioner misspelled a word, or the interpreter couldn't hear the information. With both tools, the student can cross check the information. The default setting for captioning is a 4 day turnaround. Once the interpreter has completed the interpreted copy, they will email the Kaltura link to the instructor. Once the instructor has the link, the instructor can embed the interpreted video on Blackboard next to the original video.
- **Live Captioning Services**--for live captioning during a Zoom meeting, after receiving your Zoom link, Disability Services will schedule a live captioner. Once confirmed, you will receive the name and email address of the person doing the captioning. As host of the Zoom meeting, you will need to assign the captioning duties in the first few minutes of the Zoom meeting. The tutorial below shows two different methods. COCC pays for a subscription service to caption. Please use the "Assign a Participant to Type" option. Enter the name of the captioner supplied by Disability Services. After the meeting, a transcript is generated and sent to Disability Services, who then forwards it on to the student as a form of notes.

Tutorial on Assigning Closed Captioning Duties are found at the following link:

<https://support.zoom.us/hc/en-us/articles/207279736-Using-closed-captioning>

Important note--Disability Services needs 2 business days notice to schedule this service.

- **Interpreting live Zoom meetings**-- After receiving the Zoom link, Disability Services will also schedule an interpreter to the meeting. Similar to interpreting in a classroom, the interpreter will interpret your instruction, classmate's comments and questions, and voice interpret for the Deaf student, if needed. The Deaf student may want to "pin" the interpreter's video, so that the interpreter is larger and more clearly seen by the Deaf student. This will only create a larger image for the Deaf student--not for the entire class. For classes longer than one and a half hours, two interpreters may be scheduled to reduce the cognitive drain and to reduce the risk of repetitive motion injury to the interpreter.

Tutorial on Pinning or Spotlighting is found at the following link: <https://support.zoom.us/hc/en-us/articles/115000505583-Pin-or-Spotlight-Video>

Important note--Disability Services needs 2 business days notice to schedule this service.

The Professional Code of Conduct requires interpreters to:

- keep all information from interpreting assignments confidential
- interpret all information accurately and without bias
- refrain from participating in the class in any way
- refrain from expressing personal opinions

If you have questions, please do not hesitate to contact:

Disability Services 541-383-7583

Jamie Rougeux, SSD Coordinator 541-383-7743