

CART/Typewell and Interpreting Services

CART/Typewell and Interpreting services are provided at no cost to students who qualify under the American with Disabilities Act. The Office of Disability Resources (ODR) and all students using interpreting services will work closely to maximize the benefit of this service, and to promote equal access to learning. The ODR will coordinate the initial contact between student and interpreter(s)/transcriptionist services. The ODR will continue to work with students and interpreters/transcriptionists to make sure those services are provided in keeping with professional best practices.

Confidentiality: Interpreters on contract with the University of Mary Washington are expected to conduct themselves in a manner consistent with the professional standards set by the Registry of Interpreters for the Deaf Code of Professional Conduct Tenet 1.0: Interpreters adhere to standards of confidential communication. Interpreters may at times need to share classroom accommodation related issues with other campus staff on a “need to know” basis.

Transcriptionist/Interpreter Wait Time: If the student is late, the transcriptionist/interpreter will wait 10 minutes for a 50-min class and 15 minutes for classes one hour or longer. If the student does not arrive to class within these timelines, the interpreter/transcriptionist will leave.

Transcriptionist/Interpreter No Show: Contact the ODR if the interpreter/transcriptionist does not show up for class. ODR will work with the interpreting company to determine reason, and potentially find another interpreter to fill in. As a last resort, a digital recorder is available from ODR to record the lecture, and arrangements will be made to transcribe the recorded lecture for you as soon as possible.

Internships: Students may be involved in internships as part of their academic program. All of the responsibilities and policies regarding the use of services (i.e., Sign language interpreter, CART services, Typewell Services) remain in effect for all students who earn course credit in internship programs. Prior notification (4-6 weeks minimum) to ODR is essential in requests for ongoing services during internships. Students will need to provide ODR with information pertaining to, but not limited to, the location of the internship and specific job duties. Consistent interpreters will be provided whenever possible.

Student Responsibility for approval of Interpreting services: Students are required to provide the ODR with appropriate documentation to support the specific request of interpreting services. Please see the following link for information about documentation required: [Documentation Guidelines for Deaf/Hearing Impairment](#).

Requests of Service: Requests for service are required four weeks prior to the first day of the following semester by filling out the [Notification of Class Registration](#) . If changes to class schedules are made, it is the student’s responsibility to notify ODR of this change as soon as possible, by emailing their ODR representative, and including ODR@UMW.EDU. Students receiving

transcriptionist/interpreter services receive priority registration, allowing finalization of class schedules far in advance of the upcoming semester. Tardy requests may significantly delay service.

Requests Associated with Current Academic Coursework: Request services at least five working days in advance for interpreting/transcribing services that are needed for advising, meetings with instructors, or any extracurricular activity associated with current academic coursework. Requests must be made in writing by completing the Interpreter/Speech to Text Request Form. **Final Exams:** Final exam week is NOT considered part of the academic semester. It is the student's responsibility to submit a separate request for each individual final to receive services during the week of final exams. Requests must be made in writing by completing the Interpreter/Speech to Text Request Form. The ODR will review each individual request to determine if they are appropriate in accordance with the ADA.

Attendance and Absences: UMW procures CART/Typewell and interpreting services through contracts with outside vendors that allow the services to be customized to meet the schedule and needs of each student. If a student fails to attend a class for which interpreting services are scheduled, UMW remains responsible for payment of services, even if services are not used. The ODR understands that students using ASL interpreters or CART/Typewell services can become ill, experience an emergency, or must plan to miss a class. The terms of service regarding class absences for students utilizing interpreting services follow. Students must comply with the terms of this agreement in order to receive interpreting services.

Class Cancellation: Should a class be cancelled by a professor, the student is required to send notification to the ODR via email with a copy to their interpreter (s) (or liaison if receiving CART/Typewell service) as soon as possible. *Interpreters and transcribers are not responsible for any information around class cancellations provided during a scheduled class.*

Planned Class Absence: Students are required to notify the ODR via email with a copy to their interpreter(s) (or liaison if receiving CART/Typewell service) as soon as possible. However, the receipt of notification must be received with no less than 30 hours prior to the scheduled class.

Class Absence Due to Illness or Emergency: We understand that students can become ill or be affected by an emergency. However, students are still required to notify the ODR via email with a copy to their interpreter(s) (or liaison if receiving CART/Typewell service) with no less than 30 hours' notice, per the contract with the third party service. After three "No Shows" the student will be required to meet with ODR. Should the student like to provide ODR with documentation pertaining to the illness or emergency, it will be reviewed on a case-by-case basis. Failure to meet with ODR will result in a Hold being placed on the students account, and a fee added to the students account..

Process for Contacting Student about Absences: Students will receive a *warning*, via UMW email by the ODR if they miss two classes without proper notification. Following a third, missed

class without proper notification will result in a *second warning*, requiring the student to meet with ODR to discuss the absences. If the student does not follow-up with ODR, after the *second warning* has been given, and a fourth absence occurs without proper notification as specified above, a hold will be placed on the students account and a fee will be incurred. Students will be notified of the hold and fee via email. If a hold should be placed on the students account, the student is responsible for meeting with ODR staff to resolve the issue and have the hold removed. It is the student's responsibility to arrange this meeting with the ODR to discuss attendance and services.

Contact Information: All communication, surrounding the service received, requests for additional service, cancelations, and absences should be provided in writing to the ODR email address: ODR@UMW.EDU. Should the student communication/information be shared verbally within the office, the student will be responsible for sending a follow-up email providing the information. No information can be accepted without it being received in writing. Please direct all questions to the ODR by email, scheduled appointment, or by calling 540-654-1266. VA Relay Service: 711.

Email: ODR@UMW.EDU
PHONE: 540-654-1266
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