



AccessAbility Services Computer Aided Real-Time Translation Request Guideline & Procedure

General Guideline:

Computer Aided Real-Time Translation (CART) may be provided to students who are deaf or hard-of-hearing who submit appropriate documentation to substantiate a disability that requires CART. AccessAbility Services (AAS) engages in an interactive process with each student and reviews requests for accommodations on an individualized, case-by-case basis. CART is the instant translation of the spoken word into English text performed by a CART reporter using a stenograph machine, notebook computer, and real-time software. The text is displayed on a display device for the student to read. CART allows students visual access to a classroom lecture and discussion while the class is in session. Determination of reasonable accommodations depends upon the nature and degree of the student's documented disability. While the law requires that priority consideration be given to the specific methods requested by a student, it does not imply that a particular accommodation must be granted if it is deemed not reasonable or other suitable methods are available. If CART is deemed appropriate, AAS will identify and hire a qualified CART reporter. After each class, a student will receive a transcript of the lecture. Additionally, AAS may provide written notes to be taken during class by a qualified notetaker should a transcript not be available.

CART services may be rendered in the following instances:

- Classroom lectures
- Fieldwork
- Meetings with faculty members or advisors
- Any activity related to a student's academic program

In order to request and receive CART services, students must provide AAS with documentation regarding their disability and need for this accommodation. In consultation with the student, the Director of AAS will review the documentation to determine the appropriateness of the accommodation. Students requesting CART services should contact AAS immediately at 203-837-8225 (voice), 203-837-3235 (TTY), or via e-mail at aas@wcsu.edu to discuss this accommodation.

Similarly to all accommodations, a student must communicate problems or concerns regarding their CART assistant to AAS as in order to alert the staff and to permit them the opportunity to resolve conflicts.

Procedure for Requesting CART Services through AAS:

- ❖ New students must complete an **Accommodation Intake Form** and submit disability documentation indicating their need for CART services.
- ❖ Once the appropriate information is received, AAS reviews the request and the student will be contacted through their WCSU email with appropriate next steps.
- ❖ Students must request CART **each** semester. After registering for courses, it is recommended that students request CART immediately.
- ❖ Students who request CART services must contact AAS by calling 203-837-8225 (voice), 203-837-3235 (TTY), or via e-mail at aas@wcsu.edu.
 - Students are responsible for processing their request three (3) working days prior to the first requested day.

Student Roles & Responsibilities:

- ❖ On the first day of class, please be cognizant of the following items:
 - Plan to arrive a few minutes before the class begins to introduce oneself to the instructor and to set up your equipment.
 - Be on time for all classes, labs, meetings, and other academic events
- ❖ Please notify one's CART provider and AAS immediately if:
 - One will be absent or miss a class
 - One's class has been cancelled
 - One will be delivering a presentation in class
 - There is a class or classroom change.
- ❖ Should you wish to speak with the instructor immediately preceding or following class, be sure to ask the CART provider to log-in early or to stay logged-on after class.
- ❖ If your CART provider is not present or does not log-in at the beginning of class:
 - Contact AAS immediately at 203-837-8225 (voice), 203-837-3235 (TTY), or via e-mail at aas@wcsu.edu
 - AAS has audiocassettes available to tape record the lecture
 - AAS will facilitate arrangements for the audiocassette to be interpreted for you
- ❖ Inform the CART provider of any problems with understanding the shorthand used in the translation.
- ❖ Communicate problems or concerns with the CART service to AAS immediately at 203-837-8225 (voice), 203-837-3235 (TTY), or via e-mail at aas@wcsu.edu in order to alert the staff and to permit them the opportunity to work with you to remedy the situation.

CART Provider Roles & Responsibilities:

- ❖ Caption what is being said in classroom communication verbatim or near-verbatim, including lectures, class discussions, and videos in real-time.
- ❖ Keep student personal information confidential. Confidential information includes:
 - The student name
 - The specifics of the disability
 - Any personally identifying information
- ❖ The CART provider may log off if the student does *not* arrive to class within these timelines:
 - Wait 15 minutes for a class less than 90 minutes
 - Wait 25 minutes for classes longer than 90 minutes
 - Call AAS to see if the student has contacted them as to their attendance in class

AccessAbility Services Roles & Responsibilities

- ❖ Meet with students to determine if CART services are a reasonable accommodation.
- ❖ Assure that qualified and experienced CART providers are hired.
- ❖ Resolve issues that arise regarding this accommodation.

Any questions regarding the CART request guideline and procedure should be directed to Elisabeth Morel, Director, at 203-837-8225 (voice), 203-837-3235 (TTY), or via e-mail at morele@wcsu.edu.