

# **Handbook for Students who are Deaf or Hard of Hearing**

OKLAHOMA STATE UNIVERSITY – OKLAHOMA CITY

DISABILITY SERVICES AND DIVERSITY OFFICE

2020



**OKLAHOMA CITY**

## TABLE OF CONTENTS

INTRODUCTION.....	3
ADMITTANCE.....	4
DISABILITY SERVICES AND DIVERSITY OFFICE (DSDO).....	4
<i>Director of Disability Services</i> .....	4
<i>Eligibility for Services</i> .....	4
<i>Disability Definition</i> .....	4
DISABILITY DOCUMENTATION.....	5
DOCUMENTATION GUIDELINES.....	5
SERVICE PROVIDERS.....	5
<i>Students using Sign Language Interpreter or CART Provider</i> .....	5
<i>How to Request an Interpreter or Cart Provider Outside of Class</i> .....	5
RESPONSIBILITIES OF THE STUDENT.....	6
<i>Responsibility Statement</i> .....	6
<i>Class Attendance</i> .....	6
BASIC EXPECTATIONS OF STUDENT.....	7
<i>Duties</i> .....	7
NO-SHOW POLICY.....	7
ENROLLING FOR CLASSES.....	8
TUTORIAL SERVICES .....	8
SOCIAL ACTIVITIES.....	8
VIDEO PHONE.....	8
SUMMARY .....	9

## INTRODUCTION

Dear Oklahoma State University-Oklahoma City Student:

Thank you for choosing Oklahoma State University-Oklahoma City (OSU- Oklahoma City) as your postsecondary institution of choice. Because you are an OSU- Oklahoma City student, you will have the opportunity to receive the education you want and the services you need. This handbook is available to help you achieve your personal and academic goals while attending OSU-Oklahoma City.

The [Disability Services and Diversity Office](#) (DSDO) is here to assist you in gaining equal access to all services, classes, and events. The DSDO also will assist you in determining how OSU- Oklahoma City can best help you meet your accommodation needs in these areas. The DSDO is the primary office on campus with staff that have specialized knowledge and experience in disability issues, sign language and CART services. The DSDO is also the central location for maintaining information about your disability through written records and is the office for initial staff contact regarding your request for accommodations.

For more information about services specific to individuals who are Deaf/Hard of Hearing provided by the Disability Services and Diversity office, please contact:

[Jeanette Buttram](#),

Interpreter Coordinator (IC)

Email: [Jeanette.buttram@okstate.edu](mailto:Jeanette.buttram@okstate.edu)

Voice: 405-945-3388

Student Center, First Floor  
900 N. Portland Ave  
Oklahoma City, OK 73107-6195

For more information about students with disabilities needing additional services, please contact:

[Emily Cheng](#)

Director of Disability Services and Diversity

Email: [Emily.cheng@okstate.edu](mailto:Emily.cheng@okstate.edu)

Voice: 405-945-3385

Fax: 405-945-9127

Student Center, First Floor  
900 N. Portland Ave  
Oklahoma City, OK 73107-6195

## **ADMITTANCE**

All students with disabilities must meet OSU- Oklahoma City's regular admission standards. Qualified applicants with disabilities will not be denied admission solely on the basis of their disability. It is not necessary that students disclose their disability in the application process.

Once admitted, students with disabilities requiring accommodation(s) must contact the [Disability Services and Diversity Office](#) (DSDO) to request these services. In order to receive services or accommodations for a disability, the student must furnish appropriate documentation of the disability to DSDO.

## **DISABILITY SERVICES AND DIVERSITY OFFICE (DSDO)**

The DSDO at OSU- Oklahoma City is committed to providing equal access to educational programs and services through reasonable accommodations.

Services from DSDO are open to any student with any documented disability. The office provides the services necessary to ensure equal access to educational opportunities and experiences. Accommodations or services should be related to the functional impacts of the individual's disability. The DSDO can provide accommodations for one full semester without documentation if the student has been diagnosed with a disability and their documentation is not readily available.

The DSDO advises administration on policies and procedures relevant to students with disabilities and acts as a general information and referral service for disability-related issues. The office strives to educate individuals regarding the abilities and needs of persons with disabilities through coordination of programs and involvement in activities on disability-related issues. The DSDO also provides training for faculty and staff to increase the understanding of the needs of persons with disabilities.

### **The Director of Disability Services and Diversity**

The Director of DSDO for students with disabilities is the referral point where a new student who is requesting accommodations for the first time at OSU-Oklahoma City. Before or during your meeting with the Director of DSDO, you must complete a "[New Student Accommodation Request](#)" form and a "[Rights and Responsibilities of Students Receiving Disability Accommodations](#)" form.

### **Eligibility for Services**

A person is eligible for services and/or accommodations if they:

- are considered a person with a disability,
- have identified themselves to the institution through the Director of DSDO, and
- have presented appropriate documentation regarding their disability to the institution as required by the DSDO and followed all of the university's reasonable policies and procedures to obtain accommodations.

### **Disability Definition**

A student with a disability is any student who:

- has a physical or mental impairment which substantially limits one or more of such a person's major life activities,
- has a record of such impairment, or
- is regarded as having such impairment.

## **DOCUMENTATION GUIDELINES**

Postsecondary institutions differ from high schools regarding the first step of providing academic accommodations. When a person with a disability needs an academic accommodation in high school, a team of people are assigned to discuss that student's classroom instructional accommodations. This is not the case with colleges and universities. In order to receive services from a postsecondary institution, a person with a disability must first disclose their disability to the institution.

At OSU-Oklahoma City, students with disabilities should disclose their disabilities to the DSDO on campus IF requesting special accommodations or services for that disability.

After identifying their disabilities to the DSDO, the DSDO will then ask the student to provide [documentation](#) of their hearing impairment from a relevant professional OR other documentation of your disability, such as a copy of your Individualized Education Plan (IEP) from high school or a letter from your health care provider.

Once the documentation is received and evaluated by the Director of DSDO and supports the need for the accommodation, the Director will refer the student to the Interpreter Coordinator (IC) for fulfillment.

## **SERVICE PROVIDERS**

The service providers (interpreter/CART) are there to serve the class including the professor and all the students.

The service provider's role is to facilitate communication between the Deaf/Hard of Hearing student and the hearing persons in their educational environment. The service provider's services are available to make the Deaf/Hard of Hearing student equal, not more than equal to their hearing peers. The student will be allowed to succeed or fail on their own, without the interference of the service provider.

If a student or instructor does not show for a scheduled assignment and has given no advance notice of an expected arrival time, the service provider will wait a minimum of 15 minutes for a class less than 1.5 hours long and 30 minutes for classes longer than 1.5 hours before leaving the assignment.

### **Students Using Sign Language Interpreters or CART providers**

If you have a question during class time, raise your hand and ask the instructor. Please do not socialize with the service provider while they are working. The service provider cannot listen to the instructor, interpret, type, and understand what you are saying all at the same time.

It is the service provider's responsibility to voice your questions and/or responses. Therefore, do not sign/cue anything that you do not want voiced in class.

The service provider cannot participate in class.

The service provider does not serve as a tutor or note taker during class.

Let your service provider know what method of communication you prefer. Do you prefer sign language with speechreading? Do you depend mostly on speechreading? When you speak in class, do you want the service provider to voice for you or will you speak for yourself?

If you discuss this at the beginning of the semester, you may avoid misunderstanding with the service provider. Work at keeping the communication open between you and your service provider.

The service provider will keep all information confidential.

The university is not responsible for any service provider's services other than those approved by DSDO.

### **How to Request an Interpreter or CART Provider Outside of Class**

All non-classroom requests (including group meetings, meetings with other students, etc.) should be made as far in advance as possible, but at least five business days in advance. Last-minute requests cannot be guaranteed, though attempts will always be made to secure services. To receive services outside of the classroom, you must complete a [request form](#) on-line.

Remember to cancel any services that you have requested if you decide not to attend. Failure to do so will result in a "No Show" being recorded.

## **RESPONSIBILITIES OF THE STUDENT**

### **Responsibility Statement**

OSU- Oklahoma City offers support services to any qualified student with a disability who requests such services. It is each student's responsibility to make use of these services. Each student is reminded that they are ultimately responsible for their academic success and/or failure. Each student must take the initiative to use time, facilities, and support services in a productive manner. Each student is responsible for their own work and grade in each course.

### **Class Attendance**

Class attendance is crucial for successful academic completion. When a student who uses a service provider will be absent from class, notifying the IC is required.

When at all possible, prior notification is preferred by contacting the IC at least 24 hours before the class/assignment. The service provider is there as a supplement to the classroom experience, not as a substitute. If a student misses class, it is the student's responsibility to meet with the instructor for follow up. Service providers are not responsible for the student's absence nor their academic responsibilities.

## BASIC EXPECTATIONS OF STUDENT

The basic role of the student is to be the learner.

### Duties

- Students are encouraged to:
  - introduce themselves to the service provider and teacher on the first day.
  - obtain volunteer note takers in class.
  - discuss any issues with the note-taker's notes with the note-taker and/or instructor.
  - be on time for all classes, labs, and meetings.
  - sit in a place that provides the best distance, lighting, background, and angle for seeing the service provider.
  - ask the instructor questions related to class material.
  - handle all personal conversations with the service provider before or after class.
  - discuss issues related to understanding the service provider with the service provider first; then go to the IC if the problem was not solved.
  - contact the IC if the service provider failed to show for class.

Important: Let your IC know if you:

- plan to be absent or miss a class.
- find out class is canceled.
- have made a change to a regularly scheduled class schedule (Drops and/or Adds).
- have enrolled for a new semester.

### NO-SHOW POLICY

If you know you will not be using a service provider due to missing or cancelled class/appointment, please notify the IC with as much advanced notice as possible. However, if advanced notice is not possible, you should contact the IC at least 24 hours before or 24 hours after the missed class/appointment. Failure to provide any notice is documented as a "No-Show". To give cancellation notice a student may text, email, or visit the IC in person.

**REMINDER:** Informing your service provider of an absence does not take the place of your responsibility to contact the IC regarding missed classes.

Failure to provide notice will result in the following actions:

- First "No-Show": A letter will be sent via email to remind the student of the policy and appropriate procedures.
- Second "No-Show": A letter will be sent via email to the student informing the student that they have two "No-Shows" as well as reminding the student of the policy and appropriate procedures.
- Third "No-Show": Services will immediately be suspended and a letter will be sent via email to the student informing the student of the policy and the appropriate procedure. Services will remain suspended **UNTIL** the student makes an appointment with the DSDO.

### ENROLLING FOR CLASSES

Students are encouraged to enroll for classes early, as well as submit requests for services to the DSDO as soon after enrollment if possible. Students are urged to finalize their schedules far in advance of the first class day, so that service providers can be scheduled. This includes use of one of our assisted listening devices.

Each semester, returning students will complete a "[Current and Returning Student Accommodation Request](#)" form with the DSDO requesting accommodations. Then, a notification of accommodations will be generated by DSDO staff for each course the student enrolled in unless otherwise indicated. Additionally, students are encouraged to talk with their instructors about how to plan for accommodations.

Attempts to schedule Interpreting or CART services will begin as soon as the student notifies the DSDO that they have enrolled for the particular semester they plan to attend as well as completing any other necessary paperwork. **It is important that notice of enrollment AND request for services are submitted to the DSDO every semester the student plans to attend so that appropriate accommodations can be made.**

## **TUTORIAL SERVICES**

[FREE tutoring](#) services are available for all students in the Student Success and Opportunity Center. You can either walk-in to receive tutoring, or you can schedule an appointment ahead of time. However, due to the busy nature of the center, walk-in tutoring is available on a first-come first-serve basis. Therefore, scheduling an appointment is strongly recommended.

## **SOCIAL ACTIVITIES**

Students are encouraged to become involved in any of the activities provided through the Student Government Association. Deaf Student Services started a club for the Deaf/Hard of Hearing students and the Interpreter Training students in 1982. The name of the club is now the Deaf and Hearing Social Club (DHSC). Members have regular bi-monthly meetings to plan fundraisers, outings and special parties.

## **VIDEO PHONE (VP)**

For our Deaf/Hard of Hearing student's convenience, a VP is located in the library on the fourth floor of the Learning Resource Center. The phone number for the VP is 405-445-3735. The VP is located in a room that ensures your privacy. Please check with library staff for additional assistance with accessing the VP.

## SUMMARY

The Disability Services and Diversity office is looking forward to serving you this semester. We hope the information in this handbook has been helpful.

- New Students must contact the Disability Services and Diversity Office and request the [accommodation\(s\)](#) while providing appropriate [documentation](#) to support the request.
- Existing students must contact the Disability Services and Diversity Office and complete an [accommodation](#) form every semester.
- Work with your service provider to eliminate problems. If a problem persists, please contact the Interpreter Coordinator.
- [Request for a service provider outside of class](#) time at least 5 business days if possible.
- “No Show” policy 24 hour notice before or after missed class/assignment.
- [Free tutoring services](#) in the Student Success and Opportunity Center, 2<sup>nd</sup> floor of the Learning Resource Center (LRC).
- Social activities with Deaf and Hearing Social Club
- VP located in library on the fourth floor
- [Interpreter Coordinator](#) can help you with all your needs!

Please sign your name acknowledging your receipt and understanding of the handbook:

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STUDENT NAME

\_\_\_\_\_  
(PRINT)

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
EMAIL

\_\_\_\_\_  
DSDO MEMBER

\_\_\_\_\_  
DATE/SEMESTER