



TIDEWATER COMMUNITY COLLEGE
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TCC Office of Educational Accessibility

Handbook for Students Who Are Deaf and Hard-of-Hearing

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Tidewater Community College The Office of Educational Accessibility Handbook for Students Who Are Deaf and Hard-of-Hearing

TCC Office of Educational Accessibility

1700 College Crescent
Lynnhaven Building, Suite 120
Virginia Beach, VA 23453
Phone: (757) 822-7752
Fax: (757) 822-7707

Assistive Technology Specialist

Phone: 822-1224

Interpreter/Deaf Services Specialist

Phone: 822-1213

Welcome to TCC!

The purpose of this booklet is to introduce the services for Deaf and Hard-of-Hearing students at Tidewater Community College (TCC). We hope this will be a valuable reference and guide. The booklet outlines how to request an interpreter, how to understand your rights, what to expect from interpreters, and what TCC expects from you.

Guidelines for Documentation of Hearing Loss

Tidewater Community College students seeking academic accommodations for a hearing loss are required to submit documentation verifying eligibility under Section 504 of the Rehabilitation Act of 1973. All documentation is confidential and is never a part of the academic transcript.

The following guideline is provided in the interest of identifying evaluation reports appropriate to document eligibility for academic accommodations for students with a hearing loss.

- Documentation of a student's hearing loss usually includes a copy of the latest audiological report, with a brief description of the severity of the hearing loss.
- A description of assistive devices/services currently prescribed or in use, including the possible effectiveness of these devices or services in an educational setting, and a description of the expected progression or stability of the hearing loss over time.

While students should be encouraged to provide this information, it is possible that the documentation is no longer available. Some sources for updates may include university speech and hearing clinics, hospitals, and private audiologists. Your counselor can discuss the options available in your community.

Requesting an Interpreter or C-Print Operator

The Office of Educational Accessibility will provide registered students interpreting or C-Print for scheduled classes, labs, and other college events or academic activities.

You should see your campus Educational Accessibility counselor (listed by campus on page 12) 30 days prior to the beginning of the semester, to choose the classes you want to register for. This is necessary before interpreters can be assigned. The office of Educational Accessibility requests that if you are a returning student, you notify the interpreter coordinator about your next semester's class schedule at least 30 days prior to the start of each semester to ensure you have interpreters on the first day of class. The interpreter coordinator's contact information is arich@tcc.edu.

Requesting an interpreter for other academic related events will be discussed on a case-by-case basis. You can submit a request by email to the Interpreter Specialist at arich@tcc.edu. You must request services from the Interpreter Specialist in writing at least 7 working days in advance. We try to accommodate requests received less than a week in advance; however, we cannot guarantee that services will be available on short notice.

When making a request for interpreter or C-Print services, please keep the following in mind:

1. TCC will reasonably accommodate with C-Print services Deaf and Hard-of-Hearing students who do not use Sign Language or use only Signing Exact English.
2. If you make a change in your schedule after services have been assigned, you will need to inform the interpreter coordinator immediately. It is also your responsibility to inform your interpreter or C-Print Operator and the Educational Accessibility office immediately if you do not plan to be in class on a given day.
3. If you have a class that requires group meeting outside the regular classroom, the group meetings must be held on campus for services to be provided.

4. You may request an interpreter or C-Print for all College events and activities that are academically related, including:
 - a. Meeting with your instructor, counselor, academic advisor, or tutor
 - b. Attending course related required events outside the classroom
 - c. Tutoring sessions offered by TCC
 - d. Counseling and other activities related to Student Services including financial aid, scheduling, personal counseling, and career and transfer activities
 - e. Meetings with administrative staff or other College staff

When requesting an interpreter, remember to email your request to the Interpreter Coordinator at arich@tcc.edu as far in advance of the scheduled meeting or event as possible.

Assistive Listening Devices

FM systems for the classroom are available for you to check out from your Campus Educational Accessibility office. FM systems can be checked out for one semester, and renewed as needed. You may email your request to your campus Educational Accessibility counselor.

Note-taking Services

A variety of note-taking services may be available to Deaf and Hard-of-Hearing students. Students' needs and classes vary. You may be expected to select your own note-takers from the students in your classes who have volunteered. In some instances, the campus may have paid note takers. The Office of Educational Accessibility offers two ways for students to obtain a copy of course notes: (1) No carbon required (NCR) paper is available for note-takers; or (2) you may come to your Educational Accessibility counselor's office and photocopy the notes free of charge. After you have selected your note-takers, you can discuss which of these methods will work best for you. Some paid note takers may use Smart Pens and can email your notes to you in a typed format.

Information to Share with Your Instructors

You are entitled to priority registration, which means you can register at least a week before general registration begins. We strongly encourage students to take advantage of priority registration. This allows you time to schedule meetings with your instructors about your needs well before the first day of class each semester. This also gives the Interpreter Specialist time to ensure you have an interpreter on the first day of class. It is your responsibility to request an interpreter/C-Print operator for these meetings if needed. Faculty find it helpful to know before classes begin if they will need to obtain captioned videos, make copies of overheads, or provide some other accommodation.

The following suggestions will help communicate your needs to your instructor:

1. Request that the instructor repeat any question(s) or remark(s) made by others.
2. Request that the instructor help you identify a volunteer note-taker, if one has not been assigned to your class.
3. Request that the instructor speak directly to you and not to your interpreter or C-Print operator when conversing with you.

Student Responsibilities When Working with Interpreters

1. Arrive a few minutes early on the first day of class to meet your interpreter or C-Print operator. Introduce yourself and your interpreter or C-Print operator to the Instructor.
2. Decide whether to use your voice while you sign or cue. It is very important to inform your interpreter or C-Print operator ahead of time of your preferences.
3. Remember, all course-related questions should be directed to your instructor.
4. Inform the Interpreter Specialist (arich@tcc.edu) as soon as possible if you know you will be late or absent from class. The Interpreter or C-Print operator will wait only 15 minutes for a 50-60 minute class, and 30 minutes for an 1 ½ to 3 hour class – unless informed otherwise. Notify immediately if you are aware that a class is canceled.

5. When working with an interpreter, meet with him/her before class begins to discuss technical signs or specialized vocabulary. If you do not understand a sign the interpreter has used, ask for clarification. If you have problems understanding an interpreter, try discussing it with him/her before coming to the Educational Accessibility office.
6. Maintain a professional, respectful attitude toward your interpreter or C-Print operator at all times. If a problem arises between you and your interpreter or C-Print operator, you should first try to solve the problem. If the problem is not resolved, you should talk to your Educational Accessibility counselor.
7. Realize that during exams and tests, your interpreter or C-Print operator will not interpret the exam in any way. Questions about the exam must be directed only to your instructor.
8. Read the Interpreter Code of Ethics found in this book. If you have any questions please come to the Educational Accessibility office.
9. Remember when requesting services for class-related meetings, these meetings must be scheduled to meet on campus during the week.
10. Services will be scheduled as follows:
 - a. Regularly scheduled classes
 - b. Academic events and meetings required by classes
 - c. Meetings with faculty
 - d. Other campus activities
11. Inform the Interpreter Specialist if your interpreter or C-Print operator is often late or absent.
12. Repeatedly missing classes without notification is considered by the College to be an undue burden and we reserve the right to withdraw services. Missing two classes in a row in the same course without notifying

the interpreter or C-Print operator, Interpreter Specialist, or Educational Accessibility office will cause the following actions to occur:

- a. You will be notified that you have missed two classes.
 - b. If you do not contact the Interpreter Specialist within 24 hours after notification, your services will be discontinued.
 - c. If services have been reestablished, and again you have two absences in a row without notification, your services may be discontinued for the current semester.
13. Be confident that if your interpreter or C-Print operator has to be absent due to an emergency, the Office of Educational Accessibility will make every effort to provide services. In the event we cannot provide an interpreter or C-Print operator on such short notice, you will receive note-taking services.

Interpreter and C-Print Operator Responsibilities

1. All interpreters and C-Print operators shall abide by Registry for Interpreters for the Deaf (RID), Interpreters Code of Ethics, as well as comply with all TCC procedures and policies.
2. When a student is late, interpreters shall wait 15 minutes for a 50-60 minute class, and 30 minutes for an 1½ to 3 hour class, unless instructed otherwise.
3. All interpreters at TCC shall wear solid contrasting colors to their skin in order to provide a contrasting background for their hands while interpreting.
4. Interpreters shall maintain a professional, respectful attitude toward students at all times. If a conflict arises between an interpreter and a student, the interpreter should first address his/her concerns with the student. If the issue is not resolved, the interpreter should bring his/her concerns to the Interpreter Specialist.

5. Interpreters should not take it upon themselves to interpret any or all questions on a test or quiz. If the student has questions, (even about the meaning of a word or phrase) the question should be directed to the instructor. The interpreter can then interpret the conversation.
6. Interpreters working at TCC have an obligation not only to the student, but to the instructor as well. It is normal for interpreters to talk with the instructors before or after class, regarding classroom logistics and material to be covered. However, it is not appropriate for the instructor to discuss the deaf student with the interpreter. Interpreters shall maintain a professional, respectful attitude towards instructors at all times. Conflicts between the interpreter and instructor should be brought to the attention of the Interpreter Specialist.
7. Interpreters should remember that students at TCC are adults and are responsible for their behavior, classroom conduct, personal grievances, and personal needs. All students are expected to conduct themselves in accordance with the TCC Code of Conduct.
8. If an interpreter or C-Print operator cannot work a scheduled class, he/she should notify the Interpreter Specialist.
9. The Interpreter Specialist is always available for interpreter feedback so he/she can continue to enhance services to students, faculty, and staff.
10. All information shared with the Office of Educational Accessibility is strictly confidential.

Interpreter's Code of Ethics

The following is the National Registry of Interpreters for the Deaf Standards of Ethical Behavior. All interpreters at TCC are obliged to follow these principles.

- Interpreters/transliterators shall keep all assignment-related information strictly confidential.
- Interpreters/transliterators shall render the message faithfully, always conveying the content and spirit of the speaker using language most easily understood by the person whom they serve.
- Interpreters/transliterators shall not counsel, advise or interject personal opinions.
- Interpreters/transliterators shall accept assignments using discretion with regard to skill, setting, and the consumers involved.
- Interpreters/transliterators shall request compensation for services in a professional and judicious manner.
- Interpreters/transliterators shall function in a manner appropriate to the situation.
- Interpreters/transliterators shall strive to further knowledge and skills through participation in workshops, professional meetings, interaction with professional colleagues, and reading of current literature in the field.
- Interpreters/transliterators by virtue of membership in or certification by RID Inc., shall strive to maintain high professional standards in compliance with the Code of Ethics.

The Office of Educational Accessibility

The Office of Educational Accessibility of Tidewater Community College provides students programmatic and physical access in a supportive atmosphere and in accordance with Section 504 of the 1973 Rehabilitation Act and the American with Disabilities Act of 1990. In recognition of the unique talents and needs of students with disabilities and chronic health issues, The Office of Educational Accessibility further provides an array of services designed to enhance all educational experiences.

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Specific Services Provided to Students with Documentation of a Disability or Chronic Medical Condition

- Confidentiality and privacy
- Placement testing accommodations
- Written academic accommodations relevant to individual courses
- Campus mobility orientation (VDVH assisted for blind students)
- Accessible parking (where parking is available)
- Interpreters/Voice to Print for the deaf & hard of hearing
- Video Phone access
- Assistance in obtaining Braille, recorded books or E-text
- Braille services
- Readers for special materials such as reserve texts, syllabi, or selected handouts
- Magnification devices for computer applications
- Training for volunteer note takers
- Assistance in communicating accommodations to faculty and tutors

- Review of documentation
- Special administration of tests and exams
- Priority use of assistive technology, including designated adaptive computer hardware and software, talking Language Master, tape recorders, and portable audio amplification devices
- Voter registration

Personalized Program Services Available to Students with Disabilities

- Assistance in obtaining documentation of disability or previous evaluations
- Evaluation of documentation of a disability and provision of appropriate academic accommodations
- Individual evaluation for a specific Learning Disability as need determines
- Assistance with other postsecondary institutions for transfer transition
- Referral and assistance obtaining community resources
- Assistance in contacting community services supporting individual students
- Time management and study strategies
- Techniques to enhance self-advocacy skills
- Interpreter Specialist for deaf and hard-of-hearing students
- Assistive technology devices and training, including hardware and software
- Braille services
- Video Phone access

To best serve you, we request that you make an appointment with your Educational Accessibility counselor at least 30 days before classes begin.

Campus Contacts

Students may contact any campus Educational Accessibility counselor via VA Relay by dialing 711.

Chesapeake Campus

1428 Cedar Road
Chesapeake, VA 23322
Educational Accessibility Counselor
Phone: (757) 822-5127; Fax: (757) 822-5134

Norfolk Campus

315 Granby Street
Norfolk, VA 23510
Educational Accessibility Counselor
Phone: (757) 822-1226; Fax: (757) 822-1214

Portsmouth Campus

120 Campus Drive
Portsmouth, VA 23701
Educational Accessibility Counselor
Phone: (757) 822-2208; Fax: (757) 686-5173

Virginia Beach Campus

1700 College Crescent
Virginia Beach, VA 23453
Educational Accessibility Counselor
Phone: (757) 822-7223; Fax: (757) 822-7346



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