

CITY COLLEGE OF SAN FRANCISCO (CCSF) DISABLED STUDENTS PROGRAMS AND SERVICES (DSPS)

SERVICES FOR DEAF/HARD OF HEARING STUDENTS

City College provides a variety of accommodations for students with hearing loss including preferential seating, note taking services, and the loan of assistive listening devices (FM systems).

Interpreting or captioning services are provided for students with documented severe to profound hearing and/or speech impairments. Services are provided upon request when it is determined to be a reasonable and appropriate accommodation. The request is made through the DSPS office. Services are provided for classes and activities that are *requirements* of the class, such as a field trip. Interpreting/captioning services are also provided with advance notice for meetings with instructors, counselors, or for other campus services.

Scheduling interpreters takes time. Students are requested to use priority registration and to request services at the time of registration. Interpreters and/or captioners are assigned to classes based on a variety of factors. These factors include, but are not limited to availability, skill level, and knowledge of the subject area. Students may express preference for certain providers but DSPS does not guarantee a specific interpreter or captioner will be assigned.

Every effort is made to provide accommodations for students requesting interpreting or captioning services. However, occasionally administrative burdens do arise and the need for interpreting and captioning services may exceed the number of qualified, available providers. The College has had a long-standing policy to take all reasonable steps to ensure that its programs, services and activities are readily accessible to persons with hearing impairments. As such, students are expected to work closely with college personnel to develop reasonable alternatives when, despite good faith effort, DSPS is unable to secure the requested service. Nevertheless, sometimes creative solutions are necessary so that all who wish to enroll in classes can benefit from services. In some instances, for example, when two students are enrolled in the same class but in different sections, we may request that students consider enrolling in the same section.

Should City College be unable to provide services to all who request services the college will prioritize provision of services based on the following criteria:

1. Academic classes necessary for graduation, transfer
2. Vocational classes necessary to prepare for employment

3. Prerequisites for a professional/vocational program
4. Academic classes in the pursuit of lifelong learning
5. Physical education or other recreational classes

In addition, alternatives to conventional accommodations may be explored, such as the use of real-time captioning in lieu of interpreter services.

2. Exams. Interpreters are not always needed for written exams. Interpreters for final exams or other course activities during the exam period must be requested by the established deadline for testing accommodations. Students should discuss any other request for testing accommodation, such as interpreting of test questions or extra time, with a DSPS counselor.
3. To cancel interpreters please email deafserv@ccsf.edu.

Link to [Interpreter/Captioner Request Form](#)

Link to [Student Handbook](#)