

### INTERPRETER & CAPTIONING SERVICES ACKNOWLEDGEMENT

The Center for Students with DISABILITIES (CSD) at the University of Houston will be providing interpreter and/or captioning services for you in one or more of your classes. The following procedures and guidelines are in place for students who receive these services at CSD:

1. Deadlines for class schedule submission, changes, and additions:

Original class schedules and schedule changes: Need to be submitted to Therese Sanchez, CSD Interpreter Service Coordinator at least seven (7) business days prior to the first class meeting.

Cancellation of scheduled service: Classes that you will not need interpreter and/or captioning services for need to be cancelled a minimum of twenty-four (24) hours in advance of scheduled service.

Additional interpreter or captioning services (outside of regularly scheduled services): At least two (2) business days notice is required for additional interpreter or captioning services.

2. Students should contact the CSD Interpreter Service Coordinator, Therese Sanchez, via email or video phone (not text) during regular business hours 8:00 am – 5:00 pm Monday through Friday for all requests, questions, or schedule changes. She can be reached at [tsanche@central.uh.edu](mailto:tsanche@central.uh.edu) or (713) 743-5398.
3. If you urgently need to contact Therese during business hours to communicate a class cancellation, building or room number change or an interpreter/captionist no show you may text Therese Sanchez at 281-904-0552 during regular business hours or evening hours if you have an evening class.
4. Interpreters and captionists are **not** authorized to make schedule changes, only the Interpreter Service Coordinator.
5. Schedule changes should be requested in a timely manner. CSD will attempt to accommodate changes whenever possible, but cannot guarantee services will be available when sufficient notice is not provided.

# UNIVERSITY of HOUSTON

## CENTER FOR STUDENTS WITH DISABILITIES

Justin Dart, Jr. Center for  
Students with Disabilities

CSD Building, Room 100 Voice: 713/743-5400  
Houston, TX 77204-3022 Fax: 713/743-5396  
[www.uh.edu/csd](http://www.uh.edu/csd) TTY: 713/749-1527

6. If there are two absences without timely notice provided to CSD so that interpreter and/or captioning services can be cancelled, interpreter and/or captioning services may be suspended until the student meets with his/her CSD counselor to determine why there are problems in attending the class. Ongoing absences without timely notice may be deemed a refusal of that accommodation by the student and interpreter and/or captioning services may be cancelled.
7. Interpreters/captionists will generally wait only fifteen (15) minutes for students to arrive to a class 1 to 1-1/2 hours in length and wait only thirty (30) minutes for classes that are two (2) or more hours long.
8. Captionists have up to two (2) days or 48 hours to email the student transcripts. In the case of unforeseen circumstances where a captionist is unable to make these deadlines, the captionist will contact the Interpreter Services Coordinator who will then contact the student so the student will know when the/she will receive the transcript.
9. Tests, which are not at the regularly scheduled class times/days that will require an interpreter or captionist, need to be scheduled with Ms. Sanchez with at least 24-hours notice. This applies to the final exams as well.
10. For services that are likely to be funded by a vocational rehabilitation agency, students are expected to apply to that agency for those services.

Thank you for your cooperation regarding your interpreter/captioning services. If you have any questions regarding these procedures, please contact Therese Sanchez at [tsanche@central.uh.edu](mailto:tsanche@central.uh.edu) or (713) 743-5398.

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I, \_\_\_\_\_, have read this Interpreter & Captioning Services Acknowledgement, and understand the procedures and guidelines contained in this document and agree to abide by these procedures and guidelines.

\_\_\_\_\_  
Student signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness signature

\_\_\_\_\_  
Date