

Transcription Service Policy

Transcription services are arranged for students who are deaf or hard of hearing. Students must adhere to the following protocols in order to receive transcription services:

- Notify Student Access Office (SAO) at the time of registration of transcription needs or transcribers to be assigned to your classes. Requests for transcription services for classes should be made at the time of registration, but no less than four (4) weeks prior to the start of each semester. Late requests will be filled as soon as possible.
- Requests for transcription services for campus events should be made at least two (2) weeks prior to the date of the event. Late requests will be filled as soon as possible.
- Students must complete the Request for Transcription Services Form for all transcription needs.
- When you are unable to attend class and/or events due to illness or other reasons, notify SAO two (2) full business days in advance. Two (2) full business days advance notice is required to cancel transcription services without a penalty. Students who develop a pattern of missing classes and/or events without SAO may be held responsible for transcription costs.
- Students must notify SAO of class scheduling changes, including room location changes, course selection changes, or of class time changes.

Student Signature

SAO use only:

_____ Date: _____
(SAO staff member)



Student Access Office
tel. 516.877.3806
fax. 516.877.3138
1 South Avenue
GARDEN CITY, NY 11530

Request for Transcription Services (Classes)

Requests for transcription services for classes should be made at the time of registration, but no less than four (4) weeks prior to the start of each semester. Late requests will be filled as soon as possible. Students needing transcribing services must make requests for these services to Student Access Office (SAO), not the individual transcribers or agencies.

Name: _____

Student ID #: _____ **Telephone #** _____

Date request submitted: _____

Please provide a hard copy of the following information:

- Schedule of classes indicating times, days, and location of classes.
- Class Syllabus. **Note:** Please inform SAO office of any dates and times that classes will not be in session as well as any information relevant to the execution of these services.
- When you are unable to attend class due to illness or other reasons, must notify SAO **two (2) full business days in advance. At least two (2) full business days** advance notice is required to cancel transcription services without a penalty. Students who develop a pattern of missing classes without notifying SAO shall be held responsible for transcription costs.
- Students must notify SAO of class scheduling changes, including room location changes, course selection changes, or of class time changes.

Student Signature

SAO use only:

_____ Date: _____
(SAO staff member)



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Request for Transcription Services (Events)

Requests for transcription services for campus events should be made two (2) weeks prior to the date of the event. Late requests will be filled as soon as possible. Requests for transcription services must be made to Student Access Office (SAO), not the individual transcriber or agencies.

Name: _____

Student ID #: _____ **Telephone #** _____

Date request submitted: _____

Date Transcribers needed: _____

Times: _____

Location: _____

Type of Event: _____

(Examples: tutoring session, academic advising, campus event, campus meeting, etc)

Sponsoring Department: _____

- When you are unable to attend events due to illness or other reasons, notify SAO **two (2) full business days** in advance. **Two (2) full business days** advance notice is required to cancel transcription services without a penalty. Students who develop a pattern of missing events without notifying SAO shall be held responsible for transcription costs.
- Students must notify SAO of any changes, including event location, day and time.

Student Signature

SAO use only:

_____ Date: _____

(SAO staff member)



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Transcription Services Cancellation

If a student needs to cancel the transcription service for the class or event already scheduled, s/he must notify Student Access Office (SAO) two (2) full business days in advance of the scheduled event or the student shall be charged for the service.

Student No Show:

If the student does not attend a scheduled class or activity, the absence will be considered a no show and the student shall be charged for the service.

Because students are mature and responsible adults, they are expected to inform SAO two (2) full business days in advance if they need to cancel transcription services (as noted above). If unable to provide two (2) full business days' notice, they should SAO as soon as they are aware of the probable cancellation. If no notice is given SAO prior to scheduled class this will be considered an unannounced no show and the student shall be charged for the service.

Please Note: *It is not the intent of SAO to monitor the student's class attendance or participation in activities. However, unnecessary absences can be costly, both to the college and to the transcriber's time.*

The Following Policy Will Be Adhered To:

- 1st Unannounced No Show: Letter of warning
- 2nd Unannounced No Show: Student shall be expected to reimburse the college for the interpreter's fee for that class/activity.

In all cases, the student should contact SAO as soon as possible to explain any extenuating circumstances, e.g., illness or emergency. These will be considered on an individual basis.

This policy will be applied per semester and not on a cumulative basis.

Student Signature

SAO staff member: _____

Date: _____