



TIDEWATER COMMUNITY COLLEGE
DISABILITY SERVICES
HANDBOOK for the DEAF
and HARD-OF-HEARING



TIDEWATER COMMUNITY COLLEGE
From here, go anywhere.™

Tidewater Community College

Tidewater Community College is a non-residential, two-year community college offering comprehensive programs designed to meet the educational and training needs of area citizens, business, and industry.

The College is a member of the Virginia Community College System and is approved by the State Board for Community Colleges and by the Virginia Community College System. The College is also accredited by the Southern Association of Colleges and Schools to award the associate degree. The Association can be contacted at 1866 Southern Lane, Decatur, GA 30033; (404) 679-4500.

A few of the many support services available to students include: Counseling, Developmental Studies, Financial Aid, Career and Transfer Center, Disability Services, campus Learning Resource Centers, Student Activities, and the Women's Center.

Admission Requirements

Any person may be admitted to the college who has a high school diploma or the equivalent, or is 18 years of age and, in any case, is able to benefit from a program of instruction at Tidewater Community College as a curricular or non-curricular student. The college catalog contains specific admission requirements for degree, diploma and certificate programs.

For More Information

TCC Information Center: (757) 822-1122 TCC or www.tcc.edu

Tidewater Community College

Disability Services

Handbook for the Deaf and Hard-of-Hearing

TCC Disability Services Administration

315 Granby Street
Norfolk, Virginia 23322
Phone: 757-822-1213 (Voice)
Fax: 757-822-1214
TTY: 757-822-1248

Claudia R. Barrington

Program Assistant
Phone: 757-822-1213
CBarrington@tcc.edu

Linda W. Harris, JD

District Coordinator
Phone: 757-822-1213/1225
LHarris@tcc.edu

Chrystal Davis

Assistive Technology Specialist
Phone: 757-822-1260
CHDavis@tcc.edu

Angel D. Rich

Interpreter Specialist
Phone: 757-822-1260
ARich@tcc.edu

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 make a request for an interpreter, how to select note-takers for classes, 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 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;

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/Voice to Print Operator Services

Disability Services (DS) will provide interpreting or Voice to Print Operator services (VPO) for scheduled classes, labs, and other college events or academic activities.

DS requires at least 45 days prior to the start of each semester to assign interpreters.

Requesting an interpreter for other academic related events will be discussed on a case-by-case basis. Interpreter Request Forms are available at your Disability Counselor/Provider, at the DS office in Norfolk, or online at www.tcc.edu/students/specialized/disabilityservices/interpreter.htm. You can also submit a request via e-mail to the Interpreter Specialist at arich@tcc.edu. When making a request for interpreter or VPO services, please keep the following in mind:

1. TCC will reasonably accommodate with VPO for 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 DS immediately.
3. It is your responsibility to inform your interpreter/VPO and the DS office immediately if you do not plan to be in class on a given day.
4. If you have a class that requires group meetings outside the regular classroom, the group meetings must be held on campus for services to be provided.
5. You must request services from the Interpreter Specialist in writing at least seven 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.
6. You may request an interpreter or VPO 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 complete an Interpreter Request Form and give it to the Interpreter Specialist. You may also e-mail your request to the Interpreter Specialist , Angel Rich at arich@tcc.edu

Assistive Listening Devices

FM systems for the classroom are available for you to check out from your Disability Services office. FM systems can be checked out for one semester, and renewed as needed. You may e-mail your request to the Assistive Technology Specialist, Chrystal Davis at CHDavis@tcc.edu

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. DS 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 the DS 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.

Information to Share with Your Instructors

You have priority registration, which means you can register 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/VPO 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 note-taker.
3. Request that the instructor speak directly to you and not to your interpreter/VPO 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. Introduce yourself and your interpreter/VPO to the instructor.
2. Decide whether to use your voice while you sign or cue. It is very important to inform your interpreter/VPO ahead of time of your preferences.
3. Remember, all course-related questions should be directed to your instructor.
4. Inform DS as soon as possible if you know you will be late or absent from class. The Interpreter/VPO will wait only 15 minutes for a 50-60 minute class and 30 minutes for a 1^{1/2} to 3 hour class - unless informed otherwise. Notify DS 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 DS office.
6. Maintain a professional, respectful attitude toward your interpreter/VPO at all times. If a problem arises between you and your interpreter/VPO, you should first try to solve the problem. If the problem is not resolved, you should come to the DS office.

7. Realize that during exams and tests, your interpreter/VPO 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 DS 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:
 - 1st is for regularly scheduled classes
 - 2nd is for academic events and meetings required by classes
 - 3rd is for meetings with faculty
 - 4th is other campus activities
11. Inform the Interpreter Specialist if your interpreter/VPO is often late or absent.
12. Missing two classes in a row in the same course without notifying the interpreter/VPO, Interpreter Specialist, or the Disability Counselor/ Provider, will cause the following actions to occur:
 1. You will be notified that you have missed two classes.
 2. If you do not contact the Interpreter Specialist within 24 hours after notification, your services will be discontinued.
 3. If services have been reestablished and again, with no notification, two absences in a row occur, your services will be discontinued for that semester.
13. Be confident that if your interpreter/VPO has to be absent due to an emergency, Disability Services will make every effort to provide services. In the event DS cannot provide an interpreter/VPO on such short notice, you will receive note-taking services. ***Repeatedly missing classes without notification is considered by the College to be an undue burden, as specified and defined in federal law, and we reserve the right to withdraw services.***

Interpreter and Voice to Print Operator Responsibilities

1. All interpreters/VPO shall abide by Registry for Interpreters for the Deaf (RID) Interpreter's 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 a 1^{1/2} 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 instructor 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 toward 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.

8. If an interpreter cannot work a scheduled class, he/she should notify the Interpreter Specialist by filling out an Interpreter Substitute Form as soon as possible.
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 Disability Services is strictly confidential.

RID 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.

Disability Services

Disability Services 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 Americans with Disabilities Act of 1990. In recognition of the unique talents and needs of students with disabilities and chronic health issues, Disability Services further provides an array of services designed to enhance all educational experiences.

District Disability Services Administration

Norfolk Campus

300 Granby Street, Suite 1103, Norfolk VA 23510

Linda W. Harris, District Coordinator

Phone: 757-822-1213 (v) Fax: 757-822-1214

e-mail: LHarris@tcc.edu

TTY: 757- 822-1248

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
- TTY 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 Request for 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
- TTY access

To best serve you, we request that you make an appointment at least 45 days before classes begin at your home campus.

Campus Contacts

Chesapeake Campus

1428 Cedar Road
Chesapeake, VA 23322
Student Development and Outreach
Constance Lawson, Counselor
Phone: 757-822-5127 Fax: 757-822-5134
e-mail: CLawson@tcc.edu
TTY: 757-822-5101

Norfolk Campus

315 Granby Street
Norfolk, VA 23510
Janice Rashada, Disability Counselor
Phone: 757-822-1226 Fax: 757-822-1214
e-mail: JRashada@tcc.edu
TTY: 757-822-1248

Portsmouth Campus

7000 College Drive
Portsmouth, VA 23703
Student Development
Ted Tyler, Counselor
Phone: 757-822-2208 Fax: 757-686-5173
e-mail: TTyler@tcc.edu
TTY: 757-483-5154

Virginia Beach Campus

1700 College Crescent
Virginia Beach, VA 23453
Desiree Polk-Bland, Disability Counselor
Phone: 757-822-7223 Fax: 757-822-7346
e-mail: DPolkbland@tcc.edu
TTY: 757-430-1401

The following is to be signed and returned to the Interpreter Specialist:

Agreement of Understanding

By signing below I acknowledge that the information in the Tidewater Community College Handbook for the Deaf and Hard-of-Hearing has been clearly explained to me. I have a complete understanding of my responsibilities as stated in the terms and conditions of this handbook.

Printed Name _____

Signature _____

Date _____

Handbook Explained by _____

Date _____

Title _____

Signature _____



TCC Disability Services Administration

315 Granby Street

Norfolk, Virginia 23510

Phone: 757-822-1213

Fax: 757-822-1214

TTY: 757-822-1248