Minnesota State University Mankato
Interpreter Policy

The MSU Office of Disability Services provides American Sign Language interpreting services for students, faculty, staff, and campus events for individuals who are Deaf, Hard of Hearing or Deaf/Blind.

Types of events requested:

- **Academic**
  Classes, Field trips, Meeting with Professors, Tutorials

- **Student Organizations**
  Programs, concerts, Workshops

- **College Sponsored Events**
  Conferences, Guest lecturers, Special Performances

- **Human Resources**
  Staff meetings, Professional development, Performance evaluations

The Office of Disability Services is not responsible for providing services to non-University events. Any questions should be directed to the Director of Disability Services Julie Snow 507-389-2825 or julie.snow@mnsu.edu.

**Service Requests**

In accordance with the Americans with Disabilities Act (ADA) services will be provided if the person with the hearing loss wishing to attend the class or event makes the request.

For events where Deaf and Hard of hearing and Deafblind individuals are expected to attend the advertising will note that a sign language interpreter will be available (for example Disability Awareness events.) If the advertising does not note an interpreter will be present you will need to make the request.

Office of Disability Services will make every attempt to fill every request, though there is no guarantee of services especially for any request submitted less than 48 hours ahead of time.

Early requests are given a higher priority. Providing all the necessary information will help speed up the process of filling your requests.
Making a request

All requests for interpreting services are made through the Office of Disability Services. Therefore, all inquiries and requests from any student, professor, or staff member must be referred to Lead Interpreter Pam Guerrero at 389-5209 or Pamela.guerrero@mnsu.edu.

Information needed for requests:

- Date of Request
- Time
- Location
- Name of Client
- Event description
- Contact Person
- Contact Info (phone number or e-mail)

*We make every effort to fill every request but the more advance notice the better opportunity to fill your request.

The Office of Disability Services will notify you when an interpreter is confirmed.

For students

Faculty Notification: The Office of Disability Services sends an email at the beginning of each semester to the professors of all Deaf students using interpreters. The email provides general information about the needs of Deaf students and tips for working with an interpreter in the classroom. If you would like a copy of this email please notify the Director.

Registration: When registering for semester classes, we recommend at least four weeks advance notice to locate an classroom interpreter for you. If we have less than four weeks notice an interpreter may not be available at the start of term.

Absences: Students must contact the Lead Interpreter as soon as they realize they are not able to attend class. If you are going to be late for class the interpreter will wait 15 minutes then you will be considered a “no-show”. You may contact Disability Services 507-389-2825 or e-mail the Lead Interpreter if you know you will be late and we will notify the interpreter to continue to wait. Disability Services staff will not give out the phone numbers of any interpreters.

Cancellations: Cancellations of 48 hours are preferred. If we observe a pattern of excessive “no-shows” and last minute cancellations continuation of interpreting services will be discussed with the Director of Disability Services and could lead to suspension of services for a given amount of time.
Dropping Classes: Please let Disability Services or the Lead interpreter know as soon as possible so we can make the necessary adjustments.

Substitute Interpreters: We realize that having consistency with interpreters is ideal. However, on occasion it may be necessary to have a substitute interpreter. When possible we will notify you in advance via e-mail the name of the substitute interpreter. We will notify you by campus e-mail unless you give us an alternate phone number or text address.

Interpreter Schedules: Office of Disability Services uses staff interpreters first and hires freelance interpreters when necessary. If class schedules change during a semester a staff interpreter may replace a freelance interpreter. Students can share concerns regarding interpreter changes with the Lead Interpreter and/or the Disability Services Director.

Questions or Concerns: If there is a serious issue or concern with any interpreter please contact the Lead Interpreter or the Director of Disability Services right away. Interpreter recruitment occurs well in advance of each semester. Concerns shared during the semester will be taken into consideration for future classes.

Final Exams – Not all classes follow the master final exam schedule therefore we ask that you inform the Lead Interpreter when or if you have a final as soon as you know your schedule. If you take your test at the Office of Disability Service or in another location other than the regular classroom please let us know.

Other Accommodations

If you need a note taker, alternative testing accommodations, or Early Registration please contact the Office of Disability Services Director or Accommodation Specialist. The process and procedures for all other accommodations are printed in the MSU Office of Disability Services Student Handbook.