

ACCESSIBILITY RESOURCES

MINNESOTA STATE UNIVERSITY, MANKATO

Support for Students with Disabilities

Guidelines for Use of Interpreters

The MSU, Mankato Accessibility Resources office 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
*Accessibility Resources is not responsible for providing services to non-University events. Any questions should be directed to Interim Director Oscar Gonzalez, oscar.gonzalez@mnsu.edu
507.389.1819*

Service Requests:

In accordance with the Americans with Disabilities Act (ADA), services will be provided if the person with hearing loss wishes 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 that an interpreter will be present, you must make the request.

Making a request:

All requests for interpreting services are made through Accessibility Resources. Please complete the online form at

- <https://augusta.accessiblelearning.com/MNSU/CustomRequest.aspx>

Information needed for requests:

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

Accessibility Resources will notify you when an interpreter is confirmed.

Notification:

We make every effort to fill each request. Accessibility Resources prefers a minimum of one week's notice for interpreting requests.

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

Cancellations:

Cancellations of 48 hours are preferred. Please contact Accessibility Resources at ar@mnsu.edu with cancellations.

Absences:

Students and faculty/staff must contact Accessibility Resources as soon as they realize they are not able to attend a class/event. If you are going to be late for the class/event, the interpreter will wait 15 minutes then you will be considered a "no-show". You may contact Accessibility Resources at 507-389-2825 if you know you will be late, and we will notify the interpreter to continue to wait. Accessibility Resources staff will not give out the phone numbers of any interpreters.

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 of the name of the substitute interpreter. We will inform you by campus e-mail unless you give us an alternate phone number or text address.

Questions or Concerns:

If there is a serious issue or concern with any interpreter, please contact Accessibility Resources immediately. Interpreter recruitment occurs well in advance of each semester. Concerns shared during the semester will be taken into consideration for future classes.