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Real-Time Captioning Services Agreement

Date*: *= required field

Semester/Year*:

Student ID#*:

Student Name (First and Last)*:

Student Email Address*:

Student Cell Phone Number*:

Video Phone Number:

Preferred method of contact?*

Real-time Captioning (RTC) services are approved by the Grossmont College Accessibility Resource Center (A.R.C.) for enrolled **Deaf & Hard-of-Hearing students** as an accommodation during classroom lecture/labs. This accommodation is only for Deaf & Hard-of-Hearing students and requires prior A.R.C. counselor approval.

The following paragraphs describe responsibilities and best practices for A.R.C. students utilizing RTC services. Please consult this document over the semester to refresh yourself about expectations for these services.

Communication and Updates with DHH Services Supervisor and Captioner

Students must **ACTIVATE** accommodations by completing a new *Real-time Captioning Services Agreement* form prior to each semester. This form is available at the A.R.C. Office as a hard copy or [online at the A.R.C. website](#).

It is my responsibility to email my class schedule in advance before each semester begins (at least three (3) weeks prior). This request must include complete class details such as: class name, class section number, days of the week, and start/end times. Requests may be emailed directly to the [DHH Services Supervisor](#) or submitted through the [A.R.C. online request form](#).

If I change my class schedule (drop/add classes), then I am responsible to communicate these changes with the [DHH Services Supervisor](#) by email. RTC accommodations are set up based on the original, submitted request information. Communicate all changes to your class schedule.

It is my responsibility to keep my **personal contact information updated** in my Self-Service account. If my contact information changes, then I will communicate this to the [DHH Services Supervisor](#) directly by email.

I understand that **my personal email will be shared with my Captioner**. The Captioner will email students important links to connect to RTC services prior to class.

RTC service accommodations are successful when the student connects to a live Captioner (in real time). **A clear audio connection is crucial**. It is my responsibility to make sure my personal device (laptop, tablet) is fully charged and connected to a strong Wi-Fi network. It is my responsibility to know how to attach an external microphone to my device (if needed), to access the Zoom platform (if needed), and to connect to links communicated by the Captioner via email. **If I experience continual connection issues, I will contact the [DHH Services Supervisor](#) for assistance.**

Class Cancellations/Changes and Campus Events

Changes to a class schedule throughout the semester such as: instructor-announced class cancellations, classroom exam dates, Testing Center exam appointments, or HyFlex/Hybrid class date changes (on-campus to remote dates), must be **communicated to the DHH Services Supervisor as soon as possible**.

Campus events and/or activities are considered public accessibility needs. The A.R.C. is only responsible for classroom-related accommodations. Requests for RTC Services at public events may require at least **seven (7) business day's prior notice**. Requests for RTC services at a campus play require one (1) month notice and proof of a PVAC Box Office ticket purchase. Please contact the [DHH Services Supervisor](#) for more information.

Class Absences and Excessive Absence Policy

I agree to communicate by email at least 24 hours before the start of my class about an absence (doctor, personal appointments, etc.). Cancellation of RTC services must be emailed in advance to the [DHH Services Supervisor](#).

If I am **absent two (2) times with less than 24 hours' notice** before the start of class, then an automatic *Absence Notice* will be emailed to me. I understand that the DHH Student Services Supervisor does not determine whether my absences are due to good cause.

I understand upon a third (3rd) absence without 24 hours' notice of cancellation, my RTC services may be placed on an automatic, temporary hold.

Students who are notified of a temporary hold of RTC services are responsible to [make an appointment](#) with an A.R.C. counselor or with the A.R.C. Coordinator immediately. The hold will remain in effect until the student completes this appointment. All discussion with the counselor about the reasons for absences will be kept confidential. The A.R.C. counselor will notify the DHH Services Supervisor that the hold has been removed so RTC services may resume.

Students are responsible for any missed class content during this temporary hold period. It is recommended that students [use an alternate accommodation](#) such as peer note-taker, Otter.ai, or record the lecture during this temporary hold on RTC services.

Transcript Confidentiality and Etiquette

I understand that my class transcript from the Captioner must be kept **CONFIDENTIAL**. Transcripts are for my own study purposes only. **Transcripts are NOT to be shared with other students in the class nor shared on the internet or on social media.** I understand that a violation of keeping my transcripts confidential may result in this privilege being revoked.

If I am running late to class or do not show for class (in-person or remote), the Captioner will wait a maximum of 20 minutes and then leave/disconnect. No transcript will be provided for any missed class content.

I have read and agree to the above terms and etiquette.

By typing my name on the line below, I am providing an electronic representation of my signature for all purposes, similar to a "wet signature" or initial.

I agree to the above terms for Real-Time Captioning Services through Grossmont College: