TRANSCRIBER HANDBOOK

Oregon State University
Disability Access Services

DECEMBER 2018

OREGON STATE UNIVERSITY

A200 Kerr Admin Bldg

Corvallis, OR 97331

Welcome to Disability Access Services!

Disability Access Services (DAS) is a department within the Student Life alignment group in the Division of Student Affairs at Oregon State University. The guiding principles of DAS are embodied in the departmental Mission, Vision and Values, which can be found in the DAS Student Handbook at http://ds.oregonstate.edu/das-mission-vision-and-values.

Disability Access Services (DAS) serves the mission of OSU by providing access and educational opportunities to a population who has historically been disadvantaged in higher education: students with disabilities. DAS supports students with documented disabilities by providing reasonable and appropriate accommodations as required by Federal and State laws. DAS promotes the development of student self-advocacy skills while maintaining fundamental academic and technical standards. DAS supports the University's core values of Accountability, Diversity, Integrity, Respect and Social Responsibility. As a part of the Office of Student Life, DAS focuses on a social justice and universal design model of inclusion when working with the university and students with disabilities.

The Deaf and Hard of Hearing Access Services Program (DHOH) provides accommodations to eligible students who have registered with DAS. In most cases, accommodations for university events, colleges, and departments at OSU for faculty, staff, and visitors with hearing loss are also scheduled through the DHOH program.

Transcribers employed by the DHOH program demonstrate skills, professionalism, and collaboration as members of a team in pursuit of the goals of DAS. The information in this handbook applies to all transcribers working for DAS at OSU.

Contact Information
Disability Access Services
A200 Kerr Administration Building
Phone: 541-737-4098
FAX: 541-737-7354

Program Manager: Deaf and Hard of Hearing Access Services
DHOH.Services@oregonstate.edu
541-737-3670 (voice)

Manager: Assistive Technology
DAS.Production@oregonstate.edu
541-737-3666 (for captioning issues)

To request this handbook in an accessible format please call 541-737- 4098 or email Disability.Services@oregonstate.edu.

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Accommodations in Postsecondary Education

Accommodations in postsecondary education are governed by Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the ADA Amendments Act of 2008. Oregon State University, as a recipient of federal funds, is under the jurisdiction of Title II of those laws. See https://www.ada.gov/index.html for additional information.

Transcriber Duties and Responsibilities

In the course of employment with Disability Access Services, transcribers will:

- Provide communication access in real-time by transcribing in Oregon State University classes and miscellaneous assignments as necessary.
- Edit and upload transcripts to the DAS database.
- Provide basic set up/maintenance/troubleshooting of DAS-supplied equipment.
- Use equipment only for DAS-related assignments.
- Return equipment to DAS for updates at the end of each term.
- Return equipment promptly if no longer providing services as a transcriber through DAS.
- Maintain accurate records of all hours worked and submit all paperwork **in a timely manner**.
- Use the DAS database to update personal information, view transcribing assignments, request substitutes, and receive notices.
- Attend mandatory meetings (maximum one per term).
- Contribute and collaborate effectively as a team member in support of the mission of Disability Access Services and Oregon State University.
- Demonstrate professional behavior; abide by the *Transcriber's Code of Ethics.*
- Contribute effectively as a team member in support of the mission of Disability Access Services and Oregon State University.

Transcribers must read and/or complete the following OSU on-line training prior to working with students:

- FERPA (Family Educational Rights and Privacy Act) Training (please provide a certificate of completion to the DHOH Program Manager): http://registrar.oregonstate.edu/ferpa-training-module
- Mandatory Reporting of Child Abuse Policy: http://hr.oregonstate.edu/policies-procedures/employees/mandatory-reporting-child-abuse
- Disability Access Services Training: https://pace.oregonstate.edu/catalog/disability-access-services-faculty-training
- Risk Management training:
    - *Lab Hazard Awareness Training for Non-lab Personnel* course: http://ehs.oregonstate.edu/lab-hazard-awarness-training-non-lab-personnel
    - Sign the Acknowledgement of Completion after completing this training.
- Read the Disability Access Services Transcriber Handbook

Timesheets

The pay period runs from the 16th of the month to the 15th of the following month. Time must be entered and submitted electronically by 12:00 p.m. on the 16th of every month. When transcribers are scheduled in classes at the end of the day on the 15th, timesheets should be submitted as soon as possible on the following day, but no later than 5 p.m. on the 16th of the month. Employees cannot access timesheets in order to add hours after that date. Paychecks are issued on the last day of the month, and direct deposit is available. **Please direct payroll questions to the Auxiliaries and Activities Business Center (AABC) consultant assigned to DAS.** The AABC is located at 1600 SW Western Blvd., University Plaza Suite 150.

Please watch this tutorial to learn more about completing timesheets: https://www.youtube.com/watch?v=wfGc5Q_CHMg&feature=youtu.be.

OSU ID Cards

The OSU ID Card is the identification card for students, faculty, and staff. It functions as a meal card, library card, access card, and more. The ID Center is located in the Memorial Union room 103, next to the Java Stop Cafe.

Parking

All employees at OSU are responsible for purchasing their parking permits and knowing the parking regulations on campus. For additional information, please see http://transportation.oregonstate.edu/parking.

University Closure/Emergency Notification

Transcribers are encouraged to sign up for the University Emergency Notification system. Employees must possess an OSU ID number and an ONID email address in order to register. Instructions can be found at http://osucascades.edu/emergency/campus-alert-system.

In general, transcribers will not be paid in the event of a university closure (emergency, severe weather, etc.). The *type* of closure that is announced plays a large part in how employees may be compensated for working. AABC personnel will work with the DHOH Manager to determine compensation based on the closure times with employees' scheduled work hours.

DAS Online Services

Transcriber assignment schedules and information, substitute request forms, personal information such as address and phone number, and DAS announcements are posted in the DAS database. **Please ensure that personal information listed in the database is current.** Tutorials related to use of the database are located on the DAS home page (http://ds.oregonstate.edu/das-tutorials). Please review these materials and contact the DHOH Program Manager if you have questions or need assistance.

Professionalism

Transcribers are expected to exhibit professional behavior in all aspects of their work at OSU and are required to abide by the Transcriber Code of Ethics, which can be found at http://support.typewell.com/customer/portal/articles/1297231. Failure to comply with the code, with the exception of the "Need to Know" exclusion as defined below, may result in dismissal.

Requirements of confidentiality are for the protection of consumers; transcribers are not bound by the Code of Ethics in situations that present immediate health or safety concerns. *In all cases of threat to life, dial 911.*

Appearance

Transcribers are expected to dress professionally and appropriately for the assignment. If a transcriber has been assigned to a lab which requires students to wear specific clothing (e.g., long-sleeved shirts, closed-toe shoes, etc.), the transcriber should dress in a similar manner. The TA or instructor is required to provide clothing/equipment (e.g., goggles, lab coat, etc.) required for that particular lab.

Need to Know

Information that is learned during the provision of transcribing services should be shared with the DHOH Program Manager if such information could potentially impact the student's rights under the Americans with Disabilities Act, or as required by the policies in this document (i.e.: reporting "no-shows").

Right to Privacy

Transcribers must complete a Family Educational Rights and Privacy Act (FERPA) tutorial in order to gain access to the learning management sites, such as Canvas, in assigned classes. Instructions can be found at http://registrar.oregonstate.edu/ferpa-training-module.

Mandatory Reporting

Employees of Oregon institutions of higher education are mandatory reporters. This includes part-time and/or hourly transcribers. Please review the requirements of mandatory reporting at https://hr.oregonstate.edu/policies-procedures/employees/mandatory-reporting-child-abuse.

Attendance, Punctuality, and Substitute Requests

Transcribers assigned to regularly-scheduled academic classes are expected to attend every class and arrive punctually during the entire term. When transcribers are ill or unable to work and need a substitute, the Substitute Request form on the DAS database should be used. If computer access is unavailable, call DAS at 541-737-4098.

Please note that it is unacceptable to request a substitute in order to be available for outside, freelance work. It is also unacceptable to use DAS equipment for freelance work. Transcribers should email other transcribers directly to request a substitute only when there is a last-minute, urgent need. In such cases, the DHOH Program Manager should be copied on the email.

Social Media/Personal Email

Social media, such as Facebook, is widely used by OSU students and staff. Please carefully consider the implications of the use of social media related to the *Code of Ethics*. Checking one's OSU email during class is appropriate, in order to remain current regarding last-minute class cancelations, custom or sub requests. **However, social media sites or personal email should not be visited/checked during a transcribing assignment, whether actively transcribing or supporting one's team.**

Cell Phones (and other electronic devices)

Cell phones and other electronic devices must be set to *Silent* or *Vibrate* during all assignments. Messages may be checked discreetly if the transcriber has a few minutes of downtime during class. Otherwise, messages should be checked only during breaks between classes.

Class Preparation

As professionals, transcribers are expected to be competent to perform the duties required by an assignment. If an assignment requires preparation beyond what is typically expected of professionals, please contact the DHOH Program Manager.

Learning Management System Access

Faculty often use a Learning Management System (LMS) to post syllabi, notes, PowerPoints, study guides, etc. This information provides valuable preparation materials for transcribers. Canvas is the LMS for OSU. In order to gain access to Canvas, transcribers must request permission from the class instructor. Information about adding non-instructors to Canvas can be found at http://learn.oregonstate.edu/canvas/faculty-tools. Transcribers must complete FERPA training prior to being added to Canvas.

Bookstore Policy

In order to borrow books from the OSU Bookstore for class preparation, contact the DHOH Program Manager. Transcribers' names are added to a list of service providers who are permitted to borrow books from the OSU Bookstore for the term. All books borrowed must be returned to the Bookstore by the last day of Dead Week, and any damage to the books will be charged to the transcriber. In order to avoid charges, transcribers are encouraged to choose used books whenever possible.

In-Class Transcribing

Schedule of Classes

DAS cannot guarantee hours. Classes will be assigned based on a transcriber's availability and skillset. The DHOH Program Manager will email all transcribers when schedules are ready to be viewed on the DAS database. Transcribers are asked to check their schedules and either accept or request a change by contacting the DHOH Program Manager as soon as possible.

Schedules should also be checked the Sunday before the start of the term, as students edit their requests during breaks. Because students often add/drop classes during the first two weeks of a term, many aspects of the schedule might change. As a result, **the 24-hour cancellation policy does not apply to the first two weeks of classes.** As changes are confirmed, schedules will be updated on the database.

Changes in Class Information

Transcribers who are aware of any changes regarding the class location, instructor, meeting times, etc. should inform the DHOH Program Manager as soon as possible. All changes in class information will be entered in the DAS database and will be reflected on the schedule of classes as information becomes available.

Web Connectivity

Because connection between the transcriber and student requires a steady internet connection, it is crucial that the classroom/lab environment has consistent WiFi. If this is not the case, please inform the DHOH Program Manager as soon as it is determined that WiFi is not reliable.

Set Up

In order to be ready to transcribe at the beginning of a class, transcribers must enter the classroom and begin to set up equipment as soon as they arrive. Please arrive early the first day of classes in order to determine the best location for transcribing.

Two chairs are placed for use by transcribers and interpreters in every classroom. In order to ensure that the chairs are available for use by service providers, the chairs are locked to a bracket on a wall, generally near the front of the classroom. The code for the locks is 4098. If there are no chairs in the classroom to which you have been assigned, or if the lock is missing or not functioning, please let the DHOH Program Manager know as soon as possible.

Managing the Environment

The goal in positioning is to be able to hear both instructor and class comments and questions so that the transcribing is complete and accurate. In achieving this goal, please be aware that classrooms might be crowded and transcribers often work with a team. If one of the team members arrives to or leaves the class at any time other than the regularly-scheduled beginning or end of the class, please make every effort to select a position that supports the goal of transcribing while minimizing distraction to the class.

Teaming

Classes will be assigned a team of transcribers based on the length, speed, and complexity of the class. Please notify the DHOH Program Manager if a class has no team and you believe a team is necessary, or if you have a team, but are confident that you can transcribe the class alone.

It is the responsibility of the team members to discuss and agree on the amount of time a transcriber will transcribe before being replaced by the team, as well as how transcript editing, delivery, and exam coverage responsibilities will be shared.

Teamed classes require a high degree of cooperation among team members in order to provide excellent transcribing services. Transcribers are expected to be actively engaged in the transcribing process during the entire class. The best way to accomplish this is by using a notebook to communicate during class, as well as debriefing before and after class. Use debriefing time to share any concerns regarding the teaming process, as well as other issues (e.g., a team's behavior, appearance, punctuality, etc.). If, after discussing an issue with a team, a transcriber does not feel the matter has been resolved, the transcriber should bring the situation to the attention of the DHOH Program Manager, who will either facilitate a meeting with the transcribing team or have a discussion with each transcriber separately.

In-Class Media

DAS contacts faculty for information about the planned use of media prior to the beginning of classes. If, during a class, uncaptioned media is shown, please contact the DAS Manager of Assistive Technology at 541-737-3666 or DAS.Production@oregonstate.edu and the DHOH Program Manager at DHOH.Services@oregonstate.edu so that arrangements can be made to provide captioned media to the student.

Review Sessions, Meetings, Out-of-Class Assignments

Instructor-led review sessions, instructor-student meetings, and required out-of-class activities are among the miscellaneous assignments which are approved and paid for by DAS. In general, all requests for transcribers, other than for regularly scheduled classes, should be made by students using the online request form on the DAS homepage.

Occasionally, a last-minute need for approved transcribing services arises. In such cases, if there is no opportunity to contact the DAS office to receive permission to transcribe prior to the assignment, the transcriber is authorized to provide the service. Upon completion, transcribers should email the beginning and ending time and location of the assignment, the nature of the assignment (e.g., meeting with instructor) and the related class designation (e.g., WR 121.001) to the DHOH Program Manager. Transcribing without prior approval from the DHOH Program Manager should occur only in rare circumstances when following the regular procedure for requesting services is impossible.

Miscellaneous Assignments

When a miscellaneous assignment runs overtime, please email the name, date, and actual time of the assignment to the DHOH Program Manager.

Transcript Editing and Delivery

Normally, if a student is receiving transcribing services, transcripts will be the de-facto notes for the student.

In some cases a student may have the option of requesting notes from a notetaker in the class or a copy of the edited transcripts; the DHOH Program Manager will notify you if the student will not receive the transcripts. In such cases, where transcribing is used only for communication access during class, the transcripts should not be emailed or edited but should be saved until two weeks after the end of the term, in the event of a dispute over grades.

All transcripts should be deleted within two weeks after the grades have been posted.

When transcripts are edited, a maximum of one half hour per course per week (ten minutes per class) is allowed for editing. If you are in a class that you believe more substantial editing time is needed, please discuss this with the DHOH Program Manager.

All transcripts must be edited and uploaded to the database within 24 hours of the class.

Transcript Sharing

Only students who are registered with DAS and eligible to receive real-time transcribing services are permitted to receive copies of the transcripts.

At the instructor's request, DAS will provide a copy of the transcripts to the instructor. Please contact the DHOH Program Manager if such a request has been made.

Midterms/Final Exams

Unless alternative arrangements have been made by the student and the instructor, one transcriber must be present for all exams. It is the responsibility of team members to determine how to share exam transcribing responsibilities.

In some classes, midterms and final exams are scheduled at times other than the regularly scheduled class time. Transcribers are responsible for notifying the DHOH Program Manager about the time, location, and designated transcriber for all exams occurring at times or locations different from the regular class schedule.

The designated "exam" transcriber will be paid for an hour of exam time, whether or not the transcriber is needed for the full hour. It is important for the "exam" transcriber to check in with the student and faculty member prior to the scheduled exam time to ascertain whether or not the transcriber will be needed for more than an hour. If so, please inform the DHOH

Program Manager of the need for transcriber services beyond the designated one-hour time frame.

Once the initial exam instructions have been given, if both the student and instructor state that no further services are needed, the transcriber may leave the class. Please remind the instructor that the student will not have access to any comments, questions, corrections, etc. when the transcriber is not present and request that any unanticipated changes be provided to the student in written format.

Self-Care

Transcribing can be demanding both physically and mentally, and transcribers are encouraged to use good ergonomic and self-care techniques. These include use of a steno table and proper set-up of equipment, working with a team if necessary, and having adequate breaks. Please contact the DHOH Program Manager if the transcribing schedule is too demanding or any time pain is experienced. Transcribers' health is important to us!

Working with the Faculty

At the first opportunity, transcribers should introduce themselves to the faculty member and briefly explain the role of a transcriber. Request permission to have access to the Learning Management System (i.e.: Canvas) if it will be used.

DAS sends a Notification of Academic Accommodations email to faculty prior to the beginning of the term with accommodation-specific information. If the faculty member indicates no prior knowledge of the transcribing service, please refer them to the email and ask that they contact the DHOH Program Manager if they have additional questions or concerns.

Transcribers are expected to work collaboratively with faculty in order to ensure equivalent access for students with a hearing loss. Information provided to faculty members about the services provided by the Deaf and Hard of Hearing Access Program can be found at http://ds.oregonstate.edu/deaf-and-hard-hearing-access-services. Transcribers are encouraged to become familiar with this information prior to the beginning of the term.

Working with the Student

Contact Information

Transcribers are encouraged to exchange contact information with the students in assigned classes prior to the beginning of the term in order to communicate last-minute class-related changes, to make arrangements for providing a reader device to the student, and to provide the link to the website where the transcribing can be viewed. Students are required to have ONID email addresses in order to use the DAS database; use of ONID addresses is preferred due to occasional firewall issues with other email accounts.

Voicing for the Student

You will be informed prior to the first day of class by the DHOH Program Manager if a student requires that the transcriber voice their questions and comments during class.

No-Shows, Late Arrivals, and Class Cancellations

Unless a student has informed a transcriber prior to class that they will be late, please wait at least 15 minutes for the student to arrive. Please report student no-shows to the DHOH Program Manager. If the student arrives late to the class, only the portions of the transcript typed after the student's arrival should be emailed to the student.

If the student informs a transcriber directly that he/she will not attend class, the transcriber should confirm that the student has notified the DHOH Program Manager.

If the student does not attend the class without providing advance notice to the transcriber and/or the DHOH Program Manager, the transcriber has two options: stop transcribing and leave the class at an appropriate time, or remain in class and continue transcribing. The second option allows the transcriber to keep current on what is being covered so they are better prepared for the next class, and they can use the situation as an opportunity to work on their skills.

If the DHOH Program Manager informs a transcriber that a student will not attend class with less than 24 hours advance notice, or if the instructor has canceled a class for the day with less than 24 hours' notice, transcribers will be paid for the scheduled time of the class. Assignments canceled with 24 hours advance notice are unpaid and should not be noted on the timesheet.

Student Rights/Responsibilities

A copy of the student handbook and the rights/responsibilities of students registered with DAS can be found at http://ds.oregonstate.edu/student-handbook-page/das-student-handbook. Please review this information prior to working with the students, chapters 4, 10, 12, 13, and 14 in particular.

Transcribing Equipment

The Assistive Technology Manager is responsible for the issuance and maintenance of all transcribing equipment. Equipment issued to transcribers may be used only for work at Oregon State University or other approved assignments.

All transcribing equipment issued by DAS must be returned to DAS each term by 5pm on the last day of finals week. Equipment will be cleaned and updated and re-issued to transcribers before the start of classes for the next term.

Please use care during set up and take down of equipment, and try to protect the equipment during inclement weather. At the first sign of damage or other problems, please email das.production@oregonstate.edu to make a report. If technical issues arise while transcribing,

call the tech support emergency line at 541-740-8377. It is your responsibility to inform the DHOH Program Manager about all equipment issues and failures in the classroom.

Professional Development

Observations/Feedback

Periodically, transcribers are observed by the DHOH Program Manager or a designated DAS transcriber mentor, as an aid to professional development and to ensure quality services. Students are also periodically surveyed for feedback about their transcribers. Results of the feedback will be shared with transcribers.

Transcribers may request the DHOH Program Manager or the designated DAS transcriber mentor to observe a class if concerns have been raised regarding a student, faculty member or environmental issue or for other feedback and support.

Professional Organizations

The Association of Higher Education and Disability (AHEAD), its Oregon affiliate, ORAHEAD, and the Association of Transcribers and Speech-to-Text Providers (ATSP) are sources of information related to new trends in speech to text services; related articles are often posted on their websites.

Courses for continuing professional development are posted on the TypeWell website at http://typewell.com/.

Monthly Meeting Opportunity

In recognition that OSU has few places where transcribers and interpreters can meet, the DAS conference room or multipurpose room will be, as class schedules allow, reserved one day a month in order for service providers to meet each other, share information, and develop a supportive network on campus. The designated monthly meet and greet time will be e-mailed to interpreters and transcribers.

Campus Resources

Lockers are available for rent in the Valley Library and in the basement of the Memorial Union where equipment can be stored during times transcribers are not working. For additional information, contact the Valley Library at http://osulibrary.oregonstate.edu/lockers or the Memorial Union at 541-737-2383. Small lockers at the MU are available for $8/term, and large lockers are available for $12/term.

The following locations on campus provide a quiet area for rest and gathering, as well as places to recharge equipment and edit transcripts:

- Women's Building "living room": http://health.oregonstate.edu/womens-building
- Beth Ray Center for Academic Support, especially the second floor conference-style

rooms: http://success.oregonstate.edu/beth-ray-center-academic-support
- Memorial Union: http://mu.oregonstate.edu/muhome
- Kelley Engineering: http://eecs.oregonstate.edu/about-eecs/our-building
- DAS Multipurpose Room, A200 Kerr Administration Building

Additional resources you might find helpful are as follows:

- **Valley Library**: http://osulibrary.oregonstate.edu/
- **Mind Spa**: http://counseling.oregonstate.edu/mind-spa
- A listing of **dining halls and restaurants** can be found at http://food.oregonstate.edu/
- **Craft Center**: http://sli.oregonstate.edu/craft
- **Dixon Recreation Center**: http://recsports.oregonstate.edu/
- **Cultural Centers**: http://dce.oregonstate.edu/cultural-resource-centers
- **OSU Bookstore (OSU Beaver Store)**: http://osubeaverstore.com/

Commitment to Excellence

Disability Access Services is committed to excellence, and in that spirit, employees are encouraged to share suggestions for improvement in the Deaf and Hard of Hearing Access Services program with the DHOH Program Manager. Feedback is appreciated!

Updated 12/2018