



# Santa Rosa Junior College Interpreter Handbook

## **DHH Interpreting Services:**

Email: [interpretingservices@santarosa.edu](mailto:interpretingservices@santarosa.edu)

Cell Phone: (707) 230-3895

VP: (707) 623-1630

Website: <https://drd.santarosa.edu/deaf-and-hard-hearing-program>

## **Interpreter Coordinators:**

A Dreamer: [adreamer@santarosa.edu](mailto:adreamer@santarosa.edu) Cell Phone: (707) 536-3211

Heidi Brockmann: [hbrockmann@santarosa.edu](mailto:hbrockmann@santarosa.edu) Cell Phone: (707) 292-4385

## **Administrative Assistant:**

Tanya Irvin: [tirvin@santarosa.edu](mailto:tirvin@santarosa.edu) VP: (707) 331-1156

## **Assignments:**

An email is sent prior to each semester requesting your availability for the upcoming semester. Please respond to the email with your availability and keep in mind that most college classes are scheduled on paired days (i.e. Mon/Wed and Tues/Thurs). Include information about your assignment preferences, specific skill strengths/weaknesses, your preferred method for contact (text, phone, email, etc.) and any other needs or information you want to include.

Scheduling of assignments occurs prior to the first day of class and is subject to change. The goal is to match the interpreter with the needs of the Deaf student/staff, the instructor, and the class/assignment subject. The following criteria are considered for each assignment:

1. Interpreter's skills, availability, background
2. Student/staff's preferred communication mode and background
3. Difficulty and/or length of class/assignment
4. Student/staff's and/or interpreter's personal requests/preferences

## **Sub Assignments:**

In addition to regularly assigned classes, an interpreter may be called to fill in for another interpreter who is unable to cover a particular assignment. Interpreters do not need to find their own sub for their absence. The DHH Interpreter Coordinators will assign subs for assignments.

## **Uncaptioned Media:**

Although our goal is to have all media used in classrooms/meetings/etc. be captioned, this is not always the case. Our approach is for interpreters to not refuse to interpret media, although you may provide instructors/staff with information about why interpreting media is not effective. Inform the DHH Interpreter Coordinators about any captioning concerns you encounter on your assignment, and refer instructors to Corrine Haverinen at [chaverinen@santarosa.edu](mailto:chaverinen@santarosa.edu) for further captioning inquiries.

## **Communicating with Interpreting Services:**

DHH Interpreting Services uses a variety of modes of communication: voice, VP, text and email. Text messaging is the most common form of communication during assignments and for urgent requests. For regular scheduling needs, call or text the DHH Interpreting Office cell phone, VP, or email the DHH Interpreting Team. For advance notice sub requests, please use [interpretingservices@santarosa.edu](mailto:interpretingservices@santarosa.edu).

Due to the variable nature of assignments (cancellations, room number changes, team changes, etc.) every effort will be made to get the most updated information to you, but there is no guarantee. If you are aware of any changes to your assignment, please inform the DHH Interpreter Coordinators as soon as possible.

## **Canvas Account:**

SRJC uses a classroom management platform called Canvas. Interpreters may need a Canvas account in order to access class syllabi, schedule, announcements and other class specific information. Please download the Canvas app to your cell phone.

## **Planned Absences:**

Please let us know as soon as possible of any planned absences. Email substitute requests to [interpretingservices@santarosa.edu](mailto:interpretingservices@santarosa.edu). It is preferred that at least 10 business days' notice is given for planned absences.

## **Emergency Absences:**

In case of an emergency or illness, contact the DHH Interpreting Office cell phone at (707) 230-3895. If there no response within 10 minutes, contact Dreamer and/or Heidi. When you report an emergency absence, include the following information: class/assignment, time of assignment, room number, team name, and any other pertinent information to the class structure or activities that may assist in a smoother transition.

Note: Excessive substitute requests may result in reassignment and/or reduction in the number of hours assigned.

## **Cancellations:**

Please report all cancellations/schedule changes with advance notice to the DHH Interpreting Coordinators. The department adheres to a 24-hour cancellation period. If your assignment is canceled with less than a 24-hour period, you will still be paid for the assignment. Interpreting Services retains the right to reassign you to another service within the same time period.

## **Drops:**

Drops happen every semester. You will be notified as soon as the department has been officially notified and has processed the drop. When an assignment drops off your schedule, the DHH Interpreting Office will call or text you, and it will be reflected on your When-to-Work schedule.

## **Punctuality:**

Interpreters should be on time to all assignments, and preferably show up a few minutes early to set up seating and resolve any other logistics. It is especially important to show up early on the first day of a class/assignment or when substituting so you have time to introduce yourself to the teacher/hearing participants and Deaf students/staff. If for any reason you will be arriving more than five minutes late to an assignment, the DHH Interpreting Office should be contacted as soon as possible so the Interpreter Coordinators can alert the team, student(s) and staff, and send someone to cover the assignment if needed.

## **Student/Consumer/Staff Tardiness/Absences:**

Interpreters are expected to wait a minimum of 10 minutes per hour of class/assignment. For example; a 1-hour 30-minute class is a 15-minute wait time; a 3-hour class is a 30-minute wait time. If the student/consumer/staff has not arrived after the allocated wait time, please contact the DHH Interpreting Office for possible reassignment, or to be released from your assignment.

## **Parking:**

Parking passes for on-campus lots are available by the day by parking kiosks, or by the semester through the Accounting Office. The cost for STNCs is \$60; for staff interpreters it is \$120/year.

## **Pay Periods & Billing:**

Pay periods run from the 10<sup>th</sup> - 9<sup>th</sup> of each month. Please make sure you keep track of all work hours and assignments. An invoice request will be emailed to you approximately one week before the end of each pay period. Please include in your invoices: day/time of shift, student/staff name, class/assignment, and any other relevant information (sub, late cxl, etc). Your invoices will be cross-matched with your schedules in When-to-Work and you will be contacted to resolve any discrepancies and/or issues. Please email all invoices to the DHH Administrative Assistant.

## **Paid Preparation Time:**

Depending on the nature of the assignment (challenging/advanced/specialized courses), prep time can be added to your ongoing assignment or special event. Please check in with the DHH Interpreter Coordinators if you think your assignment requires paid preparation time.

## **When-to-Work:**

DHH Interpreting Services publishes schedules on Wednesdays for the following week. Our scheduling software is When-to-Work and can be accessed via website or through a mobile app. You can sign up at [www.whentowork.com](http://www.whentowork.com) to view and access your schedules. Otherwise, you will receive your schedule weekly via email. Please be sure to check them ahead of each work week, and contact the DHH Interpreter Coordinators if you have questions or concerns about a shift.

## **Expectations:**

- **Dress:** Business casual is the expectation. Choose colored tops without patterns that contrast with your skin tone for highest visibility. Some assignments may require a uniform or alternative clothing necessary to match the needs of the class (i.e. sports, culinary, labs, etc.)
- **Teaming:** Teaming is typical on assignments over one hour in length, with some exceptions (i.e. low demand courses, high levels of independent activity, and minimal communication needs). Common team intervals are 15-20 minutes, but may extend to 30

minutes. Interpreter seating may vary depending on classroom/room arrangement, both in front, or one at a time, with the support interpreter chair on the side.

- **Preparedness:** It is expected that you will be prepared for your assignment to the best of your ability with the information available to you.

## Zoom Considerations for 2021:

As we are currently under quarantine for the Covid-19 pandemic, most of us are working from home. In order to interpret from home, you must have the minimum equipment and speeds as listed to operate Zoom, the platform that the SRJC District uses for our remote learning.

- An internet connection – broadband wired or wireless (3G or 4G/LTE) with internet speed 1.5Mbps/1.5Mbps (up/down)
- Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth headset
- A webcam or HD webcam - built-in, USB plug-in
- A second monitor - for best practices while interpreting via Zoom
- Appropriate foreground lighting and background/backdrop for skin contrast

For specific information, visit the Zoom requirements page at <https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>.

## Best Practices with Zoom Video Interpreting

Download Zoom app <https://zoom.us/download>

- **Recommended Settings:** It is advised that you confirm the following settings within the Zoom application. Click on the gear icon to access settings.
  - Under GENERAL settings, check DUAL MONITOR: Allows you to Pin Videos and see multiple screens simultaneously from a Desktop zoom program (not on iPad or smartphone).
  - Update to latest version of zoom (min 5.4.6) - this will allow multi-pinning options for keeping yourself, your team and client large and forefront on your screen. (Including yourself on screen allows you to monitor for signing space/readability.)
  - Two physical monitors required for interpreting. Set up both monitors in the same line of sight – meaning computer in front with second monitor raised and placed behind. Side by side is not optimal for interpreting as it causes loss of sight with the client

- If you only have one monitor, under SHARE SCREEN, click Side-by-side mode; This enables you to see both windows during a screen share. You can also toggle back and forth between the screen share and your preferred view.
- Check **camera framing** and **audio connection** before joining live class.
- **Join meetings with Audio and Video set to mute**, allowing you to make adjustments as needed before others can see/hear you.
- Use screen name: **Interpreter - (your first name)**
- **Keep your audio on mute** unless you need to speak, this will diminish audio interference for all. (hint: hit the spacebar to temporarily un-mute to voice for the client.)
- **Blue or green solid backgrounds are best.** Do not use the Virtual background, it does not work well with ASL Interpreting. Avoid full black backdrops, the camera tends to over compensate with light balance and washes out the face tones. (black shirt on black background doesn't work well. -floating head and hands).
- **Lighting is best in the foreground** with your torso illuminated softly. Avoid being back-lit (windows/doors behind you), this causes your face to be in shadow.
- **Use a headset** - this will improve your spoken language input and help eliminate extraneous noise.
- **Keep your laptop or device plugged into a power source** to avoid disconnection due to power loss.
- **Use hardwire Ethernet cord** to access internet when possible.
- While in session, **Hide Non-Video Participants** to free up more screen space. Click on dots in picture to select (or right click)
- When acting as support ("off") interpreter, **stop your video to conserve bandwidth** and help Deaf consumer navigate to "on" interpreter.
- **Pin your consumer video**, self and team if possible. You may multi-pin if host/cohost has given you permission. Right click on the picture/person you wish to pin, select from the drop down menu: Pin to first screen. Next, you can multi-pin by continuing this process, select person, right click, choose Add Pin to first screen. Alternatively you may pin one person to the second screen, be advised this will be lost during screen sharing.
- You may also **manage the order of your gallery view** by dragging the individual videos.
- Understand that when someone screen shares, all the windows change and adjustments may need to be made.
- **To Resize a Shared Screen**, at the top of that window, click on View Options, then Zoom Ratio, see option Fit to Window, click here to choose other sizes.
- Become familiar with "Speaker view" and "Gallery view" modes (top right corner) – this will allow you to switch from multi-pinned views to full class views quickly and as needed
- Instead of using zoom chat window, use personal cell phone to communicate with team. Zoom chat messages are saved to the transcript, best to keep private conversations offline.

(revised on Jan 12, 2021)