



Student Accessibility Services (SAS) Guide

Communicating with People who are Deaf/Hard of Hearing (D/HH)

American Sign Language (ASL)- A visual, gestural language with its own grammar and syntax. The natural language of the Deaf community. The clarity of a person's speech may not reflect the person's level of hearing or their preferred mode of communication.

Communication Access Real-time Translation (CART)- A service provider converts the spoken word into instant text (a familiar example=court reporter). This service is for D/HH persons, not familiar with American Sign Language (ASL), that need to translate spoken words into printed English in a real-time format.

General Guidance regarding communication with D/HH persons at USF

- Individuals who are D/HH may utilize different modes of communication and services to match that mode.
- It is appropriate to ask an individual their preferred method of communication.
- Brief interactions, such as giving directions to a campus building, establishing an appointment, or accessing a library book, can utilize communication tools such as writing, automatic captions on Microsoft Teams, texting, gesturing and/or lipreading (depending on the D/HH person's preference).
- Some D/HH individuals utilize video relay services. When receiving a call from a relay service, accept the call and speak directly to the D/HH individual as you would speak to anyone. Usually, hearing individuals do not initiate relay calls.
- The SAS Team is available for consultation regarding appropriate communication with D/HH persons. Contact SAS at sas-info@usf.edu or 813-974-4309.

Scheduling ASL interpreters/CART for communication with D/HH persons at USF

- SAS manages interpreter and CART services for student classes and student organizations. (i.e., SAS schedules classroom services, meetings with professors regarding that class, and/or group project meetings with peers in that class)
- For all other requests, it is the responsibility of the department/office providing the service to provide an ASL interpreter or CART services. (Vendor contact information at end of this document.)
- Allow 3 to 5 business days' notice when scheduling a service provider. Last minute requests may incur additional costs.
- When scheduling, start time, end time and location (including building address, room number and parking information day of event contact name and phone number are required.
- Provide a description of the event (i.e., staff meeting with 5 people, lecture with audience participation)
- Where available, provide scripts, handouts, copies of presentations and any information advertising an event to the service provider at least 24-hours before an event. Such information allows a provider to prepare appropriately.
- AVOID asking/requiring a student to schedule, coordinate, and/or bring their own interpreter/caption services.
- AVOID asking/requiring friends, students, family members, and/or staff, in lieu of qualified, professional interpreters.

Paying for ASL interpreters/CART at USF

- Costs cannot be passed on to the D/HH person, nor can USF decline to provide access for cost related reasons.
- ASL interpreter and CART agencies are considered vendors. Most vendors accept USF P-Cards.
- It is appropriate to ask a vendor if there is a USF rate or discount.
- Inquire about cancellation policies. It is standard to be billed for cancellations not within the cancellation window.
- It is standard for ASL interpreters and CART providers to bill at a two-hour minimum; services are typically billed in 15-minute increments after those 2 hours.
- For ASL interpreters, it is standard for events longer than two hours and/or with multiple speakers to require a team of two, or more interpreters. The billing will be at the standard rate multiplied by the number of interpreters. (i.e., a 2.5-hour event with two interpreters, billed at \$100/hour per interpreter equals \$250/interpreter, at a total of \$500.)
- As of Fall 2023, rates for ASL and CART services range from \$75-\$140/hour (CART at the higher end of the scale). Evenings, weekends, and last-minute/emergency assignments bill at a higher differential rate.
- Legal interpreting (i.e., situations involving law enforcement) must have qualified, certified ASL interpreters. Legal interpreting bills at a higher rate

Suggested Vendors – American Sign Language (ASL) interpreters & Communication Access Real-Time Translation (CART) providers.

Vendor	Contact	Notes
Hands On USF	USF CSD Phone: 813-974-1578 Email: housf@usf.edu Web: HOUSF Website 24-hours *Calls after 5:00pm and weekends may not be answered until the next business day	<ul style="list-style-type: none"> • Part of USF and familiar with USF events and facilities. • Rates are often less than other ASL agencies. • Requires a one-page Agreement
Absolute Quality Interpreting (AQI)	Phone: 813-785-1214 Email: request@aqiservices.com Web: www.aqiservices.com 24-hours/7-days/365	<ul style="list-style-type: none"> • Provides in person and/or remote, qualified ASL interpreters. • Provides remote CART services.

Vendor	Contact	Notes
Jet Reporting, Inc.	Janet Hamilton Phone: 813-787-1226 Email: janindividual@yahoo.com	<ul style="list-style-type: none"> • Primary provider for USF in-person CART services
HRI-CART	Phone: 813-974-1578 Email: info@hricart.com Web: https://hricart.com/	<ul style="list-style-type: none"> • Provides remote CART services. • In-person CART services for special events
RealTime Communication Services (RTS)	Tess Crowder Phone: 813-843-6279 Email: tmt.tess@outlook.com Web: https://realtimecommunicationservices.com/	<ul style="list-style-type: none"> • Primary provider for USF special events and conferences

*Please reach out to the Student Accessibility services (SAS) team with any questions and/or assistance needs at sas-info@usf.edu or 813-974-4309.