Accessibility Resources
Communication Access Team

Service Provider Handbook
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Effective 6/26/2017 v.1.4
1. INTRODUCTION

The intent of this document is to familiarize American Sign Language (ASL)/English Interpreters and CART Writers about Accessibility Resources (AR) and Communication Access Team’s (CAT) policies and procedures while rendering services for the University of Cincinnati (UC). If you do not understand any policies or procedures that are outlined in this handbook it is your responsibility to seek clarification from the Supervisor of CART and Interpreting Services.

1.1. Welcome
Welcome to the service provider team for AR and CAT at UC! We are excited to have you as an independent contractor who can provide services for students registered with our office. The services you provide are a vital part of enabling our office to satisfy our mission and meet the needs of UC students.

1.2. Mission

1.2.1. **UC Mission Statement**
The University of Cincinnati serves the people of Ohio, the nation, and the world as a premier, public, urban research university dedicated to undergraduate, graduate, and professional education, experience-based learning, and research. We are committed to excellence and diversity in our students, faculty, staff, and all of our activities. We provide an inclusive environment where innovation and freedom of intellectual inquiry flourish. Through scholarship, service, partnerships, and leadership, we create opportunity, develop educated and engaged citizens, enhance the economy and enrich our university, city, state and global community.

1.2.2. **Academic Excellent and Support Services Mission Statement**
AESS (Academic Excellence & Support Services) provides comprehensive, student-centered and university-wide programs, resources, and services designed to promote transformative academic excellence through individual and group support.

AESS comprises Disability Services, the Learning Assistance Center, Testing Services, and Veterans Programs & Services. We encourage any student with a disability who needs academic assistance to contact Disability Services. Learning Assistance is here to help all students who need help with tutoring, study skills, or other services.

Additionally, our services are designed to help all UC students become successful, independent learners, as well as assist in the retention and graduation of all students. Disability services, tutoring, and other learning resources are free to students!

1.2.3. **AR Mission Statement**

Accessibility Resources, at its discretion, may change, delete, or suspend part or all of the handbook at any time without prior notice in order to best serve UC students or the service providers. In the event of a change, service providers will be notified.
Accessibility Resources is dedicated to empowering students with disabilities through the delivery of reasonable accommodations and support services by bridging post-secondary education with future real world experiences.

1.2.4. **Communication Access Team (CAT) Mission Statement**
Through the provision of our services, our students: obtain access to communication, secure membership in the campus community, learn to interface effectively with service providers, and explore opportunities for academic and personal growth.

1.2.5. **AR Service Provider Core Values**
- Respect for students, professors, colleagues and the university.
- Civility toward students, professors, colleagues and the university.
- Professional conduct and behavior in all university settings.
- Open communication with students, colleagues and members of AR.
- Superior quality of service rendered to students at UC.

1.3. **Changes in procedures**
This handbook supersedes all previous handbooks, policies, procedures, and memos. While every effort is made to keep this handbook current, AR has the right to modify, suspend or terminate any policies with or without prior notice to service providers.

2. **SERVICE PROVIDER STATUS**

2.1. **American Sign Language (ASL)/English Interpreters and CART Writers**
ASL/English Interpreters and CART Writers will function as independent contractors with AR and will be referred to as “service providers.” Service providers will be required to sign an annual Personal Services Contract (PSC) with UC.

2.1.1. **Independent Contractors**
By signing the PSC, service providers are acknowledging that he/she will function as an independent contractor at all times and not as an employee of UC.

2.1.2. **PSC Termination**
By signing the PSC, service providers are notified that the contract may be cancelled by UC upon three days written notice of cancellation mailed to the Contractor at the address on file.

3. **INDEPENDENT CONTRACTOR PROCEDURES**

3.1. **PSC**
As previously stated in this handbook, service providers will need to sign a PSC on an annual basis. PSC’s will run the duration of UC’s Fiscal Year (July-June).

3.1.1. **Change of Information**

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Service providers who have experienced a change of information (name, address, etc.) will need to contact AR to update his/her PSC.

3.2. Direct Deposit
Service providers will have the option to complete registration in order to receive direct deposit of earned compensation. The form must be completed and submitted directly to UC’s Accounts Payable (AP) office. The form can be found at: http://www.uc.edu/content/dam/uc/af/controller/docs/EFTAgreementPPD.pdf
All questions pertaining to direct deposit should be directed to the UC AP office at (513) 556-6746.

3.3. WhenToWork
Service providers contracting with AR will be provided with a username for the WhenToWork system. WhenToWork is an online scheduling platform utilized to schedule service providers. Service providers are expected to maintain and update his/her availability in WhenToWork.

3.4. Weather and Emergency-Related Closings
At the discretion of the University of Cincinnati, certain offices or facilities on-campus can/will be closed due to weather or other emergency-related conditions. Service providers can check the UC website (www.uc.edu), local television stations or find out if campus is closed by calling (513) 556-3333 for an up-to-date recording. If inclement weather happens and the University does not close, service providers are expected to render services as scheduled unless otherwise notified by AR Supervisor of CART and Interpreting Services or the assigned student.

4. STANDARDS OF CONDUCT
4.1. General Guidelines
All service providers are viewed as professionals and are expected to conduct themselves accordingly. Service providers are to maintain a professional demeanor at all times and to act as a positive reflection of oneself, AR, the student, the instructor, and the University. Service providers should attempt to be as unobtrusive as possible and to keep classroom distractions to a minimum.

4.2. Attendance and Punctuality
4.2.1. Punctuality
Service providers are expected to arrive to all assignments at least 10 minutes in advance in order to set up and be ready by the start of class, but will not be compensated for ARrival time. Circumstances might arise where a service provider has a prior assignment at a distant location causing him/her to arrive late. These types of circumstances should be made known to co-interpreters and the student with advanced notice. In the event that a service provider is running late due to unforeseen circumstances, it is the responsibility of the service provider to notify all necessary parties. Service providers who arrive consistently late to an
assignment may be removed from the schedule for the duration of the semester at the discretion of the Supervisor of CART and Interpreting Services.

4.2.2. **Absences**

Service providers are expected to attend all scheduled assignments. In the event that there is a conflict with a scheduled assignment, it is the responsibility of the service provider to notify (through email, a phone call, and/or text message) the Supervisor of CART and Interpreting Services and to ensure confirmation of the absence. Service providers should also update any conflicts or scheduled absences in his/her WhenToWork preferences. Scheduled absences should be communicated with advanced notice; preferably at the beginning of the semester.

Unexpected circumstances will occur resulting in a last-minute need for a dropped shift. If a situation arises, such as illness, family emergency, car trouble, etc., service providers must contact the Supervisor of CART and Interpreting Services who can then re-assign the shift or place it on WhenToWork. Please do not only place a shift on WhenToWork as it might be overlooked. Contacting the Supervisor of CART and Interpreting Services will ensure there is no oversight.

If a service provider will be absent from a scheduled assignment and the course will not need a provider, i.e. the class has been previously cancelled, the student is taking an exam, etc., please communicate this information to the Supervisor of CART and Interpreting Services.

If you are unable to reach the Supervisor of CART and Interpreting Services please contact AR at (513) 556-6823.

4.3. **Confidentiality**

Maintaining students’ confidentiality is of utmost importance to AR. Service providers are expected to respect confidentiality and student privacy at all times. This includes prior to, during, and after an assignment. Service providers are not permitted to release student information to others, including the instructor. The Family Educational Rights and Privacy Act (FERPA) is the federal law that protects students’ educational records; therefore, service providers are expected to comply with FERPA when handling student information. Moreover, service providers are bound to confidentiality through codes of ethics devised by his/her respective national organization: Registry of Interpreters for the Deaf (RID) and/or National Court Reporter Association (NCRA).

4.4. **Ethical Standards**

Service providers are expected to behave in an ethical manner at all times while rendering services for UC. This includes, but is not limited to: maintaining confidentiality, not making him/herself available around a student’s schedule, maintaining impartiality, refraining from offering personal opinion and/or advice to

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students, and treating others with respect. Service providers who have been deemed to partake in unethical behavior will have his/her PSC terminated with AR.

4.4.1. **RID Code of Professional Conduct**
ASL interpreters are expected to adhere to the RID Code of Professional Conduct (CPC) at all times. A copy of the RID CPC can be found at: [http://www.rid.org/ethics/code/index.cfm](http://www.rid.org/ethics/code/index.cfm).

4.4.2. **NCRA Code of Professional Ethics**
CART writers are expected to adhere to the NCRA Code of Professional Ethics at all times. A copy of the NCRA Code of Professional Ethics can be found at: [http://www.ncra.org/About/content.cfm?ItemNumber=9430](http://www.ncra.org/About/content.cfm?ItemNumber=9430).

4.5. **Use of Technology**
Service providers often utilize various methods of technology to operate and conduct business needs remotely. While in the classroom rendering services, providers are to refrain from the use of technology, including acts such as, but not limited to: text messaging, emailing, or use of cellphone, laptop, or other devices that would be perceived as a distraction or a barrier to services. Please utilize downtime in a class to check any necessary messages or step out of the classroom to handle any phone calls/texts which might be perceived as an emergency. Furthermore, service providers should also respect and adhere to the policy of the professor in the classroom.

4.6. **Dress Code**
Service providers are expected to present a neat, clean, and professional appearance. The dress code for AR is business casual, and as an extension of AR, service providers are also expected to be in business casual attire. Assignments may arise which require providers to be in professional attire (platform assignment, interview, etc.) or which require providers to dress more casually (field placement, lab requirement, etc.). Service providers should always be mindful of the dress requirements for labs and field placements and should refrain from clothing that would be deemed inappropriate for these circumstances (i.e. shorts, open toed shoes, etc.). Jeans may only be worn on Fridays as long as they do not have any holes or look unprofessional. Additionally, jeans may only be worn if the circumstance allows. Clothing worn should not be distracting to students or the professor.

5. **COMPENSATION POLICIES/PROCEDURES**

5.1. **Time sheets**
Service providers will complete a time sheet for each week that services are rendered. Weeks will begin on Mondays and end on Sundays. The time sheet will have a separate tab for each campus (Uptown, UCBA and Clermont) and must be submitted within the
same document. Time sheets should be submitted on a bi-weekly basis by 5:00pm on the date due (see the pay schedule that is distributed at the beginning of the semester).

Time sheets should include comments noting: classes billed that were cancelled but are still billable, when providers arrived late and/or left early, when an assignment ran longer than expected and/or other valuable pieces of information. Time sheets should only include assignments that are being submitted for compensation and should not include assignments where there are zero (0) values left in cells.

While preparing time sheets, please be mindful of the start and end times for assignments. Day time hours which utilize a one (1) multiplier are from 8:00 a.m. to 6:00 p.m. Evening hours which utilize a one and a quarter (1.25) multiplier begin at 6:00 p.m. and continue until 8:00 a.m. the following day. Weekend hours occur on a Saturday, Sunday, or scheduled holiday. Additionally, assignments are billed in quarter hour increments (.25). For example, if a class is scheduled from 1:00 p.m. – 2:20 p.m. the service provider would charge one and a half (1.5) hours on the time sheet; unless it is a 2-hour minimum (refer to section 5.6).

Once time sheets are submitted, they will be reviewed for accuracy and completeness prior to submission to UC AP for processing on main campus. Time sheets reflecting services for either branch campus (UCBA or UCCC) will be forwarded to the contact person at that time for processing. Compensation for services will generally be received within two weeks of processing. Time sheets requiring significant revisions will be sent back to the service provider to be modified and resubmitted. Refer to the sample time sheets at the end of the policy handbook to use while creating time sheets (Appendix A and B).

5.1.1. **Time Sheet Submission**
In order to receive compensation for services rendered, all time sheets must be submitted within 30 days of the rendered date of service.

5.2. Cancellations
5.2.1. **Advance Notice Cancellations**
Assignments that are cancelled with sufficient advance notice (more than 2 business days) will not be compensated. Notice includes but is not limited to: a text message, phone call, email, cancellation of shift on WhenToWork, and an announcement during class. Cancellations include announcements from the student, professor, or the University. Please obtain a copy of the course syllabus to make note of any previously arranged cancellations. If an assignment is cancelled, please notify the Supervisor of CART and Interpreting Services as soon as possible. Once the Supervisor of CART and Interpreting Services has received the
cancellation he/she can release the service provider from his/her obligation to provide services.

5.2.2. **Last Minute Cancellations**
Assignments that are cancelled without sufficient notice (less than 2 business days) will be compensated. Notice includes but is not limited to: a text message, phone call, email, and cancellation of shift on WhenToWork. Cancellations falling within this time frame will be billed at a one (1) multiplier. If an assignment is cancelled, please notify the Supervisor of CART and Interpreting Services as soon as possible. Once the Supervisor of CART and Interpreting Services has received the cancellation he/she can release the service provider from his/her obligation to provide services.

5.2.3. **Late Students**
Service providers should wait 15 minutes (30 minutes for assignments more than 2.5 hours) for a student to arrive at an assignment. If the student does not arrive in the given time frame, the service provider may quietly excuse him/herself from the assignment. In this instance, the assignment would be compensated as usual. If the service provider receives notice from a member of AR, another service provider, or the student themselves that the student is running late and will be attending the assignment, then the service provider must stay for the duration of the scheduled time. If a student has failed to show up for an assignment or the assignment has been unexpectedly cancelled, please notify the Supervisor of CART and Interpreting Services as soon as possible. Once the Supervisor of CART and Interpreting Services has received the cancellation, he/she can release the service provider from his/her obligation to provide services.

5.2.3.1. **CART Writers**
CART writers should not write while the student is not present in the classroom. However, some students might miss class due to the nature of his/her disability. In this instance, the CART writer will receive notice from AR and should write the class in its entirety.

5.2.4. **Student No-Shows**
If a student begins to not show up to a scheduled class without notice, please contact the Supervisor of CART and Interpreting Services as soon as possible. The schedule to follow for notification is:

- Classes meeting MWF – three (3) consecutive absences;
- Classes meeting TR – two (2) consecutive absences; or
- Classes meeting once per week – two (2) consecutive absences.

Once AR has received notice that the student has been consistently absent to class without notice, the Supervisor of CART and Interpreting Services will send an email to the student with the service provider informing the student that they will not
receive services again until they have contacted AR. The Supervisor of CART and Interpreting Services will inform the service provider if services will be ceased or reinstated for the remainder of the semester.

5.3. Dropped Services/Classes
If a student drops services and/or the scheduled course has been dropped, AR will attempt to fill the scheduled time period. If the assignment is replaced with a new assignment, the service provider can only bill for the new assignment and not for the dropped service/course. If the assignment cannot be replaced by a new assignment, the service provider can charge up to 2 weeks’ worth of charges (6 total classes for MWF courses and 4 total classes for TR courses). If the assignment occurs during a summer semester and meets four or more times per week, the service provider can charge up to one weeks’ worth of class meetings. Charges should reflect the actual class time and not a 2-hour minimum. Time sheets should be submitted using only the regular multiplier and not include shift differentials as services are not being rendered. If an assignment is offered in lieu of dropped services/class and the provider turns down the new assignment, he/she will not be permitted to bill for the dropped services/class.

Service providers who are removed from a scheduled course and/or assignment due to quality or attendance issues will not be compensated for any remaining scheduled assignments.

5.4. Inclement Weather & Holidays
Assignments that are canceled due to inclement weather will be compensated at the regular multiplier. Assignments that are canceled due to UC observed holidays will not be compensated.

5.5. Attendance
Service providers who arrive late to assignments and/or leave assignments early should update his/her time sheet to reflect the change accordingly. Assignments are billed in 15 minute increments. Additionally, service providers should also add a comment to the time sheet reflecting the change. Service providers who arrive consistently late to an assignment and/or consistently leave early may be removed from the schedule for the duration of the semester at the discretion of the Supervisor of CART and Interpreting Services.

5.5.1. CART Writers
If a CART writer has an unexpected absence and the assignment cannot be filled by a substitute provider, it may be possible to record the class and have it
transcribed later. If a CART writer transcribes an assignment he/she missed, then the writer will be compensated at half (0.5 multiplier) his/her hourly rate.

5.6. Minimum Charges
Service providers will be paid a 2-hour minimum for services rendered on campus for assignments that are scheduled for less than two (2) hours. This minimum applies when (a) it is the only class of the day, (b) it is the first class of the day, and/or (c) the service provider has more than three (3) hours between assignments.

Every attempt will be made to provide assignments that fill at least a two hour period and avoid down-time.

For example, if a provider has a class scheduled from 10:10 a.m. – 11:05 a.m. and then a class at 12:20 p.m. – 1:15 p.m., the service provider will be paid a 2-hour minimum for the first class and then will be paid one (1) hour for the second class. Service providers are expected to make him/herself available for re-assignment during the break between classes as he/she is being compensated for his/her time.

If a provider has a class scheduled from 10:10am – 11:05am and then a class scheduled 2:25pm – 3:20pm, the service provider will be paid a 2-hour minimum for the first class and then a 2-hour minimum for the second class.

In the event the service provider is scheduled for a one hour assignment and AR requests the service provider to stay for the second hour due to a tutoring appointment, meeting with a professor, coverage of another class, etc., a charge for a 2-hour minimum can only be submitted if the service provider renders services for the second assignment. If a service provider has made her/himself unavailable by covering an outside assignment off-campus or scheduling another appointment and the assignment must be filled by another provider, then the service provider is prohibited from charging a 2-hour minimum for the original assignment.

5.6.1. ASL Interpreters – Preparation Time
ASL interpreters who are scheduled for a one (1) hour course and are being paid a 2-hour minimum will be asked to block out one (1) hour as prep time. Preparation time must be scheduled directly with the Supervisor of CART and Interpreting Services and will be added to WhenToWork. Preparation time will be used for interpreters to prepare for assignments and/or be available for last minute interpreting requests on-campus. In order to be paid for the 2-hour minimum when preparation time is scheduled, providers must remain on campus.

ASL interpreters may require additional preparation time for assignments. If an interpreter would like to add prep time to his/her schedule this should be

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scheduled with the Supervisor of CART and Interpreting Services directly at the beginning of the semester. Preparation time will be compensated at the interpreter’s regular rate and will be limited to five (5) hours per week. Prep time will be scheduled at the discretion of the Supervisor of CART and Interpreting Services, and interpreters are expected to remain on campus for potential reassignment.

5.6.2. **CART Writers – Transcripts**
If a CART writer is being paid a 2-hour minimum for a class and the student requires a transcript, the service provider will only be compensated for the length of the lecture. Time sheets should reflect the following in the “Tran? (1/0)” cell: 0.5 for a 1-hour class and 0.75 for a 1.5-hour class.

5.7. **CART Writers – Preparation & Transcripts**

5.7.1. **Preparation**
CART writers may earn up to $10.00 of prep time for every three (3) hours of class where realtime services are provided. For example, a MWF course that meets for one (1) hour, a TR course that meets for one-and-a-half (1.5) hours, and a course that meets one night/day per week for three (3) hours can earn $10.00 of preparation time for the week (not $10.00 of preparation time per class).

Preparation time must be documented on the CART writer’s time sheet as follows: ST = Reading, studying or discussing materials in preparation for class; CD = Creating dictionary entries; and/or RT = Researching terms, spellings, etc.

Preparation time cannot be charged when a lecture has not been written. CART writers should carefully review each time sheet prior to submission to ensure there are no carry-overs from previous weeks.

5.7.2. **Transcripts**
Turnaround time for transcripts is 24 hours, and transcripts should be emailed to students promptly. In general, students should expect to receive the transcript prior to the next class meeting. If a student complains about transcript delivery, the CART writer might be asked to include the Supervisor of CART and Interpreting Services when emailing transcripts in the future.
During a class, CART writers should only write when a student is participating in class. When a student leaves the room or falls asleep, the writer should stop transcribing the course.

Transcripts should be entered on the time sheet as a one (1) or a zero (0) in the transcript cell.

5.8. Exams
Service providers will not be compensated for scheduled exams that are announced outside of 2 business days’ notice. If an exam is scheduled, the service provider must inform the Supervisor of CART and Interpreting Services of the need for cancelled services. Once the Supervisor of CART and Interpreting Services has received the cancellation, he/she can release the service provider from his/her obligation to provide services.

5.8.1. Final Exams
Service providers should not expect to work regularly scheduled hours during exam week. Service providers should discuss the needs of his/her student to understand if services will be needed for exams. UC will follow a modified exam schedule. All needs for services must be communicated to AR promptly.

5.8.2. Exams – Interpreters
ASL interpreters are expected to make decisions with one another regarding coverage of exams. Unless it is necessary and critical for an exam, only one interpreter will be expected to render services. The interpreter who is not scheduled to render services for the exam must communicate his/her cancellation with the Supervisor of CART and Interpreting Services and will not be compensated for the assignment.

5.9. Co-Interpreters
In accordance with RID Standard Practice the use of co-interpreters will be implemented for circumstances deemed necessary. Necessary circumstances can include, but are not limited to: (1) length and/or complexity of assignment, (2) unique needs of the person being served, (3) physical and emotional dynamics of the setting, and (4) avoidance of repetitive use injuries. Co-interpreters are held responsible to determine responsibilities and roles of each person. Ineffective assignment of co-interpreters must be communicated to the Supervisor of CART and Interpreting Services in order to determine if re-assignment is needed.

5.9.1. Solo Multiplier
If an unforeseen circumstance arises where an ASL interpreter is asked to interpret for a situation which should have required two (2) or more interpreters, the interpreter may be permitted to charge for the assignment using the solo multiplier (refer to the multipliers listed on the time sheet).
Solo multiplier should only be used when valid and a comment must be inserted on the timesheet justifying the use of the multiplier. The solo multiplier will be determined if valid at the discretion of the Supervisor of CART and Interpreting Services.

For example, interpreters assigned to a three (3) hour lab who provide 10 minutes’ worth of interpreting services will not be permitted to use the solo multiplier. Likewise, an interpreter who is asked to cover a 55-minute class where the student is working independently the majority of the class will not be permitted to use the solo multiplier.

Using the solo multiplier as an incentive to work alone and/or not request a co-interpreter will be considered unethical. Such behavior will be evaluated by the Supervisor of CART and Interpreting Services, and if determined unethical, the service provider will have his/her PSC with UC terminated.

5.10. Extended Assignments
All assignments that continue past the scheduled time must be communicated with the Supervisor of CART and Interpreting Services as soon as possible. When the assignment is submitted for compensation, service providers must add a comment on the timesheet indicating the reason for the charge.

5.10.1. Last-Minute Interpreting Requests
Interpreters may frequently encounter being asked by students to stay after class to interpret for communication between the student and the professor or accompany the student to another assignment. If a student asks a service provider to extend his/her scheduled time, the service provider must direct the student to submit a request with the Supervisor of CART and Interpreting Services. Do not disclose your availability to the student as he/she might assume contacting AR is a formality and will end up making an untimely request as the student is under the impression the service provider will definitely be available.

If a student asks you to accompany him/her to another assignment and it is within your preparation time or your assignment ends early, this action would be permitted. If the new assignment continues past your scheduled time please contact the Supervisor of CART and Interpreting Services so he/she can determine how to move forward with the assignment.

5.11. Travel & Parking
5.11.1. Travel
Service providers will be compensated a flat rate of $10.00 for each additional campus they travel to per day. For example, if a service provider begins the day at Uptown and then travels to UCBA, he/she will receive $10.00 for travel. If he/she
then travels to UCCC or back to Uptown for a later assignment, he/she will receive an additional $10.00 for a total of $20.00 for the day. All travel charges should be made to the destination campus.

5.11.2. Parking
Service providers will be compensated for parking fees. Parking fees must be submitted with weekly time sheets, and the service provider must insert a comment stating the reason for the fee.

Service providers also have the option to pick up parking voucher tickets for Uptown from AR. Service providers will be required to complete the parking log noting his/her name, date and number of vouchers that were taken. Members of AR staff will be available to provide the vouchers and the parking log. The distribution of parking vouchers is not to be abused; any such action will be deemed as unethical behavior and will require review by the Supervisor of CART and Interpreting Services.

Service providers might be assigned a garage pass from parking services to use for the duration of the semester. In order to receive his/her parking pass, the service provider must submit the necessary information to the Supervisor of CART and Interpreting Services. Once the parking pass has been assigned and distributed, it is the service provider’s responsibility to store the parking pass and return it to UC Parking Services at the end of the semester. Service providers will be held solely responsible for any parking passes that are broken, lost and/or stolen.

5.12. Compensation Rates
Compensation rates will be determined based on certification, education and years of experience. Compensation rates will vary by the individual and will be calculated through the completion of a pay matrix. Service providers are expected to provide supporting documentation of certifications and degrees. Service providers are held responsible to inform AR of any updates and/or changes that would impact his/her compensation rate (i.e. a newly earned degree, certification, etc.).

6. SCHEDULING
Schedules for each semester will be distributed as early as possible. Assignment of service providers will vary semester-to-semester and will be determinant on the needs of AR and students who are registered with the office. The Supervisor of CART and Interpreting Services will determine service provider placements based on need, skill, professionalism, student preference and prior experience with subject matter. On-going assignments during any one semester do not guarantee work during subsequent semesters.
Service providers are advised to refrain from discussing scheduling issues with students. Service providers should not make his/her availability around a student’s schedule. Additionally, service providers should not confirm availability directly with students. Instead, service providers must direct students to the Supervisor of CART and Interpreting Services for any scheduling needs.

6.1. Sub-Requests

The Accessibility Resources relies on services rendered by PSC individuals to meet service needs throughout the semester. It is inconvenient for AR when service providers commit to work and then back out last minute or submit excessive requests for subs. As a result, AR has created parameters around pre-scheduled and pre-approved sub requests as well as last minute sub requests.

Service providers are permitted a limited number of pre-scheduled and pre-approved sub requests per semester based on the number of times classes meet each week. A sub request below is defined as forfeiting the coverage of a single class meeting requiring a sub. The number of permitted requests is as follows:

- 4 class meetings per week = 6 sub requests
- 3 class meetings per week = 4 sub requests
- 2 class meetings per week = 3 sub requests
- 1 class meeting per week = 2 sub requests
- Half semester courses = 1 sub request

Additionally, service providers are limited in the number of last minute sub requests submitted each semester. Last minute sub requests are those requests which are submitted with less than two business days’ notice. Service providers are allowed up to two last minute sub requests for the semester; however, the requests should not exceed the total number outlined above. If a service provider exceeds either the total number of pre-approved and pre-scheduled or last minute sub requests, then he/she will be placed on probation for the subsequent semester. Probation will result in the service provider being ineligible for on-going work during a semester.

All pre-scheduled absences should be communicated to the Supervisor of Interpreting and CART Services prior to the start of the semester or with greater than two business days’ notice.

7. EVALUATION

7.1. AR Evaluation

Throughout each semester the Supervisor of CART and Interpreting Services will make efforts to evaluate each service provider. Evaluations may be unannounced and anonymous. CART writers might be asked to submit copies of his/her transcripts for quality checks/evaluation. Additionally, service providers might be provided with pre-
recorded materials and asked to submit a sampling of his/her work to the Supervisor of CART and Interpreting Services for evaluation.

7.2. Student Evaluation
At the end of each semester students will be given the opportunity to evaluate his/her various service providers. Student evaluations will be conducted anonymously and will ask students to rate service providers based on skill and professionalism. Constructive information gathered through the survey will be shared with the respective service provider.

8. ACTIVE AND INACTIVE STATUS
AR is charged with protecting student information due to the Family Educational Rights and Privacy Act (FERPA). While AR and the CAT value providing as much assignment information to service providers so as to aid them in deciding to accept or decline an assignment, information included in WhenToWork emails, tradeboard postings, and direct communication emails is protected by FERPA. Therefore, in order to adhere to FERPA regulations and to have an up-to-date list of service providers, AR and the CAT have created active and inactive service provider statuses.

Service providers are required to complete three (3) hours of service per academic semester in the fall and spring in order to stay active. If a service provider fails to meet the minimum requirements for one semester, they will be contacted directly by the Supervisor of CART and Interpreting Services to determine if they want to remain active. The service provider will remain active for the subsequent semester with the expectation that he/she will meet the minimum required hours of service. If a service provider fails to meet the minimum requirements for two consecutive semesters, he/she will automatically be changed to inactive status and receive a notice from the Supervisor of CART and Interpreting Services.

Changing to inactive status does not eliminate a future working relationship with AR or the CAT. When a service provider is changed to inactive status, he/she will be removed from email lists and his/her access to WhenToWork will be deactivated. However, a service provider can move back to active status at the beginning of a new semester if he/she can commit to completing the hour requirements or he/she is contacted directly to complete an assignment. AR and CAT deeply value the work and contributions our service providers make on a daily basis and strive to maintain an amicable working relationship.

9. STUDENT INTERNS
AR values the opportunities CAT can present to current students working to becoming practitioners (either ASL/English interpreters or CART writers). In an effort to fulfill the mission of the university, AR, and CAT, AR may accept student interns to work with the CAT

Accessibility Resources, at its discretion, may change, delete, or suspend part or all of the handbook at any time without prior notice in order to best serve UC students or the service providers. In the event of a change, service providers will be notified.
for a semester. Student interns are expected to complete an application and interview with CAT, and after an evaluation are offered the position. Student interns are permitted to observe UC assignments and, when determined appropriate by the professional service provider, render services during an assignment.

Service providers may be asked to work with student interns during the course of a semester. These service providers will be notified in advance about the circumstances of the student intern in his/her assigned course. Service providers are expected to work with student interns unless there is a conflict of interest present between the service provider and the student intern.

Feedback and concerns regarding the student intern’s skill set, timeliness, dress, and overall professionalism should be directed to the Supervisor of CART and Interpreting Services.

10. UNFORESEEN CIRCUMSTANCES
At any time during the semester unforeseen circumstances may arise that are not outlined in this handbook. In that instance service providers must contact the Supervisor of CART and Interpreting Services to determine how to handle the circumstance. Unforeseen circumstances will be handled on a case-by-case basis.
11. ACKNOWLEDGEMENT

I acknowledge that I have read the UC Service Provider Handbook, and I commit to follow the outlined policies/procedures.

I acknowledge that if it is determined by the Supervisor of CART and Interpreting Services that I have violated any of the policies as outlined above I may be disciplined for such actions. Furthermore, I acknowledge that my PSC can be terminated with three day written notice as indicated above due to any policy or procedural violations as determined by the Supervisor of CART and Interpreting Services.

I am aware that should I have any questions regarding the policies/procedures outlined in the handbook that it is my responsibility to direct them to the Supervisor of CART and Interpreting Services.

I am also aware that UC AR might at any time add to, change, or delete policies/procedures with or without advance notice.

______________________________________________________________
Service Provider

Printed Name

______________________________________________________________
Supervisor, CART and Interpreting Services

Printed Name

______________________________________________________________
Service Provider

Signature

______________________________________________________________
Supervisor, CART and Interpreting Services

Signature

______________________________________________________________
Date

______________________________________________________________
Date

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## Appendix A

### Sample CART Time Sheet

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
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<tr>
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<td><strong>Geometry I</strong></td>
<td><strong>A&amp;P I</strong></td>
<td><strong>Geometry I</strong></td>
<td><strong>A&amp;P I</strong></td>
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<td><strong>A&amp;P Lab</strong></td>
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</tbody>
</table>

### Notes:

- Remember that prep is paid for realtime classes only.
- **For Realtime classes:** Use 1 for realtime.
- **Use 1.5 for realtime law classes**
- **Use the following numbers in the multiplier row:**
  - Evening class = 1.25
  - Saturday class = 1.25
- **In the Tran? (Y/N) rows, enter:**
  1 - if the notes are transcribed;
  0 - if the notes are not transcribed.
- **In the Prep? (Y/N) rows, enter:**
  1 - if you prepped for the class;
  0 - if you did not prep for the class.

### Calculation:

- **Regular hourly rate:** $40.00
- **Total CART Hrs:** 22.75
- **Total Tran Hrs:** 15.5
- **Total Prep Hrs:** 7.5
- **Total CART Hrs:** 22.75
- **Total Compensation:** $1,140.00

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Effective 6/26/2017 v.1.4
### Appendix B

**Sample ASL/English Interpreter Time Sheet**

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<thead>
<tr>
<th>A</th>
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<th>C</th>
<th>D</th>
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<td></td>
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<tr>
<td><strong>Week of:</strong></td>
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<td>Class</td>
<td>US History</td>
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### Accessibility Resources

Accessibility Resources, at its discretion, may change, delete, or suspend part or all of the handbook at any time without prior notice in order to best serve UC students or the service providers. In the event of a change, service providers will be notified.

Effective 6/26/2017 v.1.4