



NAIT SSD GUIDELINES

Communication Access Real-time Translation (CART)

A Guide for CART Providers 2009/10

**Services for Students with Disabilities
Recruitment and Student Life
Northern Alberta Institute of Technology**

Acknowledgements

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Part One: Guidelines

1.0 Working in a Post-Secondary Setting

Students in a post-secondary environment are expected to be self-directed, independent learners. As adult students, much emphasis is put upon their ability to problem solve and self-advocate. Students achieve their best in an environment that is fully accessible. This requires a team approach that employs practical, academic and emotional support for the student. The CART Provider is a valued and integral part of this team.

Students are encouraged to self-identify and meet with the disability advisors to determine the most effective supports. Students who self-identify and request services have signed a Release of Information Consent form in accordance with the Freedom of Information and Protection of Privacy Act. This allows appropriate staff to discuss matters that relate to academic accommodation with all concerned parties.

Within this system, the CART Provider is seen as a member of the educational team and is not only privy to the student's accommodation plans but is also responsible for the sharing of relevant information with the NAIT SSD Advisor. Examples of such information are:

- A faculty member who is uncomfortable or uncooperative;
- The student displays inappropriate behavior to the CART provider;
- The student is absent without reason;
- The student refuses to follow the policies around service provision;
- Problems around comprehension that may or may not have to do with the captioning;
- Workload changes;
- Other students display inappropriate behavior to the CART Provider.

It is important for the CART Provider to assume a professional role in the post-secondary environment and to participate in an educational setting that is not only safe and appropriate, but is supportive and centered around the needs of the student. The CART Provider is a highly valued and integral part of the support team whether in the classroom or during other program activities.

1.1 Contract Guidelines and Hiring Process

Contracting of CART Providers will be based on the CART reporting skills required to meet student needs and preferences, and program/course requirements. NAIT recognizes that all CART Provider experiences are valuable toward advancing CART skills and qualifications. Final decisions regarding CART provision rest with the NAIT Services to Students with Disabilities Advisor.

Hiring Process:

Hiring is based on the following criteria:

- Transcribing skills required to meet student and course/program needs;
- Background experience in a post-secondary setting;

- Previous experience transcribing NAIT courses;
- Student preferences;
- Fiscal responsibility to funding agencies.

Hiring Criteria:

Final decisions regarding the hiring of CART Providers rest with the office of Services for Students with Disabilities. The minimum criteria for hiring CART providers include the following:

- Graduation from a NCRA accredited Court Reporting program;
- Formalized training in real-time writing;
- Minimum real-time writing speed of 225 words per minute at 96% accuracy (meet or exceed industry standard);
- Specialized training or experience in the field of hearing loss (preference given);
- Experience working in a post-secondary setting and background in the subject are assets;
- Experience working in difficult conditions, such as the presence of background noise, soft speakers, etc.;
- Ability to work within an educational team;
- Member of NCRA.

1.2 Job Description and Duties

Overview

The CART Provider's primary responsibility is to provide high-quality, visual communication for students in an educational setting by converting spoken language to text using computerized, stenographic shorthand. This will often involve multiple speakers. Adequate preparation, attention to stakeholder relations, and ongoing professional development are critical to this position. The CART Provider facilitates communication access for deaf and hard-of-hearing students by transcribing simultaneous, visual text of any verbal and non-verbal information necessary for a student to participate in classroom settings, meetings and other events. The CART Provider will give the student a rough edit, draft copy of the transcribed material within 24-hours of the class. The information will be forwarded to the student in an e-file format.

CART Providers will abide by NAIT SSD procedures and guidelines. They must bring their laptops, screen, stenographic machine and translation software, including their own dictionary, to the student's class.

Duties

The CART Provider will be assigned to a particular course or courses and to one or more students for an entire semester or academic year. The CART Provider will transcribe the instructor's and classroom participants' spoken words, which will then be displayed on a computer monitor or other display device, in English, for the deaf or hard-of-hearing student to read. This task is done through the use of realtime, translation software. Captioning duties include:

- Preparation for classes by reviewing course outlines and notes;
- Previewing textbooks to promote an understanding of technical and specialized terminology;

- Meeting with students, instructors, presenters or tutors when needed to aid in preparation;
- Using strategies to obtain information when needed, for example, requesting speakers to repeat, spell or explain unfamiliar information;
- Relaying important non-verbal information to the student;
- Transmitting all speech as closely as possible;
- Developing technical dictionaries for courses, if needed;
- Utilizing student feedback regarding effectiveness of captioning and accuracy of contextual information;
- Providing a rough edit, draft of notes within 24 hours to the student;
- Voicing comments or questions for the student;
- Following ethical considerations when providing communication access for a deaf or hard of hearing student;
- Ensuring equipment is properly setup before commencement of the class or event.

Participation within the Educational Team:

- Develop rapport with students and assist in resolution of service concerns;
- Communicate with SSD Advisor regarding captioning and communication issues;
- Communicate as required with student, faculty, and appropriate staff to maintain the flow of information necessary for quality service;
- Assist in resolution of technical problems related to captioning;

Professional Development:

Participation in professional development activities which contribute to:

- Maintenance or upgrading captioning skills;
- Development of expertise in specialized content;
- Enhancement of interpersonal communication skills;
- Understanding educational issues related to students who are deaf or hard of hearing.

1.3 Cancellation of Assignment/Classes

Should a student withdraw from a NAIT class or program, and the CART Provider's assignment is cancelled, the CART Provider will receive a cancellation fee based on the NAIT Contract Terms and Conditions. Please note that the CART Provider should be committed to work the full time period of each assignment. If this commitment cannot be honored, a minimum of two weeks, written notice, is required for permanent schedule changes. The written notice of cancellation should be directed to the NAIT SSD office.

1. On-Going Assignments

CART Providers are appointed to an assignment per term or academic year. On-going assignments are assignments for which CART Providers are scheduled on a **regular** and **on-going** basis throughout the academic year, whereby an assignment may consist of a full-term of 32-34 weeks, or a semester of 14-17 weeks, or an apprenticeship-training period of 5-12 weeks. In the event that an assignment is terminated because the program has been cancelled, or the student has withdrawn, remuneration will be as follows:

Notice of Cancellation	Payment
14 or more calendar days before the start of the assignment	No payment
13 or fewer calendar days before the start of the assignment	Payment equivalent to two weeks anticipated payment from cancelled assignment (includes instructional and lab hours only)
On or after the start of the assignment	Payment equivalent to two weeks anticipated payment from the cancelled assignment or the remainder of the assignment, whichever is less (includes instructional and lab hours only)

No compensation is provided for assignments whereby hours have been reduced due to schedule changes or a student dropping a class.

NB: In lieu of compensation, NAIT Services for Students with Disabilities may reassign the CART Provider to another assignment which could be comprised of varied CART-related duties consisting of a similar number of hours during the same general time frame (provided that the CART Provider feels qualified to perform such an assignment). If the CART Provider chooses to decline this work for reasons other than lack of qualifications, then the cancellation fee may be forfeited.

When there is not 48-hours notice of cancellation of service, such as cancellation of a class or tutoring session, the CART Provider will be paid for the contracted captioning time for that day. CART Providers can invoice for cancelled classes or tutoring sessions, when the announcement or discovery of the cancellation is less than 48-hours. Therefore, in the event that more than 48-hours notice is given, cancelled classes would not be billed to the NAIT SSD department. It is expected during **paid** cancellations that CART Providers will in good faith utilize this extra time for preparation of future NAIT classes and/or assignments.

2. One-Time or Short-Term Assignments

Short-term assignments are those for which CART Providers are contracted for one time only or for an assignment consisting of less than 170 instructional hours. If, the CART Provider receives 24-hour cancellation notice or less, the assignment will be paid as follows:

Length of Assignment	Payment
One class and or up to 170 instructional hours	Payment will be up to a maximum of 15 hours or the full amount of the assignment whichever is less

Cart Providers can invoice for cancelled classes when the announcement or discovery of cancellation is less than 24-hour notice. CART Providers are expected in good faith to utilize this **paid** time to do preparation. Cancellation or changes to scheduling occurring more than 24 hours ahead of time would not be billed to NAIT SSD.

1.4 Substitutions and Working with an Interpreter Team

Substitutions

CART Providers are expected to work the full, time period of an assignment. If this commitment cannot be honored, the SSD Advisor should be notified immediately. A minimum of two weeks, written notice, submitted to the SSD Advisor, is required for permanent, schedule changes.

When a substitution of duties is required the CART Provider should:

- Notify the student, the NAIT SSD office, and the program area with as much notice as possible, preferably not less-than 24 hours in advance, when late, sick or unable to attend to an assignment;
- Arrange for a substitute CART Provider for assignments. The replacement CART Provider should have the adequate skills and background for the assignment;
- Immediately inform the NAIT SSD office, student, and instructor(s) or program area of the substitution changes;
- Notify the SSD office of substitutions or when a class has been cancelled without notice;
- Consult with the SSD Advisor when arranging a substitute CART Provider for long term or permanent replacements.

Working in a Team

In some situations a Sign Language Interpreter may be the CART Provider's team mate. When both services are available in the class, CART provision will be the primary service during the lecture. In this case, sign language interpreting may be used for dialogue interactions such as, group work, interchanges between the student and instructor, and possibly for short periods when the student wishes to rest from reading the CART transcription. Sign Language Interpreters should not be interpreting entire lectures while CART services are being provided at the same time as this would be a redundancy of service. Discuss with the student whether situations that are interpreted also need to be transcribed. It is not appropriate to interrupt the interpreted interchange to have information repeated so that the CART Provider can type it. If communication is happening successfully there is no need to interrupt; simply transcribe what is heard and indicate appropriately when information is not heard.

1.5 Parking

Parking fees are the responsibility of the CART Provider. Go to the parking office, located at NAIT Metro Campus; identify yourself as a contractor with NAIT who is providing services for the SSD department. You will be provided with a parking spot at one of the NAIT Edmonton campuses. Please note that availability of parking at all Edmonton NAIT campuses is limited. Parking availability is not guaranteed.

1.6 Invoicing

CART Providers are considered to be independent contractors and are responsible for their own personal income tax, CPP, disability insurance, GST registration, and other such deductions and expenses. Contractors must complete and submit invoices weekly, following the deadlines provided by the SSD office. **Please note: all CART services provided directly to the student will have to be verified and signed off by the student.**

Invoices should detail hours worked each day, for each student, per pay period. Invoices will be submitted to the SSD department weekly or bi-weekly in **hard copy** using the SSD department invoice format as a guideline. When submitting your invoice please include the invoice number and billing period in the subject line. It is also helpful to include the invoice number, student name, and billing period. Invoices can be submitted to the SSD office by FAX, mail, in person or scanned, on or before the deadline established by the SSD office. **The deadline for invoice submission is every Friday. Late invoices and/or invoices with errors** (that are not corrected before the deadline) **will be processed for the following pay period.**

Invoice forms should include the following information:

- CART Provider name;
- CART Provider contact information;
- Pay period dates;
- Name(s) of student(s);
- Hours worked per class and per day;
- Student signature verifying CART services provided per day;
- Time used per day for setup (15 minutes) and take down (15 minutes) of equipment;
- CART Hours totalled per student;
- CART Hours totalled per pay period;
- CART Provider hourly rate;
- Earnings totalled per pay period;
- GST calculation, if applicable;
- GST registration number, if applicable;
- Invoices will include a statement indicating that you verify the information detailed on your invoice is accurate and correct, and that your invoice accurately reflects the hours you have actually worked;
- Include the date the invoice was submitted to the SSD department;

When scheduled to work, CART Providers will be paid a minimum of two hours cumulative **per day**. If class time is less than two hours per day, preparation time is expected to make up the difference.

NB: Contracted CART Providers are not paid by NAIT SSD for statutory holidays, or granted paid vacation time. Contracted CART Providers are not paid for lunch breaks.

NB: Contracted CART Providers must obtain prior approval from the SSD Advisor to invoice for duties not detailed in their Letter of Agreement and Assignment Schedule. A delay in payment may occur if prior approval is not obtained.

Contracted CART Providers will receive payment in a timely manner, and cheques will be direct-deposited to your designated bank account. **PLEASE NOTE that payment of your first invoice may take up to 30 days.** Thereafter, subsequent invoices are generally paid on a bi-weekly basis.

1.7 Cancellation of Contract/Dismissal

The office of Services for Students with Disabilities reserves the right to release a CART Provider from assigned duties. Rationale for revoking a CART service contract or CART assignment can include, but is not restricted to: CART Providers who are unable to meet the responsibilities of the contract; CART Providers who are unreliable; CART Providers whose transcribing skills do not meet the needs of the student, course and program area, or NCRA industry standard; CART Providers who violate the NCRA Code of Ethics and NCRA Guidelines for Professional Conduct; or when a student withdraws from a class or program.

1.8 Contact Information- NAIT Services for Students with Disabilities

Communication Protocol:

The following are the preferred lines of communication for the SSD department, program areas, and the payroll department, pertaining to issues that may arise throughout the duration of the academic year.

SSD Advisor::

The preferred mode of communication with the SSD Advisor is by email or phone. If the issue is urgent, in addition to contacting the SSD Advisor, please also call the SSD office. It is helpful to provide direction on how best to contact the CART provider.

SSD Invoicing:

Please follow up with NAIT Accounts Payable if you have questions regarding the payment of your invoice. Please follow up with NAIT SSD if you have questions about invoicing.

Location:

NAIT Services for Students with Disabilities (SSD) is part of Recruitment and Student Life and located together with the Counselling department. The main SSD offices are located at NAIT Main Campus in the NAIT HP Centre, Room W111PB. In addition, disability services can also be extended to NAIT satellite campuses located in Edmonton and Northern Alberta, and to students studying at a distance.

Services for Students with Disabilities:

NAIT HP Centre, W111PB
10504 Princess Elizabeth Avenue
EDMONTON, Alberta
(780) 378-6133
ssd@nait.ca

Mailing Address:

Northern Alberta Institute of Technology
Services for Students with Disabilities
11762 – 106 Street
Edmonton, Alberta T5G 2R1

Location:

NAIT Services for Students with Disabilities (SSD) is part of the department of Recruitment and Student Life and located together with the Counselling department. The main SSD offices are located at NAIT Main Campus in the NAIT HP Centre, Room W111PB. In addition, disability services can also be extended to NAIT satellite campuses located in Edmonton and to students studying at a distance.

Services for Students with Disabilities

NAIT HP Centre, W111PB
 10504 Princess Elizabeth Avenue
 EDMONTON, Alberta
 (780) 378-6133
ssd@nait.ca

Hours:

The Services for Students with Disabilities office is open Monday to Friday from 8:00 a.m. to 4:30 p.m.

How to Contact SSD Staff:**SSD Staff**

Dr. Rhonda Gora	(780) 378-5055	Manager
James Coffey	(780) 471-7551	Alternative Format Advisor
Ruth Fraser	(780) 378-6137	Student Advisor
Laura King	(780) 491-3181	Student Advisor
Wendy Marusin	(780) 378-5028	Student Advisor
Craig Nienaber	(780) 378-5996	Assistive Technology Advisor
Pam Patten	(780) 378-6934	Exam Coordinator
Joanne Peets	(780) 491-3046	Tutor Coordinator
Sandhya Pillai	(780) 378-5004	Student Advisor
Tanya Pitchko	(780) 378-5041	Reception
Stephanie Spain	(780) 378-6136	Student Advisor

Director of Recruitment and Student Life

Leanne McCarthy (780) 491-1346

Financial

Joan Daniel (780) 378-5907 Financial Assistant

Part Two: Responsibilities

2.0 CART Provider Responsibilities

CART Providers supply real time transcription services to deaf and hard of hearing students in lectures, labs, seminars, tutorials, meetings, demonstrations, films, and question and answer periods. CART providers are part of the deaf or hard of hearing student's educational team. They follow guidelines for professional practice, and a code of ethics which protects the student, instructor, and the CART provider. Important principles of the code of ethics are:

Impartiality; Cart Providers cannot give advice or add personal opinions, and will not personally participate in class. In addition, questions about course material should be directed to instructors or classmates, not the CART Provider.

Confidentiality; the CART Provider will keep all job-related information, including the student's name, confidential. The CART Provider will not discuss the student's progress in class, or answer personal questions about the student. The CART Provider will request that people direct questions to the student personally, if needed, while the CART Provider transcribes the conversation.

The following are responsibilities of the CART Provider in relation to realtime communication services:

Re-assignment

- The CART Provider will accept re-assignment of CART duties when an existing assignment is cancelled provided that the CART Provider feels qualified to assume the re-assignment.

Class Preparation

The CART Provider will:

- Contact instructor(s) prior to the course/program start date;
- Obtain readings and other preparation materials for each course;
- Prepare for each assignment by becoming familiar with course material and updating dictionaries and word lists on an ongoing basis;
- Share word lists with other CART Providers and interpreters as required;
- Set up where both the CART Provider and instructor are visible to the student;
- Provide only the assigned student with a copy of the transcription notes;
- Begin transcribing upon arrival of the student to class.

Attendance

The CART Provider will:

- Commit to work the full term of the assignment. If this commitment cannot be honored, a minimum of two weeks written notice is required for permanent schedule changes;
- Notify the student, NAIT SSD and the CART Provider agency if applicable, with as much notice as possible, preferably not less than 24-hours in advance, when late, sick or unable to attend a class;

- Wait 15 minutes for a student to arrive for a 50 to 90 minute class and 30 minutes for a class longer than 90 minutes unless previous notification has been provided by the student;
- Notify the student, SSD Advisor and program instructor, if the CART service agency will be making arrangements for a substitute CART provider;
- Contact NAIT SSD when CART services are not required as scheduled.

Equipment

The CART Provider will:

- Provide all necessary CART equipment, including communication cables, extension cords, tape, power bar, etc;
- Arrange for student training before classes commence, if specialized software is used;
- Arrive to the classroom early in order to ensure all transcription equipment is set up and working before the class begins;
- Generally be located near the front of the classroom, off to the side, within view of the board, and close to electrical outlets;
- Ensure that the equipment is located in a safe place to prevent tripping on cords or accidental power outages;
- Make certain they are able to hear and understand what is being said during the lecture.

Transcribing

The CART Provider is responsible for transcribing all information, including what is said (content) and how it is said (spirit). Surrounding noise in the classroom, such as, cell phones ringing, construction noise, yelling in the hallway, etc., will be transcribed. CART Providers will transcribe in English and when another language is spoken they will indicate this in brackets, for example, (SPEAKING IN SPANISH).

The CART Provider is NOT required to transcribe conversations occurring before or after class, or during classroom breaks. However, if requested under certain circumstances, the CART Provider may be asked to transcribe these conversations.

If a new term is introduced that will not translate properly, when necessary, the speaker may substitute other vocabulary which is computer-translatable in order that the message be understood by the student.

Since the text display is usually one to four seconds behind the speaker it may take the student a few seconds longer to respond. If at all possible, the instructor should limit classroom discussion to one speaker at a time. If this does not occur, the CART Provider should make the student aware of the situation so the student can request that the instructor adjust the pace of the class. The CART Provider should refrain from frequently interrupting the class for clarification but instead inform the student of the situation, so the student can take responsibility for negotiating the solution.

When students are asked by the instructor to read a paragraph or sentence out loud from a textbook or handout, the CART provider will indicate which paragraph or sentence is being referred to but will NOT transcribe the entire paragraph or sentence. It will be more accurate for the student to read from the prepared text. Similarly, if the instructor is writing on the board, particularly math/science equations and formulas, and is repeating out loud what is being written, the CART Provider will indicate this to the student.

The text on the screen needs to reflect what is happening in the 'sound' environment for example, laughter, knock at the door, talking in the background, speaker tokens (identifiers), tone of voice identifiers (class laughing, anger, sarcasm, joking, etc.), and other verbal cues. CART Providers are to follow the transcribing standards outlined in the NAIT SSD Guidelines.

The CART Provider will NOT transcribe what is being said when:

- The student is not present (e.g., late for class, left the room during lecture, absent from class, etc.);
- The student has fallen asleep during class;
- The deaf or hard of hearing student is speaking.

If the deaf or hard of hearing student is non-oral, the CART Provider will read aloud any questions or comments the students types on the computer.

Transcripts

Transcripts will not be proofread and will not be certified as word-for-word translations. The NAIT SSD office recommends that the following message is recorded on the bottom of each page of the transcript: ROUGH EDIT DRAFT ONLY. NOT CERTIFIED AS VERBATIM. DO NOT SHARE OR DISTRIBUTE. Students are NOT permitted to share or distribute transcripts with anyone including classmates or instructors. If a student breaches this trust please notify the SSD Advisor as access to future transcripts may be restricted.

The CART Provider will:

- Provide a verbatim, rough draft transcript of all lectures within 24-hours;
- Provide transcripts in an e-file format;
- Prepare transcripts according to NAIT SSD Guidelines;
- Scan text for mistranslates and untranslated words, and fix errors during 'rough edit' of transcripts;
- Delete from transcripts personal conversations that were transcribed during class which have no academic relevance;
- Keep electronic files of transcripts for 10 days if there were difficulties in transmitting the transcript and a copy was not provided to the student.

Strategies for clarifying scrambled transcribed text

It is important that the student is able to access events in the classroom as they occur. Therefore, it is imperative that the CART Provider discuss with the student ahead of time the strategies they want to use in the event the transcribed text comes out scrambled. It is essential that the CART Provider and the student communicate how they can work together efficiently to achieve the best outcome and service for the student. Lastly, it should be discussed with the student whether CART services will be the appropriate vehicle to use during group settings. Students may want to opt for interpreting services, speech reading, or amplification devices.

Recommended strategies are as follows:

- The CART Provider can lean over to tell the student (who may need to speech read to the student) what was supposed to be written;
- The student can indicate whether they understood the information based on the context and the translation provided, using their residual hearing or other clues;
- The student can indicate that they want the provider to re-write what was scrambled, even if this means that the CART Provider may miss the next few pieces of information;

- The CART Provider or student may ask the instructor to pause for a moment.

Professionalism

The CART Provider will:

- Act in an ethical and professional manner and follow the NCRA Code of Professional Ethics and Professional Practice (see Appendix B and Appendix C);
- Abide by NAIT SSD procedures and guidelines, including reporting lines within the SSD Department;
- Direct any student or faculty concerns to the SSD Advisor;
- Report immediately to the SSD office any difficulties arising between the CART Provider and a student, the CART Provider and an instructor. In addition, notify the SSD office of any concerns pertaining to, for example, furniture needs, or repetitive strain injury, so that the situation can be addressed immediately;
- Consult with the SSD Advisor and review feedback from the student, classmates, and instructors regarding the communication process and presence of a CART Provider in the classroom. Adjust services accordingly based on this feedback;
- Follow all FOIP procedures and guidelines;
- Schedule preparation time within contracted class time when possible. For example, CART Providers can utilize time for preparation when a student is working independently in class;
- Balance the CART Provider role with the goal of maximizing student independence;
- Participate regularly in professional development;
- Be a member of NCRA (preferred requirement);
- Dress in clothing appropriate for the classroom setting.

2.1 SSD Responsibilities

The SSD Department will:

- Schedule assignments in the most efficient and effective manner possible including the following factors:
 - Experience of CART Provider with course content,
 - Availability of CART Providers,
 - Student preferences,
 - Ability and background of CART Providers;
- Advise instructors of the presence of a deaf or hard of hearing student in the class and that a CART Provider will be sitting next to the student;
- Inform instructors what CART is and the type of CART service provided for the student;
- Provide orientation materials to instructors regarding SSD services, the needs of deaf and hard-of-hearing students, and the role of the CART Provider;
- Advise instructors that the CART Provider will require early access to the classroom to allow for set-up of the equipment;
- Provide orientation materials to the deaf and hard-of-hearing students regarding NAIT, SSD services, and the role of the CART Provider;
- Inform the CART Provider that parking fees are the responsibility of the CART Provider;
- Act as a liaison between CART Providers, students, and instructors;
- Communicate frequently with CART Providers regarding scheduling, service concerns, and NAIT affairs;

- Assist CART Providers with course preparation such as providing:
 - A list of required readings for assigned courses and copies of the required textbooks will be provided whenever possible,
 - Photocopies of required reading material when alternative measures of obtaining the resources are not available. Documents must be brought to the SSD office for photocopying and due to staff time constraints, providers will be required to photocopying materials themselves;
- Assist CART Providers in accessing lockers in the program area;
- Provide support, guidance and feedback to CART Providers as required, regarding individual abilities as a CART Provider in a post-secondary setting. This may be done through classroom observation, individual settings, evaluation sessions, review of transcripts, as well as, feedback obtained from students;
- Provide a safe workplace in accordance with the Sexual Harassment Policy and other NAIT procedures, as well as, the Student Code of Behavior. In turn, the CART provider is expected to abide by these tenets.

2.2 Student Responsibilities

To ensure efficient delivery of service, the student should:

- Meet with a NAIT SSD Advisor to discuss CART requirements at least 6 months in advance of class start date(s);
- Discuss communication preferences with the NAIT SSD Advisor;
- Notify the NAIT SSD office at the time of application/admission to help ensure a CART Provider will be available.
- Notify NAIT SSD of your schedule and any changes to the schedule upon acceptance to NAIT;
- Discuss communication preferences with the CART Provider;
- Notify the SSD Advisor if service is not meeting your needs.

The student should also:

- Work with the CART Provider(s) and instructor(s) on communication strategies for technical and other specialized language components;
- Advise the CART Provider(s) when the written communication used is not understood;
- Ensure that the CART Provider has received preparation materials(textbooks, videos, etc.);
- Check that the CART Provider is available for out-of-class assignments (e.g., group projects, examinations).

In addition, the student should:

- Contact the CART Provider with as much notice as possible (preferably not less than 24 hours in advance) when late, sick or unable to attend class, or the class has been cancelled. If the student has not notified the CART Provider and does not attend class, the CART Provider wait for the student for 15 minutes for a 50 to 90-minute class and 30 minutes for a class longer than 90 minutes;
- Meet with NAIT SSD to discuss service delivery if you have cancelled CART services without 24 hours notice two or more times. Student absences without notice or good

cause may result in suspension of CART services until the student meets with the NAIT SSD Advisor to discuss future service delivery;

- Contact the NAIT SSD Advisor after deciding to withdraw from a course or you are no longer attending a course for which CART services were being provided.

2.3 Faculty Responsibilities

Working with a CART Provider

The student will receive the information the CART Provider presents a few moments after the rest of the class. When talking to the student, the student will not be attending to the instructor, but rather to the CART Provider, the communication facilitator.

The following outline of the communication process is applicable whenever communication facilitation happens:

- The CART Provider functions as a communication facilitator, not a tutor, in-class aide or participant;
- All information in the classroom is transmitted. There will be no censoring of information;
- In order to relay the information correctly, the CART Provider will need all handouts and materials before the class;
- Should the CART Provider not be in class, the student will not be able to access any incidental learning that is occurring;
- It is appropriate to talk directly to the student, even if their eye gaze does not appear to be directed at you.

Instructor's Role

In order to enhance the communication process for the student, the instructor will:

- Use visual aids such as overheads, diagrams, charts and other visual media whenever possible enabling the student to absorb class information more readily;
- Provide the CART Provider with course content, preparation material ahead of time to allow them to become familiar with it and, thereby, produce a more refined interpretation;
- Consider lag time during classroom discussions, and during question and answer periods;
- Ensure that all participants speak clearly and one at a time so that the CART Provider and student may follow;
- Speak directly to the student and not the CART Provider;
- New technical terms will be displayed visually or the instructor will spell technical terms out loud to ensure accuracy for the CART Provider and the student.
- Allow the student to complete one task before giving instructions for the next task because the student cannot receive spoken instructions while reading, writing or doing manual work like hearing students;
- Avoid obstructing the student's view of the CART Provider;
- Remember that the CART Provider is required to transcribe everything that they hear and see. Do not say anything in the presence of the student and CART Provider that you do not want transcribed;
- Whenever possible, advise the CART Provider within 48 hours of any class cancellations or schedule changes;

- Whenever possible, select captioned audio-visual materials to ease access to this information for deaf and hard of hearing students;
- Know that the CART Provider will wait for the arrival of the student for 15 minutes after the start of a 50 to 90 minute class, 30 minutes after the start of a class running longer than 90 minutes, unless previous notification has been provided by the student

Part Three: Appendices

3.0 APPENDIX A: Suggested NAIT Transcribing Standards¹

Basic Formatting

Text will appear in uppercase, bold, and in a font large enough to read comfortably while at the same time allowing several lines (4 – 6) to be seen on the laptop screen.

Identifiers

The NAIT instructors will be identified using the name they have indicated they prefer to be addressed as, for example: DR. SMITH:

SMITTY:

KAREN:

- Questions or comments from class members will be identified as: STUDENT:
- If the name of the student is known, then the CART Provider will use a specific name identifier;
- If the name of the student is not known, and the CART Provider can see the person speaking, and *if time allows*, the CART Provider may identify who/where the student is, e.g., STUDENT: (MALE, BACK LEFT OF ROOM, BALL CAP);
- For small class sizes the deaf or hard of hearing student may wish to provide names of class mates, if known, to the CART Provider;
- When the CART Provider is speaking for her/himself they will identify themselves by first name and then put CART in brackets afterward to ensure that they are not confused with others in the room that may have the same name. For example: THERESA (CART):
- An unidentified speaker will be identified by >>>:

Codes

- Sounds or reactions from the class will be identified in brackets, often on a new line. Examples:

(MICROPHONE FEEDBACK)

(FIRE ALARM)

(CELL PHONE RINGING)

(MUSIC)

(NOISE FROM HALLWAY)

(SPEAKING IN ITALIAN)

(LAUGHTER)

(CHUCKLING)

(GROANING)

(CHATTER)

(CHEERING)

(APPLAUSE)

- ^ (CORRECTION) in a different colour (red or blue) will appear to show a correction of something previously mis-keyed;

¹ Adapted from *Guide for CART Providers* revised January 2002, University of Alberta, Specialized Support and Disability Services

- (INAUDIBLE) will be used when the CART Provider is unable to hear what is being said. If the CART Provider cannot hear what is being said, without a doubt others in the room, also, cannot hear. It is up to students to ask the speaker to repeat what was said, as they are responsible for the material and their own learning;
- (SPEAKER TOO FAST) will indicate to student that the CART Provider is having difficulty keeping pace. The CART Provider may ask the speaker once or possibly twice to slow down. If the pattern continues then CART will use this indication, and it will be the student's responsibility to remind the speaker to speak more slowly in order that the information can be transcribed;
- ^ (???) in a different colour (red or blue) on the screen means the provider is unsure of the word. Some of the reasons why the provider may have doubts about the word are:
 - Unsure of spelling
 - Unsure it is the correct word
 - Unsure if the word was heard correctly (sometimes as a result of noise in the room, speaker's accent, poor acoustics, etc.)

Only if time allows will the provider key more details about what the confusion is:

 - HASSELBACK ^ (??? SPELLING);
 - KREB ^ (??? UNFAMILIAR WORD);
 - THIRTY ^ (??? THIRTY? THIRTEEN?);
- The ellipses will be used to indicate a number of things:
 - information missed (possibly because the speaker was too fast or inaudible);
 - if the speaker trails off or pauses in what s/he is saying;
 - to show false starts by the speaker;
 - if a conversation is being picked up somewhere in the middle;
 - to indicate that the speaker is reading from prepared material (textbook, overhead, handouts, etc.), the CART Provider will key a phrase or two throughout the reading (preceded and followed by the ellipsis) so the student can follow where in the text they are;
- Where possible, and to save time, CART Providers will incorporate standard abbreviations used in the course, e.g., SUM OF SQUARES = SS, FUNDAMENTAL THEOREM OF CALCULUS = FTC, etc.

Video Material

- Instructors will be asked to show closed captioned video material prepared by the manufacturer. The student will then be able to follow the video and the captioning when the video is shown in the class;
- Students are encouraged to approach instructors to find out what specific material from the video they will be responsible for, so they may attend to that specifically while viewing the video.

Transcripts

- A header will appear on each page with the following disclaimer: ROUGH EDIT DRAFT ONLY, NOT CERTIFIED AS VERBATIM. DO NOT SHARE OR DISTRIBUTE.;
- Students are in *NO WAY* permitted to share or distribute transcripts with anyone (including

classmates, whether deaf, hard of hearing, or hearing). If a student breaches this trust, access to transcripts in future will be restricted (e.g., read only in a supervised/restricted environment);

- CART Providers will transcribe conversations heard in the classroom so that deaf and hard of hearing students may follow the live dialogue in the environment. However, for legal and privacy reasons these conversations **will not** appear in transcripts when they have no course-related, academic value. Other personal conversations the student has with the CART Provider or others in the classroom should also be removed from the transcript of the lecture;
- Questions and comments of the deaf or hard of hearing student will not be written by the CART Provider (unless another deaf or hard of hearing student is in the class and needs to follow what is being said). An identifier line will appear in the transcript to show where the student spoke, possibly with one or two words about context;
- In labs and situations with movement / activity, transcription may show comments to indicate the time sequence of events. The CART Provider will write what is said in the class when the student is occupied with other duties, and then indicate to the student at the next convenient moment that there is material on the screen to attend to;
- CART Providers will not write while the student is not in attendance (e.g., late, absent, left the room briefly, asleep, etc);
- In the event that more than one student is in the class, and the CART Provider is writing for one, while the other is absent or late, transcripts for only the portions the respective students were present for, will be forwarded. In situations where there is more than one deaf or hard of hearing student present in the classroom, and if, for example, the students work in separate discussion groups (one uses CART services, the other does not), the student for whom the services are provided in the discussion group will receive a copy of those transcripts, the other student will not;
- For students who do not attend classes regularly, the CART Provider will wait outside the classroom until the student arrives, walk into the classroom with the student, and then begin to set up. This means the student and the CART Provider, together, interrupt the class, as opposed to the CART Provider interrupting class each time she or he needs to leave because the student has not come to class that day;
- Transcripts of communication between a student and individual instructors outside of the classroom (e.g., meeting in their offices) will not be provided, unless a Freedom of Information and Protection of Privacy (FOIP) form is signed by these persons. The NAIT SSD Advisor will inform you of when such forms are received, and therefore, when the transcripts can be released of such meetings.

3.1 APPENDIX B: NCRA Guidelines for Professional Practice

National Court Reporters Association General Guidelines for Professional Practice²

A Communication Access Realtime Translation (CART) provider in a nonlegal setting performs realtime translation as an aid to communication for people who are deaf or hard-of-hearing. Common sense and professional courtesy should guide the Member in applying the following Guidelines.

In providing CART service, a Member should:

- A. Accept assignments using discretion with regard to skill, setting, and the consumers involved, and accurately represent the provider's qualifications for CART.
- B. Establish a clear understanding of:
 - 1. Who is hiring the CART provider;
 - 2. Whether an electronic file of the roughly edited text with disclaimer is to be preserved;
 - 3. If yes, whether all participants have been informed that an electronic file of the roughly edited text with disclaimer will be preserved; and
 - 4. Who is entitled to receive a copy of the electronic file.
- C. Acquire, when possible, information or materials in advance to prepare a job dictionary.
- D. Know the software and hardware system used and be able to do simple troubleshooting.
- E. Strive to achieve, as nearly verbatim as possible, 100% accuracy at all times.
- F. Include in the realtime display the identification, content, and spirit of the speaker, as well as environmental sounds.
- G. Refrain from counseling, advising, or interjecting personal opinions except as required to accomplish the task at hand.
- H. Cooperate with all parties to ensure that effective communication is taking place.
- I. In confidential nonlegal settings (i.e., medical discussions, support groups), delete all files immediately after the assignment unless otherwise requested not to do so.
- J. Preserve the privacy of a consumer's personal information.
- K. Familiarize oneself with the provisions of NCRA's "The CART Provider's Manual," these Guidelines, and any updates thereto.
- L. Keep abreast of current trends, laws, literature, and technological advances relating to CART.

² This section which specifically pertains to CART Providers was obtained from the NCRA's General Guidelines for Professional Practice. These guidelines can be viewed on the NCRA Communication Access Information Centre Website sponsored by the National Court Reporters Foundation, cartinfo.org/guidelines.html.

3.2 APPENDIX C: NCRA Code of Professional Ethics

National Court Reporters Association Code of Professional Ethics³

Preamble

The mandatory Code of Professional Ethics defines the ethical relationship the public, the bench, and the bar have a right to expect from a Member. The Code sets out the conduct of the Member when dealing with the user of reporting services and acquaints the user, as well as the Member, with guidelines established for professional behavior. The Guidelines for Professional Practice, on the other hand, are goals which every Member should strive to attain and maintain. Members are urged to comply with the Guidelines and must adhere to local, state and federal rules and statutes. It should be noted that these guidelines do not exhaust the moral and ethical considerations with which the Member should conform, but provide the framework for the practice of reporting. Not every situation a Member may encounter can be foreseen, but a Member should always adhere to fundamental ethical principles. By complying with the Code of Professional Ethics and Guidelines for Professional Practice, Members maintain their profession at the highest level.

Code of Professional Ethics

A Member Shall:

1. Be fair and impartial toward each participant in all aspects of reported proceedings, and always offer to provide comparable services to all parties in a proceeding.
2. Be alert to situations that are conflicts of interest or that may give the appearance of a conflict of interest. If a conflict or a potential conflict arises, the Member shall disclose that conflict or potential conflict.
3. Guard against not only the fact but the appearance of impropriety.
4. Preserve the confidentiality and ensure the security of information, oral or written, entrusted to the Member by any of the parties in a proceeding.
5. Be truthful and accurate when making public statements or when advertising the Member's qualifications or the services provided.
6. Refrain, as an official reporter, from freelance reporting activities that interfere with official duties and obligations.
7. Determine fees independently, except when established by statute or court order, entering into no unlawful agreements with other reporters on the fees to any user.

³ The Code of Ethics was obtained from the NCRA website, www.ncraonline.org/AboutNCRA/cope/

8. Refrain from giving, directly or indirectly, any gift, incentive, reward or anything of value to attorneys, clients, witnesses, insurance companies or any other persons or entities associated with the litigation, or to the representatives or agents of any of the foregoing, except for (1) items that do not exceed \$100 in the aggregate per recipient each year, or, (2) pro bono services as defined by the NCRA Guidelines for Professional Practice or by applicable state and local laws, rules and regulations.
9. Maintain the integrity of the reporting profession.
10. Abide by the NCRA Constitution & Bylaws.

3.3 Appendix D: Sample – Assignment Schedule

ASSIGNMENT SCHEDULE FOR CART PROVIDERS

This document represents an agreement between NAIT Services for Students with Disabilities and (CART Provider Name) to provide the following CART services:

Student Name: _____ Assignment: _____

Dates: _____

Schedule Attached (Optional) Program: _____

Dates	Day and Time	Course	Set up 15min/day	Take down 15min/day	Instructor	Student	Team	Weekly Hrs	Room Location
Total Hours									

CART Services will be paid at the following hourly rate: \$ _____

I have read, understood, and agree to abide by the terms listed in the attached documents entitled, "NAIT SSD Guidelines"; "Letter of Agreement"; Assignment Schedule".

CART Provider: _____ Date: _____
Signature

NAIT SSD Advisor: _____ Date: _____
Signature

References

British Columbia Institute of Technology. Post-secondary communication access services resource manual. 2005.

Grant MacEwan College, Services to Students with Disabilities. Deaf and hard of hearing CART guidelines 2006-2007. 2006.

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University of Alberta, Specialized Support and Disability Services, University Student Services. A student's guide to CART services. June 2003.