



BRITISH COLUMBIA POST-SECONDARY TRANSCRIBING Guidelines/Terms of Reference (June 2011)

The following are Guidelines for the provision of transcribing services at post-secondary institutions in British Columbia. This document is meant to facilitate an ongoing dialogue and collaborative decision-making between students, transcribers and coordinators. Post-Secondary Communication Access Services (PCAS) is available for consultation and assistance with these responsibilities. Institutions are encouraged to consult with PCAS when issues regarding educationally sound delivery of service arise.

Transcribers are responsible for providing communication access for post-secondary students by converting spoken language to text using TypeWell software. The transcriber, using a laptop computer, provides lecture material, class discussions, environmental input, and social interactions in a "meaning-for-meaning" format. Students may type questions and comments for the transcriber to voice during classes. After class, the transcriber deletes non-subject related material, and provides a copy of the transcript to the student to serve as class notes.

A) Students' Responsibilities

Post-secondary institutions agree that the following are the responsibilities of a student in relation to transcribing services.

Eligibility Criteria

Students may request a transcriber for institutional activities open to students or the public. Eligibility for transcribing services is governed by individual post-secondary institutional policies. Students are responsible for familiarizing themselves with the policies of the institution they plan to attend and for complying with any procedural rules set out by those institutions. In addition, to be eligible for the provision of transcribing services at post-secondary institutions, a student must:

- Provide documentation that demonstrates the level/degree of hearing loss and meets the requirements of the institution.
- Be registered at a public post-secondary institution.



If a student does not provide the necessary information required by an institution in a timely manner he or she may risk a delay in the provision of services.

Establishment of Services

To facilitate service provision, the student should:

- Meet with Disability Services to discuss transcribing requirements with as much notice as possible (preferably four months) in advance of class start date(s).
- Meet deadlines for priority registration.
- Notify Disability Services of program, schedule and anticipated service needs at the time of admission to help ensure an appropriately qualified transcriber will be available.
- Notify Disability Services of any changes to his or her schedule.
- Request transcribing for out-of-class activities such as meetings with instructors etc. through Disability Services indicating the date, time, location, and nature of the activity.
- Introduce himself or herself to the instructor and review the services which will be required.
- Discuss communication preferences with the transcriber.
- Notify Disability Services if service is not meeting his or her needs.

Class Preparation and Class Time

The student should also:

- At the beginning of the term establish an optimal way to maintain contact with the transcriber, including providing an email address for transcripts.
- Ensure that his or her email account has sufficient space for receiving transcripts.



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- Take responsibility for immediately notifying Disability Services and the transcriber about transcript receipt issues.
 - Check with Disability Services to ensure that the transcriber is available for out-of-class assignments (e.g., group projects, examinations).
 - Work with the transcriber and instructor on communication strategies for technical and other specialized language components.
 - Ensure the transcriber has received those preparation materials available to the student for the class/program/out-of-class assignment.
 - Advise the transcriber when transcribing is not understood or insufficient.
 - Request clarification from the instructor, not asking the transcriber to explain points of the lecture.
 - Refrain from distributing or publishing any notes received from the transcriber.

Equipment

The student must **ensure** he or she will:

- Not add to or modify programs on the Reader laptop.
- Refrain from accessing the internet or any other program other than transcribing on the Reader laptop.

Attendance

Service providers will begin transcribing upon the arrival of the student.

In addition, the student should:

- Contact the transcriber and Disability Services with as much notice as possible, preferably not less than 24 hours, when he or she expects to be late, sick or unable to attend class, or the



class has been cancelled. If the student has not notified the transcriber and does not attend class, the transcriber will wait for a student 15 minutes for a one-hour class and 30 minutes for a class longer than one hour.

- Meet with Disability Services to discuss service delivery if he or she has cancelled transcribing services without 24 hours notice two or more times. Student absences without notice or good cause will result in the student needing to meet with Disability Services to discuss service delivery in accordance with institution, department or program policies.
- Contact Disability Services immediately before deciding to withdraw from a course or no longer attend a course for which transcribing services are being provided.

Monitoring

The student needs to:

- Complete a feedback form on transcribing services if requested.
- Contact Disability Services when issues related to transcribing or service need resolution.

B) Post-Secondary Institutions' Responsibilities

The post-secondary institutions agree that the following are their responsibilities in relation to transcribing services:

Services

Where such services can be provided without undue hardship institutions will make reasonable attempts to provide some level of transcribing services for:

- Classes: full-time, part-time and continuing education
- Appointments on campus
- Labs
- Seminars
- Field trips and co-op placements
- Exams



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- Class-related meetings (e.g. appointments with instructors, group project meetings)
 - Special events at the institution
 - Institutionally-based services
 - Extra-curricular institutional activities such as the Grad. Ceremony
 - The level of transcribing services provided will be determined on a case-by-case basis.

Hiring Transcribers

- Hire transcribers who provide documentation of formal training in the field, and who participate regularly in professional development.
- Utilize the Jobsline registry of transcribers qualified to work in the post-secondary system.
- Co-ordinate payment of transcribers.

Establishing Service

- Explain transcribing services to students and transcribers along with their responsibilities and those of the institution.
- Provide transcribers with relevant institutional policies and procedures, including reporting lines within Disability Services.
- Assess each assignment to determine the need for additional transcribers or other educational support services. This assessment will include consideration of physical demands, length and complexity of the assignment, etc. Discussion may occur with transcribers, instructors, students and others as necessary.
- Determine prep time with the transcriber and student. Preparation time may vary significantly depending on the complexity of the assignment, transcriber background and experience, etc.
- Reassess service provision should the conditions of the class assignment change (e.g., physical demands, length and complexity of the assignment, etc.).
- Ensure that transcribers have access to the instructors' names, course outlines, videos, textbooks/course materials and safety



equipment as necessary and as available, preferably before the course begins.

Re-assignment

- Re-assign transcribers, if possible, to other related duties when an existing assignment is cancelled as long as the transcriber feels qualified to perform such an assignment.

Instructors

- Explain the role of the transcriber to the students' instructors at the beginning of the term.
- Before commencement of class, send an information package to the instructor that includes: an explanation of the transcribing service and with permission, identification of the student; an outline of the student's right to confidentiality in class; the role of the transcriber; tips on effective communication; and an explanation that lecture notes are an access tool and will not be made available to individuals other than the student receiving the service, Disability Services, and the instructor, on request.
- Request Course Outlines from instructors for use in transcriber preparation.
- Request that instructors notify transcribers of changes to course outlines to facilitate class preparation.
- Encourage instructors to provide a break in their class schedule to accommodate transcribers whenever possible.

Equipment and Facilities

- Coordinate the loan (through Assistive Technology BC) or purchase of transcribing hardware and software, maintain licence inventory and upgrades.
- Problem-solve facility and technical issues related to equipment set-up in collaboration with transcribers and instructors.

Monitoring Services

- Develop and implement a monitoring and quality assurance process for transcribing services.



- Share feedback with transcribers regarding service delivery, with students' written permission in accordance with the Freedom of Information Act.
- Document the number of hours transcribers work at the institution to ensure accurate placement on the Pay Scale.
- Report as required regarding service delivery.

C) Transcriber's Responsibilities

Post-secondary institutions and transcribers agree that the following are the responsibilities of a transcriber in relation to transcribing services:

- If working as a contractor, accurately document the number of hours worked at other post-secondary institutions to ensure appropriate placement on the pay scale; and confirm WorkSafe BC coverage.
- Familiarize himself or herself with the policies of the institutions where they are working and comply with any procedural rules set out by those institutions.

Re-assignment

- Accept reassignment of transcribing or related duties when an existing assignment is cancelled as long as the transcriber feels qualified to perform such an assignment.

Student Contact

- At the beginning of the term, establish an optimal way to maintain contact with the student including an email address for transcripts.

Class Preparation

- Contact instructor(s) prior to class start date.
- Become familiar with the course material and update job dictionaries/word lists continually.



- Share word lists with other transcribers and interpreters, as appropriate.
- Set up in an effective location near an electrical outlet and where the instructor's visual delivery is clear, as well as according to student preference.
- Schedule preparation and editing time within the contracted class time as much as possible; for example, utilize time when students are working independently.
- Begin transcribing upon the arrival of the student.

Transcripts

- Provide an edited transcript to the student, if requested, within 24 hours of the class.
- Provide transcribing notes only to the student, Disability Services, and (if requested) the instructor.

Attendance

- Notify the student and Disability Services with as much notice as possible, preferably not less than 24 hours, when late, sick or unable to attend in order to facilitate hiring a substitute.
- Wait 15 minutes for a student to arrive for a one-hour class, appointment or event and 30 minutes for a class, appointment or event longer than one hour unless previous notification has been given to the transcriber by the student.
- Advise Disability Services when transcribing services are not required as scheduled.

Equipment

If the transcriber is providing his or her own equipment, he or she will:

- Provide and maintain all necessary equipment, including communication cables, extension cords, tape, power bar, etc.



If the transcriber is using institutional equipment he or she will:

- Accept responsibility for the loaned equipment.
- Ensure no programs are added or modified on the transcriber laptop.
- Refrain from accessing the internet on the transcriber laptop or conducting other non-transcription related activities.
- Follow institutional procedures for pick-up and return of equipment.
- Ensure basic maintenance of equipment (e.g. charging laptops).
- Immediately notify the appropriate department of any equipment problems as soon as identified.
- Ensure the equipment is monitored while not in active use (i.e. during class breaks).
- Refresh Licence key when required.

Professionalism

The transcriber will:

- Abide by the policies and procedures of the institution, including reporting lines within Disability Services.
- Refrain from discussing the student's disability with instructors or other students.
- Direct any student/faculty concerns to Disability Services.
- Report any of his or her or the student's concerns to Disability Services.
- In consultation with Disability Services, review feedback from the student and instructors regarding the communication process in the classroom, and adjust services accordingly.
- Treat as confidential each transcribing assignment and refrain from revealing identifying information from the assignment.



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- Balance the transcribing role with the goal of maximizing student independence.
 - Participate regularly in professional development.
 - Participate as a member of the student's Educational Team in order to maximize educational success, directing students to Disability Services should problems arise.

I agree to the above responsibilities:

Student/Transcriber

Date

Coordinator/Advisor

Date