

Reference: Title V, Sections 56008; 56010

- 1) Student informs the Deaf and Hard of Hearing Coordinator that they want their interpreter switched out.
- 2) DHH coordinator asks what the problem is.
 - a) If Behavior:
 - i) Discuss with the interpreter and team (if there is one)
 - ii) The interpreter would be observed in the class using both the Interpreter Classroom Evaluation Form and the Interpreter Evaluation Form (see attached)
 - iii) A meeting between the interpreter, DHH Coordinator and DSPS Director will take place
 - (1) A written warning or removal from the class would occur
 - b) If Skills:
 - i) Did the student talk to the interpreter first?
 - (1) If YES and still a problem
 - (a) Find out what they need specifically for the class.
 - (b) The interpreter would be observed in the class using both the Interpreter Classroom Evaluation Form and the Interpreter Evaluation Form (see attached)
 - (i) If a Certified interpreter is in the class as a team then the DHH Coordinator would get feedback from them too.
 1. An email would be sent to the Interpreter that was observed with feedback and an explanation of what the student's needs are.
 2. Send the interpreter back to class with the feedback.
 3. Check back with the Deaf student and make sure they feel their communication needs are met.
 - (2) If No?
 - (a) The DHH Coordinator will direct the student to speak with the interpreter and return in a weeks' time to see if anything has improved.

DSPS WILL NOT switch out interpreters from their classes because the students prefers one interpreter over the other. To file a complaint about the program or services also called a grievance please make sure you contact the following MSJC person(s) in sequence

- 1) DHH Coordinator
- 2) DSPS Director
- 3) ADA Coordinator

Please refer to AP5530-Student Rights and Grievance Process