

***CENTER FOR THE DEAF
AND
HARD OF HEARING***

Student Handbook

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Center for the Deaf and Hard of Hearing
<http://www.nr.edu/cdhh>

PURPOSE

The Center for the Deaf and Hard of Hearing (CDHH) was established in 1979 to provide academic and technical training to students who are deaf or hard of hearing. The Center strives to ensure the social well-being of the student by providing the educational tools necessary for them to become successful, productive members of society.

MISSION

The mission of the Center for the Deaf and Hard of Hearing is to serve as a comprehensive organization which provides quality support services to the students who are deaf or hard of hearing in order that they may participate fully in any of the college's programs of study or extra-curricular activities, and thereby acquire the quality education and experience which are the goals of New River Community College. The Center for the Deaf and Hard of Hearing is also committed to serve as a resource and advocate in the college and in the community.

VISION

The Center for the Deaf and Hard of Hearing will dedicate itself to be a premier model of excellence and a respected leader in the provision of quality services to the students, the college and the community. CDHH believes in:

- student empowerment
- excellence in service and advocacy
- respect for individualism and diversity
- continuous improvement
- personal and professional growth
- innovative practices
- maintenance of integrity and dependability
- total quality management through teamwork

We will succeed through the shared vision of our students, college, and community.

STAFF

COORDINATOR.....Lucy P. Howlett, Ext. 3619.....nrhowll@nr.edu

SECRETARY SENIORGlenda Salerno, Ext. 3609.....nrsaleg@nr.edu

PROFESSIONAL INTERPRETERS

.....Anne Comstock..... FT, Ext. 4234nrcomsa@nr.edu

.....Diane Dorrell..... FT, Ext. 4234nrdorre@nr.edu

.....Kymn Brewer PT, Ext. 4234nrbrewk@nr.edu

.....Kay Seib PT, Ext. 4234nrseibk@nr.edu

SUMMER ORIENTATION PROGRAM

Orientation programs are conducted each summer for high school juniors, seniors, college freshman students, and transfer students planning to enter college in the fall. Accepted students are given a general introduction to the college community as well as being informed of the various support services available for deaf and hard of hearing students and the academic regulations of New River Community College (NRCC).

For students who need accommodations to access services and programs, the transition to college can be more difficult. You may ask, "As a student with disabilities, what can colleges offer me in the way of assistance? What questions should I ask when I approach colleges? How can an individual college best serve my interests?"

Prospective students are invited to arrange campus tours by contacting the Center for Deaf and Hard of Hearing (CDHH) before the Summer Orientation Program.

LEARNING ACHIEVEMENT PROGRAM

The Learning Achievement Program (LEAP) strives to assist students with learning disabilities to succeed in their chosen academic curriculum. Students enroll in any college program and may access the appropriate support empowering them to succeed at NRCC.

The services are provided to all learning disabled students whose documentation verifies their disability. The deaf or hard of hearing student may benefit from those services as well. A meaningful service is the individualized strategy sessions designed to enhance the student's ability to learn specifics within each academically challenging course. The strategies provide opportunities to maximize visual learning, with key memory skills included as well.

Students interested in this service need to work through the Coordinator of the Center for the Deaf and Hard of Hearing to set up a schedule for the strategies sessions with the LEAP office.

Jeananne Dixon
LEAP Coordinator
nrdixoj@nr.edu

Phyllis Holliman
Learning Disabilities Counselor
nrhollp@nr.edu

COUNSELING

NRCC counselors provide academic and personal counseling services. The counselors are:

Tom Ciappina
Crisis Counselor
nrciapt@nr.edu

Dale Conrad
Career Counselor
nrconrd@nr.edu

Rebecca Whitener
Academic Counselor
nrwhiter@nr.edu

Patty Ryan
Job Placement and
Apprenticeship Training Coordinator
nrryanp@nr.edu

Lucy Howlett
Coordinator
Center for the Deaf and Hard of Hearing
nrhowll@nr.edu

REGISTRATION FOR CLASSES

Students should see their academic advisor and Student Support Services (SSS) counselor prior to the initial pre-registration date. Registration for deaf/hard of hearing students is coordinated through the CDHH and the Admissions office. The student's curriculum advisor and the SSS counselor will assist students with registration for classes each semester at NRCC. Registration permits must be submitted to the CDHH Coordinator prior to the pre-registration date.

CLASS ATTENDANCE

Regular class attendance **is expected** of **all** students. The interpreters will wait ten (10) minutes for class or any appointments. If the student does not show up after ten minutes, the interpreter will leave and not return to the class or appointment. The **student** is still responsible for information that was missed.

If the student plans to be absent, the student should let the interpreter know in advance. When illness or other emergencies cause a student to be absent, please contact the CDHH before 8:00 a.m. the day of the absence, or before 2:00 p.m. if a night class will be missed. It is also the student's responsibility to contact the instructor(s). Notifying the instructor does not guarantee that the absence will be excused by the instructor. The telephone number for the CDHH is: (540) 674-3619 (Voice/TTY).

WITHDRAWAL POLICY

A student who wishes to withdraw from the college should see the CDHH Coordinator to determine the appropriate procedure. Failure to follow procedure could affect the student's GPA as well as their chances to re-enter any college.

ACADEMIC ASSISTANCE

The Academic Assistance program helps with writing assignments and provides free tutoring in most subjects offered at NRCC. The goal is to maximize the individual student's capacity to become a self-learner. Tutoring services are performed on a one-to-one basis by college staff and student volunteers. Tutors are encouraged to work within the faculty's academic guidelines to reinforce what is happening in the classroom. Students should complete a request form and submit it to Belinda Nuckols, Martin 109, as early as they can.

Students who require an interpreter must coordinate their tutoring schedule with the Interpreting Office.

NOTETAKING SERVICES

Notetaking services are provided as an academic support for students in the CDHH and LEAP programs and are arranged by program staff. After completing registration, students should notify the CDHH secretary of their schedule and complete the Notetaking Request form. Copies of class notes are placed in individual student folders located near the CDHH offices in the Counseling Center in Rooker Hall.

PROFESSIONAL INTERPRETERS

Interpreters are provided for classroom needs and for on and off-campus college-related activities. Interpreters are nationally certified and/or Virginia Quality Assurance Screened.

INTERPRETER REQUEST FORMS

Interpreters may be requested for college-related activities or appointments. Request forms, available in the Interpreter Office or from the CDHH website (<http://nr.edu/cdhh>), must be filled out and submitted **no later than 2:00 p.m. the day before the requested time**. Turn the form in to the CDHH secretary or the Interpreter Office. Interpreter request forms do not need to be completed for class schedules or regular tutoring.

CAPTIONED MEDIA

Captioned videos are available in the NRCC Library. A list of captioned materials is available for review. See the Library Assistant for a list of materials available on campus, or the CDHH secretary or interpreters for other movies available through special order. The CDHH also has some captioned videos available for student use.

DISTANCE EDUCATION AND OFF-CAMPUS SERVICES

Distance Education and Off-Campus Services is responsible for coordinating the college's distance learning activities, instructional telecommunications, and off-campus programs.

Independent and Distance Learning Program

Students who are unable to travel to the college or who need to work independently to pursue academic goals outside the traditional classroom setting can pursue these studies through a variety of delivery formats including: telecourses, telelectures, audio, mixed media, computer software, Internet/Web based, and live two-way interactive instruction. The delivery format used depends on the individual course.

Off-Campus Services

Appalachian Hall, located at 412 Roanoke Street, Christiansburg, VA, offers a wide selection of NRCC classes while providing students an alternative to the Dublin campus location. A full range of NRCC student services is provided at this site.

Library Services

NRCC's library contains over 30,000 books, and 3,000 films, videotapes, and other media, and subscribes to over 225 journals and magazines. Because the library is a member of an interlibrary loan network, resources from other state and national libraries are available. The library features a computerized catalog and circulation system, computer-based information searching capabilities, CD-ROM databases, and electronic full-text journals.

Instructional Technology Center (ITC)

The Instructional Technology Center (ITC), located in the NRCC Library in Martin Hall, provides an academic computing area, IDL program support and testing, and a media viewing center.

The Instructional Technology Center provides audio-visual and electronic classroom support and technology training for faculty and staff. There is also a computer classroom where students receive email and Internet training.

TESTING ACCOMMODATIONS

Please consult with the CDHH Coordinator about eligibility for testing accommodations. This consultation should take place when students first enter the program.

Students requiring testing accommodations should complete the Testing Accommodation Form located in the Message Center. Return the completed form to the CDHH secretary.

CAREER DEVELOPMENT

Career Development Services include individual assessment, use of Virginia VIEW (Vital Information for Education and Work), use of DISCOVER for college and adult learners, use of CASSI (Computer-Assisted Study Skills Instruction). A career planning course (STD 107) is offered each semester. All career counseling services are free of charge.

For more information, please visit the Career Development web site at:

<http://www2.nr.edu/cdevelopment/index.asp>

JOB PLACEMENT

Job Placement Services are available to assist students in securing part-time or full-time employment while attending NRCC or after graduation. Register with the Job Placement Office in Edwards Hall for assistance in locating job openings or writing resumes. Students may use these services at any time during their program.

FINANCIAL AID

The New River Community College financial aid program provides assistance to students who need funds to attend college. Eligibility for financial aid is based upon financial need as determined by the federal government's system of need analysis. The Financial Aid office is located in Rooker Hall, Room 263.

VOCATIONAL REHABILITATION

Vocational rehabilitation services are available on campus by appointment with the DRS counselor. It is the student's responsibility to coordinate his/her program through his/her DRS counselor, whether from the Commonwealth of Virginia or elsewhere. All tuition payments from DRS must be planned well in advance of entering NRCC.

TTY CAMPUS LOCATIONS

A listing of TTY numbers on campus is posted in the Center for the Deaf and Hard of Hearing. Call the main switchboard number at (540) 674-3600, followed by the extension listed below.

CDHH Coordinator.....	Lucy Howlett	Ext. 3619
Counseling Center		Ext. 3609
Library (for checkout).....		Ext. 3627
Job Placement & Apprenticeship Training.....	Patty Ryan	Ext. 3633

Library – Available for student use:.....	Monday – Thursday	7:50 a.m. - 9:00 p.m.
	Friday.....	7:50 a.m. - 5:00 p.m.
	Sunday	2:00 p.m. - 5:00 p.m.
	(Hours change during breaks & holidays)	

Sorenson Videophone.....	CDHH Communications Lab, Rooker Hall
TTY Pay Phone located in Rooker Hall.....	(540) 674-9816

TV CAPTION DECODERS

A caption decoder is available in the Instructional Technology Center (ITC).

Caption decoders are also available in the LRC to check out for instructional use in the classroom. In addition, two (2) caption decoders are available in the CDHH. The televisions in the electronic classrooms and the newer classroom TVs throughout the campus are equipped for captioning.

ASSISTIVE LISTENING DEVICES (ALDS)

Several hard of hearing students make use of assistive listening devices. One such device is an FM System. With this equipment, the instructor wears a small microphone, and his/her voice is transmitted directly to the student's receiver. This gives the student direct access to the instructor's voice while blocking out audio interference.

If you are interested in using an assistive listening device, contact the CDHH. The Center, in cooperation with Radford University's Speech and Hearing Clinic (RUSHC), offers technical assistance to hard of hearing students in the use and maintenance of this equipment. Please keep in mind it may require a few weeks to decide which device suits your individual need. For this reason, we request that students notify the CDHH as soon as possible if they want to obtain an assistive learning device. Services rendered for the use of ALDs are free of charge.

A variety of free services are available through RUSHC. These services include:

- Hearing evaluation
- Hearing aid evaluation/consultation/adjustment
- Earmold impressions
- FM demonstration/consultation/fitting, adjustment, and training
- Assistive listening devices consultation
- Lipreading training
- Auditory/listening training
- Listening environment training
- Assertive communication repair strategies
- Hearing aid awareness training: benefits and limitations
- Telephone training for hard of hearing persons
- Speech therapy
- Language therapy

Students must inform RUSHC that they are enrolled as a student at NRCC and receiving services through CDHH.

STUDENT ACTIVITIES

The Student Activities Office invites all NRCC students to participate in the many events the office sponsors on campus. Watch for special announcements in the student lounge or the Student Activities Announcement Board for dates and times when special events occur and storytellers, magicians, and presenters will perform.

In the lounge there is a large-screen TV which offers closed-captioned programming.

Everyone is welcome to participate in intramural sports events such as bowling, table tennis, softball, basketball, and flag football. These sports are offered during the different seasons of the academic year. Stop by the Activities Office if you are interested.

The "Fall Bash" and "Spring Fling" are two campus celebrations held at the beginning and the end of the school year respectively. Food, soda, and entertainment are provided for students and the community.

NRCC has many different clubs and organizations on campus. These clubs meet regularly, and plan many events on and off campus. Watch the Student Activities Announcement Board for club meeting times, or see the *NRCC Student Planner & Handbook* (published annually by NRCC and distributed free to students) for more about campus clubs and organizations.

We try to have something for everyone at NRCC, and hope you will have the chance to take part in many fun and exciting events.

SIGN LANGUAGE CLUB (SLC)

The Sign Language Club is a student-run club for anyone who uses or is interested in sign language. Membership is open to everyone: hearing or deaf, skilled signer or novice. The club meets once each week through the Fall and Spring semesters and is a place for learning, fun, and camaraderie. Traditionally, the club's Advisor is one of the CDHH Staff Interpreters. Check the CDHH website regularly for SLC announcements.

MESSAGE CENTER

A message center for students is located at the secretary's desk in the Counseling Center. Students are encouraged to check their individual folders daily for mail or other important notices.

NRCC STUDENT ID CARDS

NRCC student ID cards are issued twice each year through the Student Activities office. The first ID card is free and duplicates are \$2.00 each.

PARKING PERMIT

To obtain a parking permit, students must show proof of a car registration and driver's license. All proof must be brought to the Security Office before a permit will be issued. Parking tickets will be issued to those who have not registered their cars.

BOOKSTORE

The college bookstore is located in Martin Hall (lower level). Books and supplies may be purchased there. The cost of books and supplies depends upon individual programs. The Department of Rehabilitative Services (DRS) may pay for books, but not supplies for some students. Refer to your authorization for specifics. There are separate lines in the bookstore if you are paying by cash, through financial aid, or through DRS assistance.

FOOD SERVICE

Cafeteria service is available in the Student Lounge located in Martin Hall (lower level). Regular hours are Monday - Friday 7:30 a.m. - 1:30 p.m.

AMERICANS WITH DISABILITIES GRIEVANCE PROCEDURE

New River Community College has adopted an internal procedure which provides for the prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Justice regulations implementing Title II of the Americans with Disabilities Act (ADA). Title II states, in part, that "no otherwise qualified disabled individual shall, solely by reason of such disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination" in programs or activities sponsored by a public entity.

Complaints should be addressed to: **Jeananne Dixon, ADA Coordinator, LEAP Center, (540) 674-3610**, who has been designated to coordinate ADA compliance efforts.

1. A complaint should be filed in writing. It should contain the name and address of the person filing it, and should briefly describe the alleged violation of the regulations.
2. A complaint should be filed within 10 work days after the complainant becomes aware of the alleged violation where a specific incident or occurrence happened.
3. An investigation, conducted by the ADA Coordinator as may be appropriate, and a meeting of the ADA Advisory Committee shall follow the filing of a complaint.
4. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the ADA Coordinator and Advisory Committee. The written determination forwarded to the complainant no later than 10 work days after its filing.
5. The ADA Coordinator shall maintain the files and records relating to complaints filed.
6. The complainant may request a reconsideration of the case in instances of dissatisfaction with the resolution. The request for reconsideration should be made within 10 work days to the college's EEO/AA Officer. A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the EEO/AA Officer and forwarded to the complainant within 10 work days after the request for reconsideration.

I. CLASSES/APPOINTMENTS

- A. Students should attend every class and scheduled appointment.
- B. Students should be on time.

II. INTERPRETER REQUESTS

- A. Request forms must be completed no later than **2:00 p.m.** the day before the interpreter is needed.
- B. Request forms for evening events must be filled out and returned no later than **2:00 p.m.**, one week (7 days) before the interpreter is needed. For plays and other performances held at NRCC, please have the request forms filled out by **2:00 p.m.**, two weeks (14 days) before the performance. This allows enough rehearsal time to provide quality services to students.
- C. Interpreter request forms do not need to be completed for class schedules or regularly scheduled tutoring.

III. TARDINESS/ABSENCES

- A. If a student is late or does not show up for a class or appointment, the interpreter will leave after waiting for 10 minutes. The interpreter will not return.
- B. Three tardies = one absence.
- C. If a student cannot show up for class, tutoring, and/or other appointments, the student is required to inform CDHH before 8:00 a.m. on the day of the absence, and before 2:00 p.m. for night classes.
- D. Excessive uninformed absences may result in a discontinuation of services.

IV. CLASS WITHDRAWAL

- A. If the student intends to withdraw from a class, it is the student's responsibility to notify first, the CDHH Coordinator, and second, the instructor.
- B. Withdrawal forms can be obtained from the Admissions Office.
- C. When withdrawal is complete, students must inform the CDHH Coordinator that the student is officially withdrawn.

I, _____ **HAVE READ AND UNDERSTAND THE SERVICE PROCEDURES.**
PRINT NAME

SIGNATURE

DATE

WHO'S WHO

In order to expedite your inquiries to New River Community College, you may use the list below to find the extension of the office you need. The main telephone number for New River Community College is **(540) 674-3600**.

All Virginia Counties (toll free) (866) 462-6722 (GO2-NRCC)
Pulaski County (540) 674-3600

You may reach the Center for the Deaf and Hard of Hearing by dialing (540) 674-3619 by voice or TTY/TDD. You can also call the main NRCC number, followed by extension 3619.

For Information Regarding	Contact	Extension #
Academic Difficulty	Class Instructor	varies
Add/Drop Class	Advisor	varies
.....	Counselors/271 Rooker	3609
.....	Admissions/259 Rooker	3603
Books	NRCC Bookstore/106 Martin	3638
Campus Publications	Joyce Taylor/07 Godbey	4245
Career Information.....	Dale Conrad/273 Rooker	4237
Disciplinary Actions	Director of Student Activities/123 Martin	4431
Facility Reservation.....	Peggy Dalton/29 Godbey.....	3611
Financial Problems.....	Joe Sheffey/263 Rooker	3615
Graduation	Advisor	varies
.....	Admissions/259 Rooker	3603
Illness or Injury	Security/Godbey Main Entrance.....	3646
Interpreters	Interpreters/28 Godbey	4234
Job Placement/Employment	Patty Ryan/Edwards Hall.....	4352
Loans and Grants.....	Financial Aid/263 Rooker	3615
Lost and Found	Security/Godbey Main Entrance.....	3646
Parking Fine Payment.....	Business Office/84 Godbey	3605
Payment of Tuition	Business Office/23 Godbey	3605

Personal Problems	Counselors/271 Rooker	3609
Persons with Disabilities	CDHH/274 Rooker	3619 or 4235
.....	LEAP Center/277 Rooker	4357 or 4358
Recreation.....	Ben Kramer/123 Martin	4431
Registration.....	Advisor	varies
.....	Counselor/271 Rooker	3609
.....	Admissions/259 Rooker	3603
Schedule Change	Advisor	varies
.....	Counselors/271 Rooker	3609
.....	Admissions/259 Rooker	3603
Scholarships.....	Financial Aid/263 Rooker	3615
Sexual Assault	Counselors/271 Rooker	3609
Sign Language Club	Interpreters/28 Godbey	4234
Sorenson Videophone.....	CDHH Communications Lab.....	4285
Student Government Association	Ben Kramer/123 Martin	4431
Student Organizations.....	Ben Kramer/123 Martin	4431
Study Habits.....	Counselors/271 Rooker	4609
Testing	Counselors/271 Rooker	3609
Time Management	Counselors/271 Rooker	3609
Transcripts	Admissions Office/259 Rooker	3603
TTY/TDD Location	CDHH/274 Rooker	4619
Tutoring	Academic Assistance/109 Martin.....	4201
Vehicle Registration.....	Security/Godbey Main Entrance.....	3646
Veteran’s Affairs & Benefits	Alicia Brown/266 Rooker	4207

CDHH INTERPRETER REQUEST FORM
For use by NRCC Students, Faculty and Staff only

Complete the form and return it to the Interpreter Office in Godbey Hall.

Your name:	Today's date:
Your email:	
Type of Request (check one):	
Club Meeting	Counseling
Financial Aid	Instructor Meeting
Business Office	Tutoring
Admissions Office	Business Phone Call
Job Placement	Activity
Other (describe)	
Date needed:	Time needed:
Where interpreter should meet you (with directions):	

For Interpreter Use Only:		
Received at CDHH by:		
Interpreter assigned:		
Time began:	Time ended:	Total time: (minutes)
No interpreter available. ?	Entered in database. ?	