

Tips for Working with Deaf and Hard of Hearing Students

In this time of COVID-19, Face Masks are problematic to lip readers in face2face situations:

1. Contact Environmental Health and Safety to acquire transparent face masks and/or face shields. It is recommended that if a face shield is used, that a face mask also be used unless the face shield has “curtains” around it. These options can be made available.
2. Use a microphone, especially with physical distancing, it is important even if you think your voice carries, to use a microphone. Sound travels more accurately with microphones.
3. Repeat questions and comments from students so all can hear
4. Make sure to face your students when speaking. Don't talk while your back is facing the students
5. Recognize that you may have hard of hearing students, even if they have not self-identified to you. Just because you don't have anyone identifying as being hard of hearing, be sensitive to the fact that these tips are also useful for non-native English speakers as well as those who are losing their hearing but don't want to self-identify

How to check if a Video or DVD has Captions or Subtitles:

1. Check the Sacramento State Library Catalog (if you plan to borrow the film from the Library Film Collection) to see if it is closed-captioned. You can search by title in the EUREKA Library Catalog Film Collection.
2. If you are bringing in your own videotape or DVD check the box/cassette to see if has one of the following symbols:
 - a. Closed captioned for the Hearing Impaired
 - b. (CC)
 - c. Subtitles for the Deaf and Hard-of-Hearing (SDH) (for DVD only)
3. If you are still not sure if the videotape/DVD has captions or subtitles for the Deaf and Hard of Hearing, please contact Services to Students with Disabilities (SSWD) at (916)278-6955. The SSWD office is located in Lassen Hall 1008 and is open from 8:30 am - 4:30 pm Monday-Friday (voice mail after hours) or you may e-mail SSWD at sswd@csus.edu.

How to Show a Video with Captions or Subtitles in the Classroom

1. If you have a videotape and the video is closed-captioned, you can use one of the following four (4) options to show the captioned video:
 - **Use a Smart classroom with closed-captioning capabilities.** To find out if your classroom is on the list of smart classrooms with closed-captioning capabilities please see classroom details in [Astra Scheduler](#) <https://www.aaiscloud.com/CASStateUSacramento/Portal/GuestPortal.aspx> or contact Classroom and Computer Lab Services by contacting the Help Desk (278-7337, AIRC 2005 or helpdesk@csus.edu). If the classroom has closed-captioning capabilities, turn on the caption decoder that is installed in the A/V console. Note: If there is a decoder box, only the left red power button needs to be on (the other three buttons on the right remain off). From the phone in the classroom **dial x87337 for assistance.**
 - **Reserve a Smart classroom with closed-captioning capabilities.** Call Classroom Support Services (278-7337) for information on Smart classrooms with closed-captioning capabilities. Requests for semester room assignments are made to the academic department secretary at the time a class is being scheduled. As needed bookings can be requested through the [Office of Space Management](#) <https://www.csus.edu/administration-business-affairs/space-management>.
 - **Arrange to have Classroom and Computer Lab Services broadcast the closed-captioned video into the classroom.** Be sure to ask them to use a closed caption decoder. Classroom and Computer Lab Services staff may require at least a week advance notice to arrange for the connections. Arrangements to reserve equipment can be made by contacting the Help Desk (278-7337, AIRC Room 2005, helpdesk@csus.edu).
 - **Use a classroom TV and change the internal TV menu setting using the remote control to activate the captions** by tuning it to “C1” (not “C2” or “TEXT1”). If your classroom does not have a TV, you can borrow a TV cart with a closed-captioning decoder from Classroom and Computer Lab Services. Arrangements to reserve equipment can be made by contacting the Help Desk (278-7337, ARC 2005 or servicedesk@csus.edu).

2. If you have a DVD with Subtitles for the Deaf/Hard of Hearing (SDH), you can use a laptop DVD player (e.g. Windows Media Player) or classroom DVD player (or borrow a TV/DVD player from Classroom and Computer Lab Services - see instructions above). To turn on captions or subtitles in Windows Media Player, press "Alt" to activate the menu bar, choose "Play," choose "Captions and Subtitles," and then choose "On if Available." If you are using a classroom DVD player, go to the "Set-up" or "Languages" page of the DVD menu using your remote control where you can activate the subtitles for the Deaf/Hard of Hearing. No closed-caption decoder is required for this step.
3. Please contact Classroom and Computer Lab Services for assistance by contacting the Help Desk (278-7337, ARC 2005 or servicedesk@csus.edu).

What to Do If the Video/DVD is not captioned

1. If the videotape or DVD you are bringing in or the existing title in the Library Film Collection is not closed-captioned, you can conduct a search for a captioned copy in the marketplace using the [Described and Captioned Media Program](https://dcmp.org/) <https://dcmp.org/> administered through the National Association of the Deaf, or to get information on agencies that will caption the video. If there is a captioned copy available, it can be purchased with your department's approval.
2. Faculty can also edit their video and audio using the Faculty Staff Resource Center and Origination Lab resources by contacting the Help Desk (278-7337, ARC 2005 or servicedesk@csus.edu)
3. Sacramento State is now offering faculty and staff another option to caption and transcribe video and audio through an outside vendor captioning service (Automatic Sync Technologies AST). You will need to submit captioning and/or transcription requests at least 3-4 weeks before the date you will need the media to be captioned. [Captioning Services at Sacramento State](https://www.csus.edu/information-resources-technology/ati) <https://www.csus.edu/information-resources-technology/ati> and follow the instructions under "How do I Request Captioning?" Please make sure to indicate "Deaf or Hard of Hearing Student Enrolled in Course" for event type if a student who is Deaf or hard-of-hearing is enrolled in your course. A limited campus captioning fund will cover the cost to caption/transcribe media files for a course in which a student who is Deaf or hard-of-hearing is enrolled.
4. Otherwise, please contact Services to Students with Disabilities (SSWD) at (916)278-6955 to discuss alternatives that will provide your Deaf or hard-of-hearing student with access to the material.

How to Record Closed-Captioned Media from Home

1. Consult the [TV Guide](https://www.tvguide.com/) <https://www.tvguide.com/> before you begin recording to see if the program is closed captioned. The TV Guide will designate closed-captioned programs with the “(CC)” symbol.
2. If the program is closed-captioned, you may record it – even without activating the captions at home. The captions will still be displayed in your classroom with the assistance of the closed-caption decoder.
3. To ensure that the captions will be displayed without any difficulty, bring the media to Classroom Support Services for verification.
4. As you prepare to show the media in the classroom, please check to make sure the video is closed-captioned.
5. If the program is not closed-captioned and it is essential to the teaching of your course, please contact Services to Students with Disabilities (SSWD) at (916) 278-6955 to discuss alternatives that will provide your Deaf or hard-of-hearing student with access to the video.
6. To learn more about how to make your curriculum accessible for deaf students go to <https://www.nationaldeafcenter.org>

(Tips were adapted from the [SFSU Disability Programs and Resource Center](http://access.sfsu.edu/) <http://access.sfsu.edu/>)

Resources

CAST <http://www.cast.org>

CSUS Center for Teaching and Learning <https://www.csus.edu/academic-affairs/center-teaching-learning/>

Disabilities, Opportunities, Internetworking and Technology <https://www.washington.edu/doi/>

National Deaf Center <https://www.nationaldeafcenter.org>

Please inform SSWD at sswd@csus.edu if you encounter any problems accessing the SSWD web site.