

three (3) business days before the event is to take place, but preferably seven (7) business days ahead. For example, if the event in question is on Monday, the student must contact DASS on the Wednesday before the event. If a student becomes aware of an event less than three (3) business days in advance, the student should notify DASS as soon as possible. Services cannot be guaranteed without such advance notice.

V. Cancellation or change in schedule, absence or lateness

If the requested Interpreter/Captionist services are not needed by the student because he or she will not be attending the class or the event in question (e.g., due to a scheduling change, cancellation, illness, etc.), the student must cancel the arrangements by notifying DASS in writing (email to dass@smu.edu), by phone, or in person as soon as possible, preferably at least forty-eight (48) hours before the class or event is to take place, but at least twenty-four (24) hours before the class. If the cancellation is for a Sunday or Monday class, notification must be received before 4:00 PM on the Friday preceding the class. Call 214-768-1470. If no one answers, call 214-768-3648 and ask to speak to a DASS staff member who is currently in the office. Failure to provide at least 24 hours

If a student has not arrived within twenty (20) minutes after a class session or event is scheduled to begin, the Interpreter/Captionist will leave, and the student will be considered a "No-Show."

After three unexplained absences in a class of less than three hours, or two unexplained absences in a class of three hours or more, Interpreting/Captioning services will be suspended until the situation has been discussed with DASS. After a total of four unexplained absences in a class of less than three hours, or three unexplained absences in a class of three hours or more, services may be suspended for the remainder of the semester. Unexplained absences are understood to mean that the student did not attend class and did not notify DASS 24 hours in advance. The cancellation of an Interpreter/Captionist can only be accomplished through DASS. Continuing problems with unexplained absences will be dealt with on an individual basis and may result in suspension of services. If the student asks the Interpreter/Captionist to provide a service that has not been scheduled by DASS, the student will have the responsibility of payment for services.

In the event of inclement weather cancellations, every attempt should be made to make a decision about the need for Interpreters/Captionists as far in advance as possible.

In the case of departmental requests, if the cancellation is received less than the amount of time stated in the DAC contract, the sponsoring department will be charged accordingly.

VI. Definitions

A. Deaf: deafness generally refers to a physical condition characterized by lack of sensitivity to sound. Notated as deaf with a lower case d, this refers to the audiological experience of someone who is partially or wholly lacking hearing. In legal terms, deafness is defined by degree of hearing loss. These degrees include profound or total deafness (90 dB - -