

University of Nevada, Reno
Disability Resource Center

TypeWell Transcriber Policy

Updated Summer 2007

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This handbook outlines the policies for TypeWell transcribers at the Disability Resource Center (DRC), University of Nevada, Reno (UNR). This handbook provides an overview of responsibilities, ethics, class procedures, and other information for academic transcribers.

The purpose of the Disability Resource Center is to ensure that students with disabilities have equal access to participate in, contribute to, and benefit from all university programs. Our goal is to act as a catalyst for the elimination of both attitudinal and architectural barriers that present themselves throughout the university community. The DRC directly supports students with disabilities to achieve their goals—strengthening a climate of campus diversity.

Students with documented disabilities enrolled at UNR are entitled to reasonable and appropriate academic accommodations in accordance with federal laws, including Section 504 of the 1973 Rehabilitation Act and the 1990 Americans with Disabilities Act.

If you have further questions, contact Mary Anne Christensen, Assistant Director, at (775) 784-6000. We look forward to working with you.

Sincerely,

Mary Anne Christensen
Assistant Director
maryac@unr.edu

SCHEDULING

Scheduling Procedures

The DRC has no control over students adding, dropping, or withdrawing from classes. Scheduled hours could change at any time. However, we will do our best to maintain your hours and schedules throughout the semester.

The transcriber is scheduled until the end of class. If an instructor goes over the designated time, or if a student needs to speak to the instructor after class, the transcriber may stay if her/his schedule allows. If the transcriber has another assignment, she/he may leave at the end of the scheduled time. Transcribers should not make other commitments that would force them to leave the university early, or accept a university assignment if they know they must leave early.

Only assignments that are scheduled through the DRC will be paid. A student may ask a transcriber if she/he is available, but the transcriber must be given the assignment through the DRC. The DRC maintains the right to move transcribers within their scheduled time. If a student approaches the transcriber to request services, the transcriber must not indicate availability. Instead, the transcriber must refer the student to the DRC.

Substitutions

When a transcriber accepts classes for the semester, the DRC expects the transcriber to maintain that schedule of classes through the semester. However, substitutions may occasionally be needed. The transcriber is responsible for making a formal request in writing to the DRC at least 10 days in advance (see attached form). The TypeWell Coordinator must approve all substitute requests before time may be taken. *Excessive substitute requests may result in reassignment or reduction in hours.* For emergencies and illness, notify the DRC as soon as possible.

Contact Information and Messages

Transcribers are paid for their expertise and for their availability. Transcribers are expected to be responsive when the DRC contacts them. It is essential that transcribers provide the DRC with updated contact information. In case of an emergency phone call, every effort will be made to contact the transcriber wherever you are on campus. Therefore, it is important that the office knows if the transcriber's scheduled class has been cancelled or has changed locations.

Meetings

Group meetings with transcribers will be held periodically during the school year. These meetings are mandatory for all transcribers. Transcribers may bill meetings at their hourly rate.

School Closures

Transcribers are not required to attend class on legal holidays or Spring Break and should not bill for observed holidays (see schedule of closures). The university offers a few classes during the winter break. Work may or may not be available during this time.

Student Workers

To continue employment with the DRC, TypeWell transcribers who are full-time students at the university must maintain a minimum cumulative undergraduate GPA of 2.0 or a minimum

cumulative graduate GPA of 3.0. The number of credit hours student workers are enrolled in will influence the TypeWell hours they receive, particularly for those students who are taking 15 or more credits (for undergraduates) or nine or more credits (for graduate students) per fall or spring semester, or six or more credits in any one summer term. Student workers must inform the TypeWell Coordinator of their schedule, availability, and the number of classes desired.

RESPONSIBILITIES

Ethics

Transcribers are to provide services to the best of their ability and not allow personal feelings to interfere with their assignments. Additionally, transcribers are expected to adhere to the TypeWell Code of Ethics.

TypeWell Transcriber's Code of Ethics

- The transcriber **will accurately transcribe the meaning** of the spoken utterances made by individuals in the classroom or other transcribing situation.
- The transcriber **will accurately voice comments and questions** in reverse interpreting situations.
- The transcriber **will not answer student questions about class content**. The transcriber **will instead facilitate communication** between the instructor and student, by transcribing or voicing as needed.
- The transcriber **will not offer opinions or input of any kind** in classes and meetings, even if invited to do so by instructors or others.
- The transcriber **will keep strictly confidential** all information learned in work settings.
- The transcriber **will accept only those assignments** for which he or she possesses appropriate skills.
- The transcriber **will strive to continually improve** his or her transcribing skills.
- The transcriber will **prevent unauthorized people from using TypeWell** to provide services for students and others.

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Confidentiality

The transcriber agrees to consider all written and verbal contracts with students receiving services from the DRC to be privileged and of the strictest confidence and to adhere to the conditions set out below.

- Never disclose to anyone the name or confidential information which could lead to the identification of any students receiving services through the DRC.
- Never discuss students with anyone other than the appropriate DRC staff member.
- Adhere to all ethical standards which respect the confidentiality of the students we serve and comply with all of the policies and procedures at the DRC.
- Violation of confidentiality is grounds for immediate termination.

When to Contact the DRC

Because transcribers do not regularly meet with their supervisor, it is essential that transcribers stay in close communication with DRC staff. TypeWell transcribers are expected to contact the DRC in the following situations: when a class has been cancelled or the transcriber otherwise does not need to attend (*e.g.* test days); when a student fails to attend class; and when a student has requested TypeWell for an event outside of class hours. Other instances transcribers need to report are when they witness unauthorized distribution of TypeWell notes; and when the student *consistently* sleeps in class, is late, does homework, or manipulates the laptop in any way. All situations regarding assignments should be brought to the attention of the TypeWell Coordinator.

CLASSROOM PROCEDURES

First Day of Class

On the first day of class, arrive 10 minutes early to introduce yourself to the instructor. To be better prepared, obtain a syllabus. Inform the DRC any changes in room location or instructor.

Student Tardiness, Absences, and Class Cancellations

The transcriber is not to begin transcribing until the student arrives. If the student is late, the transcriber must wait 20 minutes before leaving. If the student still has not arrived, then contact the DRC and indicate “no show” on the timesheet. *The transcriber may bill for one hour and will be paid a minimum one hour guaranteed.*

If the student notifies the transcriber about class cancellations, test days, or other issues related to attendance, please direct the student to the DRC and do not discuss the issue with the student. Before test days or finals, please ask the student whether he or she will need services on that day. If you are unsure about whether you need to transcribe or have questions related to attendance, please notify the TypeWell Coordinator.

Transcribing Videos

If a video is captioned, the transcriber will provide a summary of the video. If the video is not captioned, the transcriber is responsible for transcribing the video to the best of his/her ability.

Dress Code

The DRC requests that transcribers dress in a manner that is consistent with the general dress of instructors on campus. Clothes with holes or stains, low-cut tops, muscles shirts, and exceedingly short skirts or shorts are prohibited.

Pagers and Cell Phones

Transcribers are expected to turn their pagers and/or cell phones off or to silent during assignments.

Additionally, the transcriber must observe to the following points:

- Be ready when class begins.
- Any problems with a student should be discussed with the DRC, not with the student.
- The following header should be added to each transcript:
Class Title
Date
Professor
- At the end of each class the transcriber will save a copy of the class notes. After class, the transcriber will edit the notes, including putting the main points in bold, and email them to the student *within 24 hours*. **Please save the notes on both the hard drive and the memory stick through the duration of the semester**, at which point the DRC will burn them to CD for safe storage.

BILLING/PAYMENT

Payment

<u>Class Meets</u>	<u>Actual Time</u>	<u>Billing Time</u>
M/W/F	50 minutes	1 hour
MW or TR	1 hour 15 minutes	1.25 hours
Once a week	2 hours 45 minutes	3 hours

Additionally, the transcriber may bill for one half hour for each class meeting for notes/prep time, unless the class meets once weekly for 2.75 hours. In that case, the transcriber may bill for one hour of notes/prep time per week.

Time Sheets

Time sheets must be turned in every two weeks. Transcribers are responsible for knowing when timesheets are due. (See schedule for due dates.) Submitting time sheets filled out incorrectly or turned in late could result in a delay of payment of a least one pay period. Entrusted employees are expected to report time accurately. Misrepresenting time worked could be cause for immediate termination.

Evaluation

Job advancement is based on performance, transcriber evaluation, and longevity. Transcriber evaluations will be conducted regularly. Hourly rates may be reevaluated at that time.

MISCELLANEOUS

Equipment Care and Usage

Each transcriber will be provided with the following:

- 1 Roller Bag
- Steno Table
- 1 USB memory stick
- 2 Laptop Computers
- 2 AC adapters
- Carbon Paper
- Extension Cord

It is also suggested that you keep a pen in your roller bag for taking notes in the event of a computer failure.

ALL EQUIPMENT IS THE PROPERTY OF UNR. This means that you may not, under any circumstances, alter the equipment, including the downloading of programs.

- Only use a 100% cotton cloth when cleaning the computers.
- Never have food or drinks near the computer.
- Please shut off your computers at night to allow them to fully recharge.
- All equipment problems must be brought to the DRC for resolution. Do not attempt to fix a computer on your own or contract someone else to do it.

Relationships

Transcribers interact with students, faculty, staff, and the community. Certain personal relationships with students are unacceptable within the context of a working relationship. Any questions about the ethics of a relational situation should be directed to the DRC.

Observations

Observation of transcribers will occur during the school year. Methods of observation include the TypeWell Coordinator attending class, the use of a tape recorder to record the lecture, or the use of remote captioning. When a tape recorder or remote captioning is used, the TypeWell coordinator will compare the transcriber's notes to the recording or the transcript. *Observations may or may not be announced in advance.*

I, _____, have read and agree to comply with all the policies set forth in the University of Nevada, Reno, TypeWell Transcriber Policy Handbook, updated Summer 2007. I understand that failure to comply with these policies can result in termination of employment.

Signature

Date