

**Communication Access Real-time Translation (CART)**

Marquette University’s Office of Disability Services is committed to providing communication access to students with hearing impairments in an effort to ensure all students have access to course material. The most common accommodation provided eligible students with hearing impairments at Marquette University is Communication Access Real-time Translation (CART). CART is a service option for students who are hard of hearing or deaf, allowing them visual access to classroom lecture and discussion while the class is being conducted. In order to request and receive CART services, students must provide Disability Services documentation verifying their need for this service, and the OSES Associate Director for Disability Services will review that documentation, in consultation with the student, to determine whether this is an appropriate accommodation for the student’s needs. (Other service options may be determined to be more effective or appropriate depending upon students documented needs.)

**What is CART?** CART services provide deaf or hard of hearing students immediate access to classroom lectures, discussion, and other interactions. A CART provider (transcriber) using a steno machine (8 key steno machines) and specialized software creates a real-time text display on a laptop computer or other display monitor the student can read during class. The screen text is often described as verbatim because the provider types nearly every spoken word into the steno machine and therefore delivers a nearly exact text display.

**Why does the university provide CART services?** Disability laws require colleges and universities to provide students with disabilities equal access to programs and services, similar to their non-disabled peers. For students with hearing disabilities, the university is committed to providing them equal access by:

* Providing qualified CART services for eligible students who attend Marquette University classes and class activities associated with the curriculum of a class or activities outlined in the student’s syllabus;
* Collaborating with students and CART providers to ensure services provided are meeting students’ needs;
* Providing course information and material to CART providers allowing them to effectively prepare for the course;
* Collaborate with the student to determine other reasonable accommodation options (aka; speech-to-text services) should CART provider become unavailable;
* Alerting instructors, when possible (late or emergency requests may prohibit this from happening) prior to classes starting, that CART services will be provided along with information regarding the service and the instructor’s role in that service provision, and;
* Funding CART services as requested by other academic units serving the public;

**What is the role of the CART service provider?**

CART providers will;

* Introduce themselves and their role to your professors before or on the first day of class;
* Provide or arrange for the provision of a display screen so that you may read the verbatim or near-verbatim text of classroom communication, including lectures, class discussions, and videos in real-time;
* Prepare themselves to accurately condense and summarize real-time lecture content by reviewing texts and other material related to course content;
* Keep your personal information confidential. Confidential information includes, your name, the specifics of your disability, and any personally identifying information, as well as the content of captioned personal communication, and;
* Some CART providers, as a courtesy to their students, might provide copies of the transcripts to you if it is permitted by the instructor teaching the class. ***Marquette’s duty to provide a CART service as an accommodation consists solely of real-time CART captioning in the classroom. If the student is interested in obtaining transcripts from the transcriptionist, it is the responsibility of the student to independently discuss this issue with the CART transcriptionist. Not all transcriptionists are willing or able to provide transcripts and students are encouraged to discuss the specific timing/delivery and accuracy of those transcripts with the transcriptionist in advance.***

CART providers are NOT expected to;

* Guarantee that material on the board or screen will appear in optional class transcripts;
* Take notes or transcribe lectures for you when you are not present in class;
* Remind you of assignments, appointments, or meetings, or;
* Relay messages to or from your instructor or others.

**What happens when I request CART services?**

Once you have registered with Disability Services and have provided appropriate documentation supporting your need for CART services, you are responsible to;

* Complete the CART request form (see below) each semester you would like to receive this accommodation (at least 7 days prior to the first requested day);
* Notify Disability Services of class or classroom changes as soon as possible;
* Identify and introduce yourself to your CART provider on the first day of class or in any new setting, and for new or substitute CART service providers;
* Be on time for all classes, labs, meetings, and any other academic events;
* Notify Disability Services if your CART provider misses or is late to class;
* Let your CART provider know if; you will be absent or miss a class, your class has been cancelled, or you will be making a presentation in class;
* Notify Disability Services of any additional need for CART that was not specified in the Syllabus as soon as possible (i.e., videos, fieldtrips, presentations, etc.);
* Communicate directly with your CART provider regarding the effectiveness of the service and any desired changes in appearance or content of caption, and;
* Will notify Disability Services if you believe the CART service is not meeting your needs

As with all accommodations, you must communicate problems or concerns with your CART service to Disability Services as soon as possible in order to alert the staff and permit them the opportunity to work with you to resolve those problems or concerns. If you have questions about any aspect of this policy, please contact Disability Services at 414-288-1645 or by email at [ods@marquette.edu](mailto:ods@marquette.edu).