



## American Sign Language (ASL) and Communication Access in Real-time Translation (CART) Requests

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### **What is ASL?**

American Sign Language (ASL) is a visual language that is predominantly used in deaf and hard of hearing communities.

### **What is CART?**

CART is the common term used for Communication Access in Real-time Translation. It is speech-to-text translation that is provided by a captioner. CART services can be provided in person or remotely.

### **How do I request ASL or CART services?**

Students requesting ASL or CART services should do the following:

- Fill out the ASL and CART Request Form. Be sure to fill out the form in its entirety and legibly.
  - This form is used to coordinate services. Ensure that the dates, times, duration of the class and/or meeting, and location are accurate.
- Completed request forms should be submitted to DR in one of the following ways:
  - In-person or by mail to DR at 3225 Arch Street Philadelphia, PA 19104, Suite 011.
  - Scanned or emailed to [disability@drexel.edu](mailto:disability@drexel.edu).
  - Faxed to 215.895.1402
- A DR staff member will receive the form and coordinate services.

### **How far in advance should I submit the ASL and CART Request Form?**

- Drexel uses outside companies to provide ASL and CART services. Requests received 2 business days in advance of the scheduled lecture and/or meeting will be fulfilled.
- Individuals requesting services may submit requests less than 2 business days in advance of the scheduled lecture and/or meeting. In most cases, these requests can be honored, but there may be times when it is not possible to secure an interpreter or captioner without 2 business days notice.

### **What should I do if my class is cancelled or I cannot attend?**

- Students requesting ASL or CART services for an academic course usually request services for the duration of the term or semester. A DR staff member then coordinates services for the term. Situations may arise when a student cannot attend class, a professor cancels class, there is an unexpected building or University closure, etc. When such a situation arises, the student must notify DR with as much advance notice as possible. A DR staff member will then notify the interpreter or captioner of the cancellation.

### **What should I do if I have a concern about the interpreter or captioner?**

- Concerns about ASL or CART should be communicated to the DR staff. A DR staff member will follow up with the service provider to gather more information and come to a resolution about the concern.
- Students can reach a DR staff member at 215-895-1401 or by emailing [disability@drexel.edu](mailto:disability@drexel.edu).