

Los Angeles Pierce College

Special Services

STUDENT AGREEMENT FOR INTERPRETER SERVICES

I understand that if I am provided with interpreting services at Pierce College, I accept the following responsibilities:

- Timely requests for services:** I will request interpreter services during Special Services Student Priority Registration periods or as soon as I am enrolled in a class. DSPTS mails you the dates for Priority Registration each semester and it is strongly recommended that you utilize this accommodation. Schedule an appointment with a Special Services Counselor to select courses and request services during that period to ensure that interpreters can be obtained and in place for your classes.
- Student absence:** I will give the Special Services Office at least 24 hours advance notice of my absence when at all possible. If I do not give 24 hour advance notice, I will be considered a “no-show” unless extenuating circumstances (sudden illness, transportation problems) prohibit me from contacting the office. I agree to contact the office as soon as possible to explain why I was not able to attend class and give 24 hour notice which will void the “no-show”. I understand that my second “no show” (student absence without 24 hour advance notice and no contact thereafter) will result in being informed by Special Services that my interpreter services have been suspended. If I contact Special Services and request reinstatement of, the Special Services Dean and the Counselor will confer to address mitigating circumstances, make recommendations for problem resolution, and recommend reinstatement status. To appeal the decision, you are advised to follow the college procedures. (See Special Services Student Handbook for details.)
- Report absences** or leave message about absences to the Special Services front desk at telephone number (818) 719-6430 or VP (818) 436-0467, or interpreterrequest@piercecollege.edu. When leaving a message after office hours, be sure to state the name of the class, the time, and the date on which you will be absent or late. Interpreting services may be terminated if a student misses a class five (5) times during the semester.
- Tardiness:** I will do my best to be on time for class. I understand that if I am late and I am the only student using interpreter services in the class, the interpreter will leave after waiting
 - 10 -15 min for a class 1-1.5 hours
 - 20-25 min for a class 2-3 hoursIf I do not show up before the end of the waiting period, the interpreter will file a “student no-show” report with Special Services.

If I am late and the interpreter has already left, I should go to the Special Services office (during office hours) to see if I can get an interpreter. I understand that it is better to return to class without an interpreter than to miss the whole class.
- Final exams/field trips/outside of class activities:** If I need interpreting services for final exams or activities outside of class (ex: a conference with a teacher, a club meeting, a field trip), I will request an interpreter by filling out a request form no later than a week before service is needed. Again, sometimes activities/appointments come up suddenly and a week notice may not be possible but I will do my best to make my requests timely.
- Adds, drops or other class changes:** I will inform Special Services immediately of **ANY** changes in my class schedule.
- Behavior:** To insure continuous interpreting service, I will not have a conversation with the interpreter while he/she is interpreting in class. I will work professionally with my interpreter. Like all students, I will follow the Pierce College Code of Student Conduct.
- Feedback or Complaints:** If I have any complaints (ex: I don’t understand the interpreter, the interpreter is always late, etc.) , I will first discuss it with the interpreter, if possible. If there is still a problem, I will discuss it with the Coordinator for Interpreting Services and/or the Dean of Special Services. I may fill out a “Student Evaluation of Interpreter” form for each interpreter for each semester which is available on line.
http://www.piercecollege.edu/offices/special_services/media/. My evaluation will remain confidential.

I have read, discussed, and understand the above Student Agreement for Interpreting Services. I agree to follow these rules and guidelines to the best of my ability.

Student Name

Student Signature

Semester/Year

Special Services Staff Signature

Date