

Los Angeles Pierce College
Academic Accommodations Center
Interpreter Services Student Agreement

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

1. **Timely requests for services:** I will request interpreter services as soon as I am enrolled in a class. Schedule an appointment with an Academic Accommodations Center (AAC) Counselor to select courses and request services during that period to ensure that interpreters can be obtained and in place for your classes.
2. **Student absence:** I will give the Academic Accommodations Center (AAC) 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 Academic Accommodations Center (AAC) that my interpreter services have been suspended. If I contact Academic Accommodations Center (AAC) and request reinstatement of, the 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 Academic Accommodations Center (AAC) Student Handbook for details.)
3. **Report absences** or leave message about absences to the Academic Accommodations Center (AAC) front desk at telephone number (818) 719-6430 or VP (747) 226-5739, or AAC@piercollege.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.
4. **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
 - 15 min for a class 1-1.5 hours
 - 30 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 Academic Accommodations Center (AAC).
If I am late and the interpreter has already left, I should go to the Academic Accommodations Center (AAC) 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.
5. **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.
6. **Adds, drops or other class changes:** I will inform Academic Accommodations Center (AAC) immediately of ANY changes in my class schedule.
7. **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.
8. **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 Academic Accommodations Center (AAC).

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 (Printed)

Student ID#

Student Signature

Semester/Year

AAC Staff Signature

Date