



SAN DIEGO COMMUNITY COLLEGE DISTRICT

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CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

Disability Support Programs & Services
Interpreting Services Office

Interpreting and Speech-to-Text Services Agreement

Student's Name: _____ Date: _____

To receive electronic communication from the Interpreting Services Office (ISO), my email address is provided in the space below. If I don't use email, I must write "use my mailing address" in the space below to receive paper notices in the mail. I am aware that paper notices may delay the timeliness of information.

PLEASE READ THE FOLLOWING AND SIGN YOUR NAME BELOW.

When I request interpreting and/or speech-to-text (i.e., Real-time captioning, or Typewell) services, it is my responsibility to be aware of the following agreement and procedures:

1. ISO provides sign language interpreting and speech-to-text services only for State supported activities and classes, and related academic requirements that are directly related to my educational process. Interpreting and speech-to-text services for off campus activities including homework and group meetings may or may not be provided by DSPS, I will need to discuss this with my counselor early each semester.
2. If I change my contact information, I must immediately inform my counselor and the ISO.
3. The transcripts I receive from speech-to-text services are for my academic and personal use only. I may not share the speech-to-text transcripts with others.
4. I must request interpreting/speech-to-text services in a timely manner: 5 business days in advance for tutoring, on campus group meetings, meetings with an instructor or other class-related activities; and, 2 weeks in advance for field trip requests.
5. Interpreting/speech-to-text service provider(s) will wait for me, at my class, for the first 20 minutes. If I am not in class after 20 minutes without a prior notice to the ISO, the interpreting/speech-to-text service provider will leave and an absence notice will be sent to me. The ISO may keep my service providers in the class if I notify the ISO that I am running late.
6. If I am absent without contacting the ISO at least 24 hours before the start of my class, tutoring, meeting with an instructor or other activity that I requested ISO services, I will receive an automatic absence notice.
7. If I am absent a second time or more from the same class or activity without at least 24 hours advance notice to the ISO before the start time of my requested service, I will receive a notice suspending my interpreting/speech-to-text services. The absence and suspension notices are automatically sent - the ISO does not determine whether my absences are due to a good cause. An exception is given when evidence is provided that the instructor canceled the class. If my services are suspended, I must contact my DSPS counselor to discuss my situation and request to get services back. My counselor may or may not reinstate services.
8. There are no services provided for my college classes during the last week of the semester unless I notify the ISO near the end of the semester and request services.

It is **MY** responsibility to inform the Interpreting Services Office (ISO) when I will be absent from classes or activities. If I will be absent, I must call or email ISO at least 24 hours before the start time of my class, tutoring, meeting with an instructor or other activity that I requested ISO services.

ISO phone numbers: (619) 550-3389 videophone/voice & 24-hour answering machine
ISO email: iso@sdccd.edu

I have received a copy of and discussed this Agreement with my counselor.

Student's Signature

DSPS Counselor's Signature