



SAN DIEGO COMMUNITY COLLEGE DISTRICT

3375 Camino del Rio South
San Diego, California 92108-3883
619-388-6500

CITY COLLEGE | MESA COLLEGE | MIRAMAR COLLEGE | CONTINUING EDUCATION

(619) 388-3313 City College DSPS TTY
(619) 388-2974 Mesa College DSPS TTY
(619) 388-7301 Miramar College DSPS TTY
(619) 388-4811 Continuing Education (all sites) DSPS TTY

Disability Support Programs & Services
Interpreting Services Office

Interpreting and Speech-to-Text Services Agreement

Date: _____ Semester & Year: _____

Student's Name: _____

To receive electronic notices or communication from the Interpreting Services Office (ISO), my email address is provided in the space below. If I don't use email, please write "Use my mailing address" in the space below to receive paper notices in the mail.

PLEASE READ AND COMPLETE THE FOLLOWING AND SIGN YOUR NAME BELOW.

1. 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.
2. 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. Off campus activities including homework and group meetings may or may not be my responsibility, I will need to discuss this with my counselor early each semester.
3. If I change my contact information, I must immediately inform my counselor and the ISO. The ISO may not be able to communicate with me if I use a different email address than what was provided above.
4. 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.
5. I must request interpreting/speech-to-text services in a timely manner: 5 business days in advance for special requests; and, 2 weeks in advance for field trip requests.
6. Interpreter(s)/speech-to-text service provider(s) will wait at my class for the first 20 minutes of the class. If I am not in class after 20 minutes without a prior notice to the ISO, the interpreter/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.
7. If I am absent from class without contacting the ISO at least 24 hours before the beginning of my class, I will receive an automatic absence notice.
8. If I am absent second time or more from the same class without at least 24 hours advance notice to the ISO before the beginning of my class, 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.
9. There are no services being provided for my college classes during the last week of the semester unless I notify the ISO near the end of the semester to request services for the last week.

It is **MY** responsibility to inform the Interpreting Services Office (ISO) when I will be absent from class. I must call or email ISO at least 24 hours before the beginning of my class if I will be absent.

ISO phone numbers: (619) 388-6634 24-hour TTY answering machine
(619) 550-3389 videophone/voice & 24-hour answering machine
ISO email: iso@sdccd.edu

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

Student's Signature

DSPS Counselor's Signature