

## **Language Services**

The Office of Equal Opportunity and Accessibility provides access to a language services provider.

In partnership with the Office of Equal Opportunity and Accessibility (EOA), the university offers assistance through Avaza Language Services that provides various services including over-the phone interpreting, on-site interpreting, video-remote interpreting, and document translation. Avaza has professionally certified translators in over 180 languages. If you need assistance, reach out directly to the Avaza representatives who have trained staff members dedicated to understanding your specific departmental needs and delivery of services in accordance with industry standards. For language support, give them a call at 866-452-6482 (CST), listen to the prompts and have your department's access code available. If you're unsure of your access code, please reach out to Susan Gutshall in the EOA Office at extension 5670. If you need any additional information regarding this service, please reach out to Human Resources at 423/425-4221.

For detailed instructions on how to access the services that you need, please see the information below:

### **Instructions for Accessing Language Services**

#### **(Over-the Phone Interpreter)**

Place a call to Avaza Language Services (CST)

- Call 866-452-6482 (CST)
- Press 1
- Provide Access Code: Distributed by the Office of Equal Opportunity and Accessibility (EOA)
- For Spanish, Press 1 or 2 for other Languages.
- To Schedule over-the phone, Press 3
- Provide Your Name and Requested Language
- Wait for Interpreter to begin your session.

***(On-site Interpreter or hybrid arrangement)***

Place a call to Avaza Language Services to schedule **in advance**.

(Example :Open Enrollment, Orientation, Training sessions, etc.)

- Call 866-452-6482 (CST)
- Press 2
- May need to leave a voicemail message.
- Provide Access Code: as designated by EOA
- Provide Your Name and Requested Language

***(Video-Remote Interpreting – Ex: American Sign Language or Limited English Proficiency)***

- Call 866-452-6482 (CST)
- Press 2 for Video-Remote Interpreting.
- May need to leave a voicemail message to schedule.
- Provide Access Code: as designed by EOA

***(Document Translation)***

Place a call to Avaza Language Services to inquire **in advance of deadline**.

Examples: Wellness Documents, Orientation Brochures, etc.

- Call 866-452-6482 (CST)
- Press 3.
- May need to leave a voicemail message with details
- Provide Access Code: as designated by EOA
- Explain request/provide sample document/deadline
  - Determine estimated cost (\*EOA may share cost if campus related vs. HR internal process charged to department)
  - Before proceeding, provide cost analysis to EOA/Rosite Delgado via email in advance of deadline
  - Determine if feasible before moving forward

\*Departments have been assigned their own access codes by EOA. However, if you are unaware of your department's access code, you may reach out to Rosite Delgado at ext. 5670.