THE UNIVERSITY OF TENNESSEE CHATTANOOGA | Human Resources

Language Interpretation and Translation Services

In partnership with the Office of Equal Opportunity and Accessibility (EOA), the university offers professional language interpretation and translation services through Avaza Language Services. Services include over the phone interpreting, on-site interpreting, video-remote interpreting, and document translation. Avaza has professionally certified translators in over 200 languages and dialects. Departments may request language interpretation and translation services by contacting Avaza directly at (866) 452-6482. Please note, a departmental access code is required when requesting services. If you are unsure of your access code, please contact EOA at (423) 425-5824.

For additional assistance, please contact the Office of Human Resources at (423) 425-4221.

Detailed instructions for accessing professional language interpretation and translation services are provided below:

Instructions for Accessing Language Services

Over the Phone Interpreter

Contact Avaza Language Services **in advance** of event or activity.

- Call (866) 452-6482
- Press 1
- Provide Access Code (departments may obtain access code from EOA at (423) 425-5824)
- For Spanish press 1 or press 2 for other languages
- To schedule over the phone interpreter, press 3
- Provide your name and requested language
- Wait for interpreter to begin your session

On-site Interpreter or Hybrid Arrangement

(Ex: Benefits Enrollment, New Employee Orientation, Training sessions, etc.)

Contact Avaza Language Services **in advance** of event or activity.

- Call (866) 452-6482
- Press 2
- May need to leave a voicemail message
- Provide Access Code (departments may obtain access code from EOA at (423) 425-5824)
- Provide your name and requested language

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

- Call 866-452-6482
- Press 2 for video-remote interpreting
- May need to leave a voicemail message to schedule
- Provide Access Code (departments may obtain access code from EOA at (423) 425-5824)

Document Translation *(*Ex: wellness documents, orientation brochures, etc.)

Contact Avaza Language Services **well in advance of document deadline**.

- Call 866-452-6482
- Press 3
- May need to leave a voicemail message with details
- Provide Access Code (departments may obtain access code from EOA at (423) 425-5824)
- Explain request/provide sample document/deadline
    - Determine estimated cost (*****EOA may share cost if campus related event or activity vs. HR internal process charged to department)
    - Before proceeding, provide cost analysis to Rosite Delgado at rosite-delgado@utc.edu in advance of deadline
    - Determine if feasible before moving forward

*****Departments have been assigned their own access codes by EOA. If you are unaware of your department's access code, please contact EOA at (423) 425-5824.