

The Interpreter Services Office (ISO) of Northern Virginia Community College agrees to provide professional, qualified Interpreters/CLTs and/or CART (Communication Access Real-time Transcription) in accordance with the Americans with Disabilities Act (ADA) for classes, school-sponsored and class-sponsored activities.

The ISO will notify your instructor(s) and will provide guidelines for working with Interpreters/CLTs/CART.

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**By signing this agreement you agree to adhere to the following:**

1. Submit all requests *on time*. Requests for Interpreters/CLTs/CART should be submitted **four (4) weeks prior** to the start of class. We will accept requests later, but cannot guarantee that you will have Interpreters/CLTs/CART on the first day of classes.
2. To request Interpreters/CLTs or CART you **must** do the following:
  - Register for classes in SIS
  - Go to the Accommodations and Accessibility Services website at <https://www.nvcc.edu/accommodations>
  - Click on Access Profile button and log in using your myNOVA/SIS username and password (MFA – Multifactor Authenticator required) to download your MOA.
  - Give your MOA to your professors.
3. At the beginning of the semester, check your syllabus carefully. If you know you will have a quiz, test, or some other kind of activity and will not need Interpreters/CLTs/CART for the day, email [interpreters@nvcc.edu](mailto:interpreters@nvcc.edu) **AT LEAST 48 HOURS in ADVANCE** to cancel services.
4. **Let us know 48 hours in advance**, when possible, if you are going to be late or absent, or if your class is canceled. In your email, include the name, day, date and time of class. Do NOT use words like “today”, “tomorrow”, “next week”, etc. Send your notice to [interpreters@nvcc.edu](mailto:interpreters@nvcc.edu).
5. Check your *student* email every day. This is the only email the ISO will use to communicate with you.
6. On the first day of class, provide your instructor with a copy of your Memorandum of Accommodations (MOA).
7. Arrive 15 minutes before the start of each class to log into the CART session and to trouble shoot any problems, if necessary.
8. If you experience technical difficulties with CART, email [interpreters@nvcc.edu](mailto:interpreters@nvcc.edu) so we can let the captioners know.

*Missing classes without notifying the ISO results in a financial burden to the college.  
Please notify the ISO at [interpreters@nvcc.edu](mailto:interpreters@nvcc.edu) AS SOON AS YOU CAN if you must miss class.*

**I have read and agree to the terms above.**

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**Student (Print)**

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**Student Signature**

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**ID#**

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**Interpreter Services Office**

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**Date**