

## Independent Contract Interpreters Frequently Asked Questions

### 1) How often should I submit invoices?

As a contractor this is your decision; though once or twice a month is typical with vendors and ideal from our perspective. Two important notes:

- Clark's fiscal year ends each June 30<sup>th</sup>. Therefore, getting your last Spring invoice submitted on or right after your last day or work is vital. In this way we can pay you out of the correct year's funds and make sure you aren't waiting too long for payment.
- Each July 1<sup>st</sup> begins a new fiscal year at the college and it often requires a full month for Purchasing to get new Purchase Orders created across the college for hundreds of contractors, purchases, etc. If your invoice is submitted late, it is likely we will not be able to process your invoice until the end of July.

### 2) After the 2-hour minimum, do we still invoice to the next nearest quarter hour?

Yes. If your assignment ever goes past time, or even if a student needs help elsewhere on campus after class, and you have the time to stay with them, you are approved to do so with the understanding that you must report that time on the same date it occurs to [asinterpreting@clark.edu](mailto:asinterpreting@clark.edu). If it is not reported on the same day, it cannot be entered into our system on the same day and is therefore not billable.

### 3) What do I include on my invoice?

You can find detailed instructions in section VI B of your contract but you're also welcome to e-mail [asinterpreting@clark.edu](mailto:asinterpreting@clark.edu) to request an invoice template so that all you need to do is fill in the blanks.

### 4) Is direct deposit available?

It is not yet available, but we are advocating this option.

### 5) What is the cancellation policy?

There is a 48-hour cancellation policy in the contract. See section IV D.

6) How long do I wait for a student who has not shown?

15 minutes minimum. If the class or event is scheduled for longer than one hour, then wait 15 minutes per hour scheduled. Make sure you check for messages from the coordinator for updates on arrival or attendance status and remember that before you leave campus you must notify the Interpreter Coordinator of your status. See section IV D of your contract for further information.

7) Will Clark College pay for preparation time?

There is some amount of prep that is expected as a matter of doing an effective job as a professional contract interpreter. Showing up 5 minutes early, sometimes even earlier, looking through the syllabus and PowerPoint prior to each class date, give a sub interpreter a solid catch up on what they can expect while subbing in, etc. are all considered due course for professional interpreters. That said, there are classes that are particularly technical or challenging for which prep time may be approved. It will not be retroactive so please make sure you reach out to [aslinterpreting@clark.edu](mailto:aslinterpreting@clark.edu) to discuss this possibility before you commit to the time.

8) Will I have Canvas access for class prep?

If you would like access to a course Canvas shell, please either ask the instructor to add you or e-mail the Interpreter Coordinator to ask the professor on your behalf. If you need help accessing Canvas, e-mail the Interpreter Coordinator or contact Tech Hub at 360-992-2425.

9) What do I do if I'm going to be late?

It is essential that you are prepared to interpret when the class starts. Arriving late, even a minute or two, or coming into the class at exactly the beginning of the lecture is not acceptable. The instructor cannot convey his/her lecture without you there. It is not fair to the students using interpreting services to miss the often important first few minutes of a lecture.

Remote learning introduces additional challenges in arriving on time. Please review your assignment information one day in advance to be sure you have the connection information and the platforms used available to you on the day of the assignment. You can avoid technical delays by joining the meeting a few minutes early. Remember you may be placed in a waiting room until the host admits you, potentially causing further delay.

If you are unavoidably delayed during regular business hours, you must **call**, the DSS Office (360-992-2955). Although a courtesy email would be appreciated, do NOT rely on

that to inform the DSS Office/Interpreter Coordinator of your delay. Evening and weekend interpreters must call the Interpreter Coordinator. The Interpreter Coordinator will provide their cell phone number (for emergencies only, please do not provide this number to students) along with your schedule at the beginning of each term. Your invoice must reflect your actual start time and not the scheduled start time.

10) What if a class changes location?

If there is a permanent change in the physical or virtual location of the class, or if the class meets in a lab regularly, inform the Interpreter Coordinator of this change. It is important that the DSS Office has the most up-to-do list of class locations. This way substitute interpreters are sent to the correct location and you can be found in an emergency.

11) What happens during finals week?

Our classes often do not test during regularly scheduled class times. The Interpreter Coordinator will reach out to you a few weeks before finals to make sure you and your team have planned for who will cover the final. If neither of you are then please let the Interpreter Coordinator know as soon as possible.

12) How do I find details about assignments? What do I do if I need a substitute?

You can find all information about assignments in [myDSS](#).

If you are assigned to an on-going class, you may request a sub within [myDSS](#).

If you are assigned to any other type of on-going, one-time, or substitute request then you will need to email the Interpreter Coordinator, ideally two weeks prior, to request coverage for your shift.

13) Will I need a Clark email address?

Yes. An email address will be created for you as part of the onboarding process. Once that process is complete, you'll get a message to call our IT department to get your email address and temporary password. You'll be able to log in to office.com with this information to receive campus updates, gain access to myDSS for job details, and log into campus Wi-Fi.

14) What is FERPA?

To fully understand your responsibilities under the Family Educational Rights and Privacy Act of 1974, please visit the Clark College FERPA [webpage](#) for more information.

15) What do I do if I'm having difficulties with a student or instructor?

Contact the Interpreter Coordinator at [aslinterpreting@clark.edu](mailto:aslinterpreting@clark.edu) or call DSS at 360-992-2314.

16) Where do I park?

You do not need to pay for parking if you park in any unmarked spot. If it is painted or metered, you will be fined for parking there without the proper credentials displayed in plain sight.

17) Do I need a Clark College badge?

If you live outside of Clark County and only work remotely then you do not need a badge. If you do work on campus, we strongly encourage but do not require that you get one. If you'd like one, contact [aslinterpreting@clark.edu](mailto:aslinterpreting@clark.edu) for details.

18) What do I do if I have questions about this FAQ or questions not addressed here?

Contact the interpreter Coordinator at [aslinterpreting@clark.edu](mailto:aslinterpreting@clark.edu).

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