

Using the Student Disability Services Student Portal

Interpreting and Transcribing Services

Requesting a transcriber or interpreter for class

- After [logging into the Student Portal](#), find **My Accommodations** on the menu to the left of your screen. Choose **List Accommodations**, and then **Step 1** should pop up on the center of your screen. Under **Step 1**, use the check boxes to select the courses for which you would like to request accommodations.
- Select the **Step 2** link to customize your accommodations.
- Locate the **Select Accommodations** box beneath each individual course. Select the approved accommodations you wish to utilize for each individual course.
 - Choose either “sign language interpreting” or “transcribing”, depending on your accommodation along with any other applicable accommodations.
 - All testing accommodations are grouped together as Alternative Testing, but they will be listed in detail on the faculty accommodation letter.
- Select the **Submit Accommodation Request** link located at the bottom of the page.
 - Within one business day, your instructor(s) will receive an email notification that includes each accommodation along with a brief description.
 - SDS will be notified of your request for either a sign language interpreter or transcriber.

Modifying an Accommodation Request

- Log in to the **Student Portal**. Choose **My Dashboard** from the menu on the left side of the screen.
- A list of classes with accommodations already requested will be shown. On the gray bar with the name of your classes listed, click on **Modify Request** to the right of the screen.
- Select the box beside what accommodations you want to add or remove the check beside the accommodations you want to remove.
- Scroll down to the bottom of the screen and choose **Update Request**.

Accessing class transcripts

- Within 48 hours after a class, the transcriber will upload your transcript to the **SDS Portal**.
- Log in to the **Student Portal**.
- Under **My Accommodations** on the menu to the left of your screen, choose **Communication Access**.
- A list of your classes this semester with your assigned transcribers will appear. Under each class, choose “**Available Transcript(s) (Click to Expand)**”.
- Once you have selected “**Available Transcripts (Click to Expand)**”, a drop-down box will appear that lists the date of the class that the transcript is for. You may download the transcripts as needed by selecting the **Download Transcript** link located next to the file name.
 - If it is beyond 48 hours after the class and you do not see an uploaded transcript, email interpreting@utk.edu and let us know. Please include the class name and the transcript dates needed.

- If an agency other than UTK is transcribing your class, they may also upload them to a different folder they provide you access to. SDS will transition those transcripts to the Student Portal, but you will have access in both locations.

Request a Sign Language Interpreter or Transcriber for events outside of class meetings

- For academic events outside of class meetings (meetings with professors, group meetings, advising appointments, field trips, etc.) a request can be made for SDS to provide an interpreter or transcriber.
- After logging into the student portal, locate **My Accommodations** on the menu to the left of your screen. Click on **Communication Access**.
- Choose the tab at the top right of the page “Custom Requests”.
- Two boxes pop up and you must choose whether the accommodation is for your class or for an event outside of your class.
 - If you choose **Classroom Accommodation**, then you are redirected to the list of your classes where you will [choose which classes you want accommodations in](#).
- If you choose **Schedule Custom Request**, you are directed to another site. Under **Custom Request Form**, there is a drop-down box and you must select the class that requires an interpreter or transcriber. After you have chosen the class or event, choose **Continue to Specify Custom Request**.
- The Event Information page is shown. Please enter the information that you know about the event:
 - Name
 - Speaker
 - Date & time
 - Location
 - Additional information that would assist SDS in scheduling an interpreter or transcriber.
- Select the **Submit Custom Request** link.
- SDS will review the request and either assign an interpreter or transcriber or contact you for more information.

NEXT STEPS:

- Review and download transcripts on a regular basis.
- Notify SDS right away if you have any questions or concerns.
- Communicate with SDS by emailing interpreting@utk.edu if your schedule changes, you are not attending class, a class cancels, or you will be late to a class.
- Cancel your accommodation for interpreting or transcribing if you no longer need them for your course.