



Before Using Language Line

When you use Language Line, please be advised of the following:

1. Make sure to have your school code when you start the phone call to Language Line.
2. When you connect with one of the interpreters, please ask for their name and Language Line Identification number.
3. If your call drops off, you may have to start the process again. It could take a few minutes if the interpreters are busy. It may be a different translator taking your case, so please ask for their name and Identification number again. This will help us to track the time used when we receive their monthly billing.
4. Meetings, phone calls, or any other activity you need to use Language Line, may take longer than the regular time scheduled because of the translation back and forth. If you have planned a meeting of 30 minutes, it can take double of it, moreover if there is an active interaction between parties.