COBB COUNTY
INTERNATIONAL WELCOME CENTER

Translation & Interpretation
International Welcome Center

1870 Teasley Drive
Smyrna, GA 30080
Office: 678-331-3086
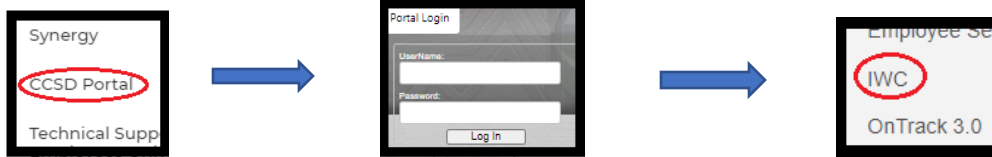*Fax: 770-437-5935*
Email: iwc@cobbk12.org

NEW WAY TO SUBMIT A LANGUAGE SERVICE REQUEST FORM

The new Electronic Request Form, ELR, is now available. Any requests for interpretation or translations can now be submitted electronically.

To submit a request, go to CCSD portal, log in and select IWC

From the main screen, four different type of requests are available. Select which type of request you are submitting and fill out the required fields.

The four types of requests are:

◊ **Phone Call** – To briefly relay important information to a parent
◊ **School Event** – To schedule large gathering (PTA/Open House/Parent Workshops)
◊ **Student Meeting** – To schedule a meeting for an individual family (IEPs. RTIs, 504s)
◊ **Translation** – To request written translation of a document(s) for distribution to parents
   ▪ *Disclaimer: Per IWC protocol, the following documents may not be translated:*
      • *IEPs/Psychological Reports/School Handbooks/Syllabus/Classroom calendars*

MY ACTIVE REQUESTS

➢ Allows you to keep track of any submitted requests
➢ Requests can be exported to an Excel spreadsheet
➢ Provides updated status of your requests
➢ Allows you to cancel any requests

Once the request has been submitted, automated emails will be sent to you communicating the status of your request. The emails will be coming from Academic Portal.

◊ **Acknowledgment Email** – letting you know the office has received your request and is working to assign an interpreter
◊ **Interpreter is Confirmed** – letting you know an interpreter has been assigned to your meeting