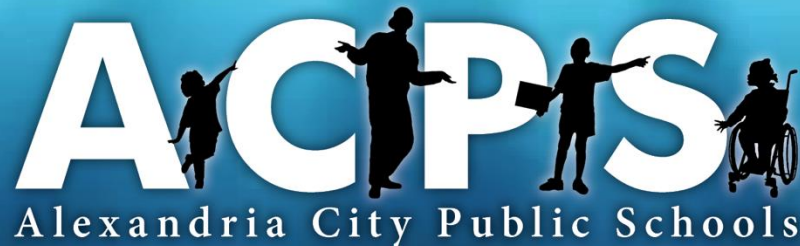


# Language Access Services Training

Víctor Espinosa Sánchez

Language Access Coordinator, Office of EL Services

**School Year 2017-2018**



***Every Student Succeeds***

# Agenda

- **Background Information**

- **Interpretation Services**

1. Requesting Interpretation Services
2. Canceling Interpretation Services
3. Providing Feedback
4. Using the Language Line
5. How to Identify a Language

- **Vital Documents Translation Services**

1. Requesting Vital Documents Translation Services
2. Examples of Vital Documents
3. Providing Feedback

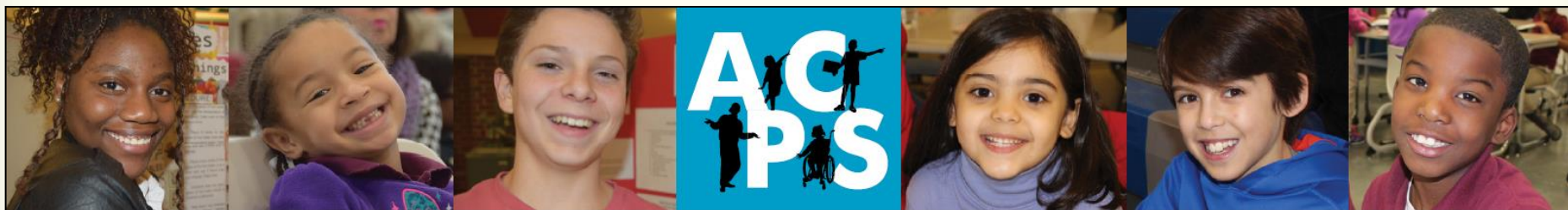
- **Conclusion**

- **Contact Information**



# Background Information

- Over 54%<sup>1</sup> of **ACPS students** belong to families whose **home language is different than English.**



- **More than 100 languages** are spoken in the homes of our students.
- The languages most spoken (not including English) are Spanish (34%), Amharic (5%) and Arabic (4%)<sup>1</sup>.

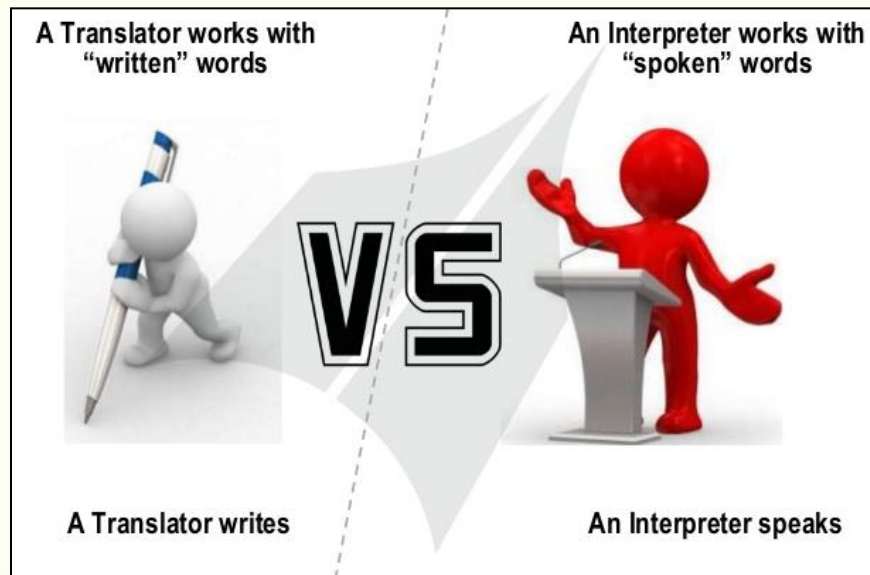
<sup>1</sup> Based on K-12 students enrolled in ACPS schools per PowerSchool as of October 16, 2017.

# Interpretation and Translation Services

- ACPS offers interpretation and translation services to support our families whose home language is not English.
- The policies and procedures outlined in this presentation are designed to ensure the most efficient, cost-effective, and equitable use of services as well as to ensure high-quality.
- Please note:
  - All services are currently outsourced, including translation.
  - Please note that requests must be processed manually; it is not an automatic process.
  - Since ACPS established its own contracts; however, other divisions are “riding” ACPS contracts and/or using ACPS vendors.
  - There are additional fees for late/rush requests and minimum project charges.

# Interpretation and Translation Services

- **Interpretation** is the use of **spoken or signed language** to facilitate communication between users of different languages.
- **Translation** is **written communication** of meaning from one language to another.



# Interpretation Services



- There are 2 types of Interpretation Services:

## **Face-to-Face Interpretation**

-can be consecutive or simultaneous

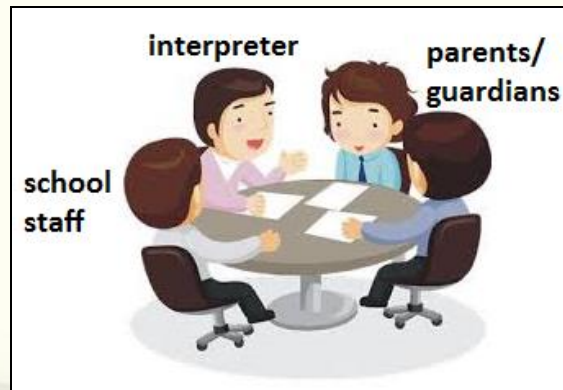
## **Interpretation using the Language Line**



# Interpretation Services

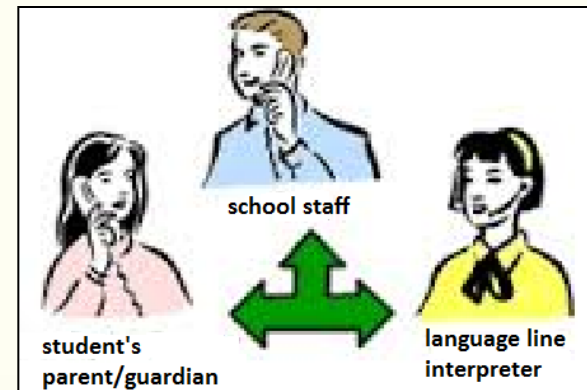
## Face-to-Face Interpretation

- Face-to-face interpretation, which requires the interpreter to be present.
- Two types of interpretation:
  1. Consecutive
  2. Simultaneous



## Language Line

- Interpretation is done over the phone.
- Available 24 hours/day.
- Over 200 languages available.
- Easy to use!



# Interpretation Services

## Consecutive Interpretation



- The speaker **pauses every few sentences**, allowing the interpreter to interpret what has just been said.
- Better for small groups (Ex. IEP meetings).
- Rate: \$55-\$65/hr

## Simultaneous interpretation

- Interpreter listens through a headset or other means and interprets the message orally and instantaneously.
- The interpreter is able to listen and interpret at the same time.
- **This requires the use of a transmitter and headsets**, which the audience and interpreter must wear.
- Rate: \$55-\$82.50/hr
- **Sign Language: \$100/hr**





# Requesting Interpretation Services

## Face-to-Face Interpretation

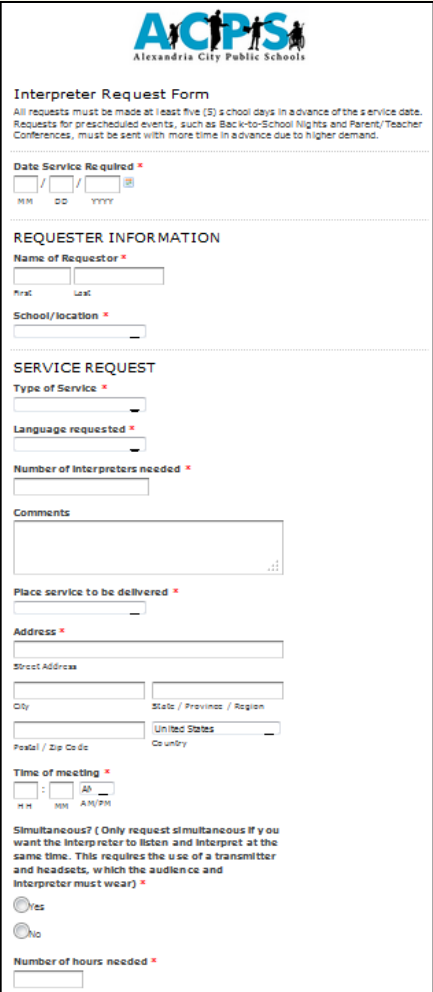
- Must be requested **at least 5 school days** in advance.
- Requests for prescheduled, large-scale events, such as **Back-to-School Nights and Parent/Teacher Conferences**, must be sent with **more time in advance** due to higher demand.
- Must be requested via **online form**.
- Must be **canceled at least 2 school days in advance (48 hours)**.
- Fees range from: \$55- \$100/h  
*(Max for one hour ~ \$100)*

## Language Line

- No advanced scheduling required.
- No cancellation necessary.
- Fees range from: \$0.74-\$0.79/min  
*(Max for one hour ~\$47)*

# Requesting Face-to-Face Interpretation Services

- Place the request using the ACPS online form at least **5 school days in advance**.
- Requests for prescheduled events, such as Back-to-School Nights and Parent/Teacher Conferences, must be submitted with more time in advance due to higher demand.
- You can find the “Interpreter Request Form” through the link on the ACPS homepage or: <https://www.acps.k12.va.us/translation>
- **Complete all fields.**



The screenshot shows the 'Interpreter Request Form' from Alexandria City Public Schools (ACPS). The form includes a header with the ACPS logo and a disclaimer: 'All requests must be made at least five (5) school days in advance of the service date. Requests for prescheduled events, such as Back-to-School Nights and Parent/Teacher Conferences, must be sent with more time in advance due to higher demand.' The form fields are as follows: 'Date Service Required' with a date picker; 'REQUESTER INFORMATION' with fields for 'Name of Requestor' (First and Last), 'School/location', and 'Address'; 'SERVICE REQUEST' with fields for 'Type of Service', 'Language requested', 'Number of Interpreters needed', and a 'Comments' text area; 'Place service to be delivered' with a 'Street Address' field; 'Time of meeting' with a time picker (HH, MM, AM/PM); a 'Simultaneous?' section with radio buttons for 'Yes' and 'No'; and a 'Number of hours needed' field.

# Requesting Face-to-Face Interpretation Services

- Please be sure to double-check the information (i.e. date, time, location, #) before submitting.
- **Check the box** to confirm that you aware and acknowledge the following policies:
  - interpretation requests must be made **at least FIVE (5) SCHOOL DAYS** (not including weekends or student holidays) in advance of the service date to ensure availability.
  - an interpreter **may not be available** if this interpretation request is being submitted with less than FIVE (5) SCHOOL DAYS in advance of the service date.

# Requesting Face-to-Face Interpretation Services

- Once the online form is properly submitted, a confirmation message will appear in your browser to verify that your application was successfully forwarded.
- If you provided a valid e-mail address, you will also receive a confirmation by e-mail that your application was received.
- **If you do not receive a confirmation e-mail** within an hour of placing the request, please contact Víctor Espinosa Sánchez ([victor.espinosa.sanchez@acps.k12.va.us](mailto:victor.espinosa.sanchez@acps.k12.va.us)) to ensure that the request went through properly.
- If your interpretation request is fulfilled you will receive confirmation no later than 48 hours before the meeting date.

# Requesting Face-to-Face Interpretation Services

## *Parent-Teacher Conference Interpretation Request Comparison*

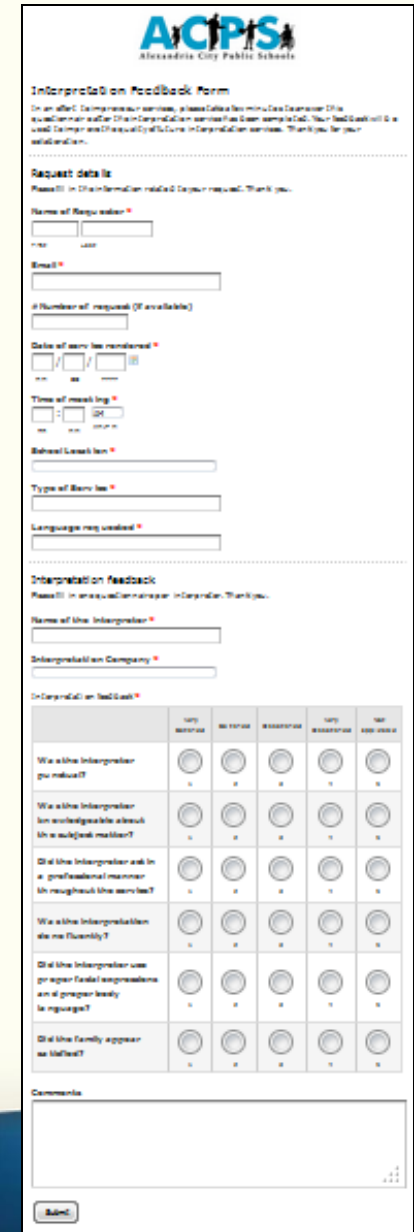
Which school below requested services in the most efficient and effective way?

Sample School	# of interpreters	Time(s)	Total Hours	Cost (\$60/hr)	# of Parent-Teacher Conferences (~ 15 min)
A	10	12:35-6:35	60	\$3,600	240
B	10 6 5 3 6 4	1:00-2:30 2:30-3:30 3:30-4:30 4:30-5:45 5:45-6:45 6:45-7:45	39.75	\$2,385	159

- School B planned for conferences by knowing how many families were coming at specific times and then placed/adjusted the requests.
- School B was able to interpret more conferences and spent less money.
- School A ultimately used less hours than requested (wasting \$1,260 spent on services that were not utilized) per invoices received.

# Providing Feedback

- After the service is rendered, please submit your feedback using the ACPS online “Interpretation Feedback Form” found at: <https://www.acps.k12.va.us/translation>
- **All fields must be completed.**



The screenshot shows the ACPS Interpretation Feedback Form. At the top is the ACPS logo and the title "Interpretation Feedback Form". Below this is a section for "Request data" with fields for "Name of Requester", "Email", "Date of service rendered", "Time of meeting", "School Location", "Type of Service", and "Language requested". Each field has a red asterisk indicating it is required. Below the "Request data" section is the "Interpretation feedback" section, which includes a table for rating the interpreter's performance. The table has five columns: "Very satisfied", "Satisfied", "Neutral", "Dissatisfied", and "Very dissatisfied". The rows include questions about the interpreter's knowledge, professionalism, fluency, and the family's appearance. At the bottom of the form is a "Comments" section with a text area and a "Submit" button.

**ACPS**  
Alexandria City Public Schools

**Interpretation Feedback Form**

In an effort to improve our services, please take two minutes to complete this form and return it to the Translation Services Unit. Your feedback will be used to improve the quality of our interpretation services. Thank you for your contribution.

**Request data:**  
Please fill in the information related to your request. Thank you.

Name of Requester \*

Email \*

Date of service rendered \*

Time of meeting \*

School Location \*

Type of Service \*

Language requested \*

**Interpretation feedback**  
Please fill in the requested information in the table. Thank you.

Name of the Interpreter \*

Interpretation Company \*

**On-Call Interpreter Feedback**

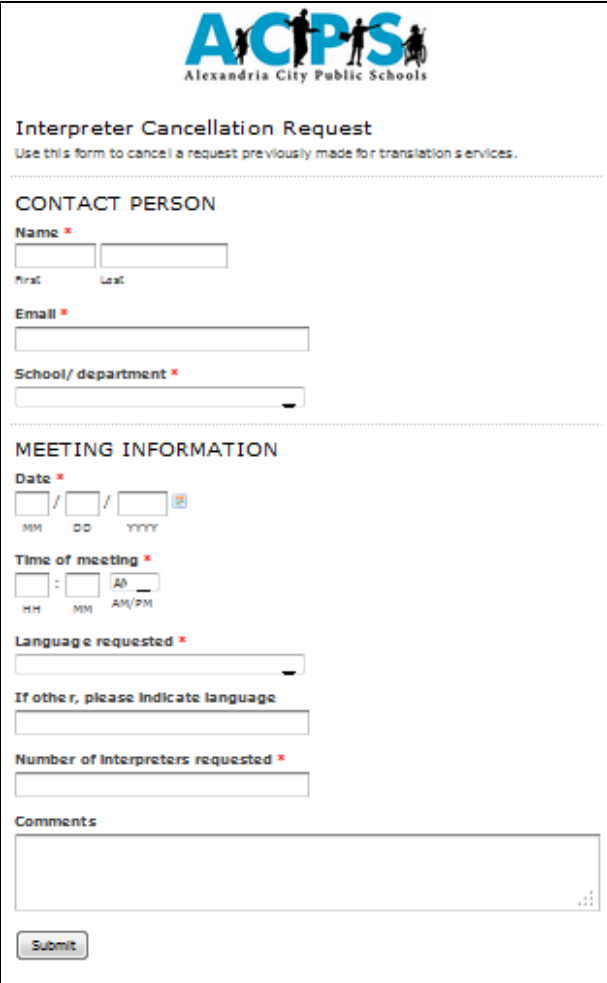
	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
Was the Interpreter prepared?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the Interpreter knowledgeable about the subject matter?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the Interpreter ask in a professional manner throughout the service?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the Interpretation clear and fluent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the Interpreter use proper facial expressions and gestures to convey the message?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the family appear satisfied?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments



# Cancelling Face-to-Face Interpretation Services

- Cancel the request using the ACPS online form at **least 2 school days in advance** of the service date/time (ex. If service is for Tuesday at 2pm, service must be cancelled no later than the prior Friday at 2pm).
- You can find the “Interpreter Cancellation Form” through the link on the ACPS homepage or:  
<https://www.acps.k12.va.us/translation>
- Complete all fields.**



The screenshot shows the "Interpreter Cancellation Request" form from Alexandria City Public Schools (ACPS). The form is titled "Interpreter Cancellation Request" and includes a sub-header "Use this form to cancel a request previously made for translation services." The form is divided into two main sections: "CONTACT PERSON" and "MEETING INFORMATION".

**CONTACT PERSON**

- Name \***: Two input fields for "First" and "Last" names.
- Email \***: A single input field for the email address.
- School/department \***: A dropdown menu for selecting the school or department.

**MEETING INFORMATION**

- Date \***: A date picker with fields for "MM", "DD", and "YYYY", and a calendar icon.
- Time of meeting \***: A time picker with fields for "HH", "MM", and "AM/PM".
- Language requested \***: A dropdown menu for selecting the language.
- If other, please indicate language**: A text input field for specifying the language.
- Number of interpreters requested \***: A text input field for specifying the number of interpreters.
- Comments**: A large text area for providing additional information.
- Submit**: A button at the bottom of the form.

# Cancelling Face-to-Face Interpretation Services

## SCHOOL DELAYS/CANCELLATIONS



• **When school opening is delayed due** to the weather conditions or any other unforeseeable incident, interpretation services **will be automatically cancelled** for the period of time during which school is delayed.

- For example, if there is a 2-hour delay, any elementary school any interpretation scheduled before 10am will be automatically cancelled. With a 2-hour delay at GW, FCH, TC, and Minnie Howard, any interpretation before 10:30 will be automatically cancelled. Interpretations after that time will remain as scheduled.

• **Schools must submit a new online request form to reschedule** the interpretation.

# Questions about Face-to-Face Interpretation Services?



# Using the Language Line



- Language Line is a service paid by the Office of EL Services.
- The **school access code** protects your school from unauthorized users making calls.
- It also help us to be sure that the bills that come in for each school are only for calls made by personnel at school.

# Using the Language Line

1. When all parties are present, **dial the Language Line number:**  
**1-866-874-3972**
2. **Enter** on your telephone keypad or provide the representative with:
  - 6-digit client ID: 522320
  - Press 1 for Spanish.
  - Press 2 for all other languages and, when prompted, say the name of the language needed.
  - Enter your **4 -digit School Access Code** (each school has a unique code).
3. **Brief the Interpreter**
  - Summarize what you wish to accomplish and give any special instructions.
4. **Add** the Limited English Speaker to the line.
5. Once the call is complete, say **“End of Call”** to the Interpreter.

# Using the Language Line

- For conference calls (e.g. a phone call to/from a parent who would like an interpreter over-the-phone):
  - Make sure you have the caller's phone number in case you get cut off.
  - Place the incoming requestor call on "conference hold" pressing the hold button.
  - On another outside line dial up Language Line until connect with an interpreter.
  - When the interpreter is on the line, tap the "conference hold button" again and you will all be connected.



# How to Identify a Language

- If someone needs help and speaks a language other than English, there are tools available to assist in identifying the language spoken:
  - “Interpretation Services Available” poster (includes the top 20 languages spoken in ACPS)
  - “Language Identification Guide” (includes 100 languages)
- After identifying the language, call the Language Line using the “Quick Reference Guide”.



# How to Identify a Language

[illegible]

# NO

*If the language cannot be located on the poster, use the “Language Identification Guide” pamphlet to find the language.*

*Then, use the “Quick Reference Guide” to call the Language Line.*

**LanguageLine**  
Solutions®

## Quick Reference Guide

### Alexandria Public Schools

**To Access an Interpreter:**

1. Dial: 1-866-874-3872
2. Provide: Client ID 522320
3. Indicate: Language
4. Provide: 4 Digit Access Code


**TC Williams**

**Minnie Howard**

◆◆◆◆

Document the name and ID number of the interpreter for reference.  
 Brief the interpreter and give any special instructions.


© 2014 LanguageLine Solutions : 1-800-752-0096 : [www.LanguageLine.com](http://www.LanguageLine.com)



# Language Identification Guide

As a LanguageLine Solutions® client you have access to over-the-phone interpreting 24 hours a day, 7 days a week. Offer this guide in face-to-face situations to determine which language a person speaks. The most frequently encountered languages in North America are grouped by the geographical region where they are commonly spoken.

- Locate the geographical region where you believe the speaker may be from. (Pacific Islands, Europe, etc.)
- Show the person the languages listed for that region. Underneath each language is the translation of the statement below:




English	English 
Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.	

- We offer interpreting from English into more than 200 languages. If you are unable to identify the language, our call representatives will help you.
- To access an interpreter:

Please visit [www.LanguageLine.com](http://www.LanguageLine.com) for information on all our language access solutions:

- Over-the-Phone, Video Remote, and Onsite Interpreting
- Bilingual and Interpreter Staff Testing and Training
- Translation and Localization

CustomerCare@LanguageLine.com  
1-800-752-6006

# Questions about using the Language Line?



# Translation Services for Vital Documents

- Written Translation Services are available for documents, forms, letters and any other materials that are considered vital.



- Must be requested **at least 7 school days** in advance.
- Documents must be submitted in an editable format (**not pdf**).
- The documents should indicate **which text should and should not** be translated.
- For documents that have been previously translated and just require some updating, the **new information to be translated must be highlighted in the English version and also the old Translations must be attached.**
- Must be requested **via the online form.**
- Fees range from: \$0.16-\$0.50 per word depending on the language.

# Translation Services for Vital Documents

Examples of vital documents/information may include:

- Division/school policies, rules and regulations
- Emergency information
- Registration/enrollment forms
- Health and safety information
- Disciplinary letters, notices and procedures
- Parent handbooks and fact sheets
- Student achievement and performance on academic assessments
- Information related to providing children with disabilities with a free appropriate public education (FAPE) under the Individuals with Disabilities Education Act (IDEA) and Section 504 of the Rehabilitation Act of 1973
- Academic options and planning (ex. TAG)
- Information regarding access to functions or co-curricular activities
- Information related to school and parent programs, meetings and other activities and notifications as related to the parental involvement policy



# Requesting Translation for Vital Documents

- Must be submitted **at least 7 school days in advance** of the needed date using the online system (delivery date may vary depending on the length of the document).
- You can find the “Vital Documents Translation Request Form” through the link on the ACPS homepage or:  
<https://www.acps.k12.va.us/translation>

**ACPS**  
Alexandria City Public Schools

**Vital Documents Translation Request Form**  
Please only submit documents, forms, letters or other materials that are considered vital. The request must be sent via this online form at least 7 school days in advance of the date needed. Please keep in mind that depending on the length of the document(s), the processing time can vary.

**CONTACT INFORMATION**

Name \*  
First Last  
Position \*  
Email \*  
Department or School Location \*  
Phone Number \*  
MM / DD / YYYY

**DOCUMENT(S) INFORMATION**

Document's Title \*  
Number of Pages \*  
Languages needed \*  
☐ Spanish  
☐ Arabic  
☐ Amharic  
☐ Other  
If other, please indicate the language below  
Additional Comments  
Please include in this field any additional information that the company should have prior to beginning the translation  
Please upload the document(s) to be translated. Documents must be submitted in a format that can be edited (no pdf) \*  
Attach a File  
Attach a File  
Attach a File  
Attach a File  
Attach a File



# Requesting Translation for Vital Documents


- Please be sure to double-check the information before submitting.
- **Check the box** to confirm that you aware and acknowledge the following policies:
  - translation requests must be made **at least SEVEN (7) SCHOOL DAYS** (not including weekends or student holidays) in advance of the translation need date to ensure feasibility.
  - the translation **delivery date will vary** depending on the length of the document(s) and division demand.

# Requesting Translation for Vital Documents

- Once the online form is properly submitted, a confirmation message will appear in your browser to verify that your application was successfully forwarded.
- If you provided a valid e-mail address, you will also receive a confirmation by e-mail that your application was received.
- **If you do not receive a confirmation e-mail** within an hour of placing the request, please contact Víctor Espinosa Sánchez ([victor.espinosa.sanchez@acps.k12.va.us](mailto:victor.espinosa.sanchez@acps.k12.va.us)) to ensure that the request went through properly.
- Once the translation project is finished, it will be sent via e-mail address submitted on the form.

# Providing Feedback

- After the written translation project has been delivered, please submit your feedback using the online “**Translation Feedback form**” found at: <https://www.acps.k12.va.us/translation>
- **All fields must be completed.**



The screenshot shows the ACPS Translation Feedback Form. At the top is the ACPS logo and the title "Translation Feedback Form". Below the title is a paragraph explaining the purpose of the form. The form is divided into two main sections: "CONTACT INFORMATION" and "DOCUMENT(S) INFORMATION".

**CONTACT INFORMATION**

- Name: First and Last name fields.
- Position: A text field.
- Email: A text field.
- Department or School Location: A text field.
- Phone Number: A text field with a dropdown for area code.

**DOCUMENT(S) INFORMATION**

- Document's title: A text field.
- Languages you were providing the translation: A dropdown menu with options for Spanish, Haitian, Vietnamese, and Chinese.
- If others, please indicate the language is/are: A text field.

**FEEDBACK FORM**

- 1. Were the sentences used in the translation short and clear? (Yes/No radio buttons)
- 2. Were the sentences constructed in a way that the listener can easily understand? (Yes/No radio buttons)
- 3. Was the pronunciation used in the translation correct? (Yes/No radio buttons)
- 4. Was the language used simple and easy to understand for all cultural groups? (Yes/No radio buttons)
- 5. Was there jargon or difficult expressions in the translation? (Yes/No radio buttons)
- 6. Were the sentences explained and translated in an accurate way? (Yes/No radio buttons)
- 7. Was the language used in the translation relevant? (Yes/No radio buttons)
- 8. Was the structure of the document grammatically correct? (Yes/No radio buttons)
- 9. Please rate the quality: A star rating system (1 to 5 stars).
- 10. Comments: A large text area for additional feedback.
- Submit: A button at the bottom right.

# Questions about Vital Document Translations?



# Pop Quiz!



**Q:** What is the minimum number of school days required to submit an interpretation request?

**5**

- School days = days students are in school (does not include student holidays or weekends)
- More time is required for prescheduled, large-scale events.

**Q:** What is the minimum number of school days required to submit a vital document translation request?

**7**

- School days = days students are in school (does not include student holidays or weekends)
- More time is required for large documents.

# Conclusion



- Thank you for all that you do!
- By managing your school's requests and working together, we can provide better services to our students and families while also increasing fiscal responsibility.
- For more detailed information about our services, please check the “**Language Access Services Quick Guide**” located under the **Resources** section found at:  
<https://www.acps.k12.va.us/translation>
- There is also a document with “Best Practices for Interpretation Services”, which may be helpful.



# Contact Information



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Language Access Coordinator

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