

Spring Branch Independent School District Translation and Interpretation Procedure*

Spring Branch Independent School District (SBISD) recognizes the critical role families play as our partners in the education of Every Child. This procedure sets forth district and campus expectations to ensure all SBISD families, including non-English speakers, are provided proper translation and interpretation services, so they may be engaged participants in their children's education.

School leaders should ensure staff, including front office staff, counselors and teachers know how to access an interpreter or to have documents translated when needed, and how to communicate effectively using an interpreter. Schools should take steps to inform parents that translation and interpretation services are available at no cost and how to request these services. Students, siblings and family friends shall not be used as the district and/or campus interpreter for formal or official information or meetings.

SBISD shall ensure that information related to school and family engagement programs, processes, procedures, meetings, and other activities is provided to families in a format and, to the extent practicable, in a language they can understand. These should include, but not be limited to:

- Registration and enrollment in school and school programs
- Grievance procedures and notices of nondiscrimination
- Language assistance programs
- School/district calendar and events
- Parent handbooks
- Report cards
- Student discipline policies and procedures
- Gifted and talented programs
- Special education and related services, and meetings to discuss special education
- Choice programs
- Parent-teacher conferences
- Requests for parent permission for student participation in school activities

Language Identification

SBISD must collect from parents/guardians a Home Language Survey to determine both students' and parents' language needs. To determine the need for interpretation or translation services for English Learner students and their parents/guardians, school staff should refer to the SBISD student information system that will indicate the language needs identified in the survey. In addition, parents/guardians who speak a language other than English may request translation and interpretation services for school-related communications at any time, even if they do not specifically identify such need in the Home Language Survey.

Campus and district departments shall provide translation of essential documents into any non-English language spoken by a limited or non-English proficient population that represents 10% or more of the population served, based on the Home Language Survey.

Five Most Predominant Family Languages Other Than English in SBISD

Spanish, Arabic, Mandarin, Vietnamese and Korean

Procedure Implementation

In implementing this procedure, campus and district staff should refer to the SBISD Translation and Interpretation Guidelines included as Exhibit I of this document. On an annual basis, this procedure will be reviewed by the Spring Branch ISD Family Education, Engagement and Empowerment (E3) staff, and the SBISD Title I Parent Advisory Committee.

EXHIBIT I

Spring Branch ISD Translation and Interpretation Guidelines

Definitions:

Interpretation: oral communication from one language into another language

Translation: written information from one language into another language

Translation and Interpretation Vendors

- Only SBISD Board of Trustees-approved vendors should be engaged to provide translation and interpretation services. Approved vendors are listed on Exhibit III and on the SBISD Purchasing Department webpage.
- Campus can request interpreter or translation services from approved vendors by creating a purchase order. Please contact the Family E3 team for questions.
- Competent campus/district staff may be requested to provide translation and/or interpretation services, when appropriate.
- Interpreters and translators should have knowledge in both English and the identified language of any specialized terms or concepts to be used in the communication at issue, and are trained in the role of an interpreter and translator.

Translation:

Translation Services

- When translation vendor services are required, please submit final approved documents to the approved vendor, and provide ample time for translation, based on the particular vendor's requirements.
- SchoolMessenger, SBISD's mass-communication tool, can auto-translate and send email messages in the following languages: Spanish, Arabic, Chinese, Vietnamese and Korean. Please note this is an automated translation. Please review before sending.
- Whenever possible, translated materials should be reviewed by a second individual competent in the language.

Interpretation:

Interpretation Services

- When interpretation vendor services are required, submit request to an approved vendor.
- When an interpreter is requested (in-person or online), provide the interpreter (campus staff or approved vendor) with a copy of the English presentation or any essential information before meeting, if possible. Language interpretation feature on Zoom may be used. See instructions on Exhibit IV.
- Interpreter should:
 - be a neutral party and communicate everything said during the conversation. Interpreters should not omit or opine on the content of the conversation.
 - understand their role and explicitly understand the requirement that they keep information confidential.

Interpretation Equipment

- The SBISD Family E3 team maintains sets of interpretation equipment, including headsets and microphones that may be checked out by campuses and departments.
- Each set contains 20 headsets and one microphone per language being interpreted.
- To request interpretation equipment from the Family E3 team, please submit an Interpretation Equipment Request Form (Exhibit II) one week prior to date needed.
- Campuses may purchase their own sets of equipment, if desired. Please contact the Family E3 team for guidance.

Contact Information:

For questions or service requests, please contact the Family E3 team – SBISD Community Engagement
FamilyE3@springbranchisd.com, 713-251-2284 or 713.251.2286