



Office of English
Language Learners (OELL)

Translation & Interpretation Unit

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Boston Metro Area

- At least **138 languages** are spoken at home.
- **23 %** of the metro area population age 5 and over speak a language other than English at home.

Importance of Translation and Interpretation

Our purpose is to equitably serve the multilingual communities of the Boston Public Schools by offering translation and interpretation services that enable families to meaningfully access and participate in their children's education.

“Essential information from the district shall be translated into the district's ***major languages*** and if and when the need is apparent, the information will be translated into languages other than the major languages.”

T&I Mission

The Translation & Interpretation Unit's mission is to ensure families have meaningful access to all aspects, programs, opportunities and services pertaining to their children's education by providing a multitude of language services via internal and external resources to safeguard communications

The Translation & Interpretation Strategic Implementation Plan

The T&I SIP is a plan to ensure families have meaningful access to all aspects, programs, opportunities and services pertaining to their children's education.

See full [Translation & Interpretation Strategic Plan](#).

Sustainable Future: Implement system and operational practices designed to maintain equitable language access for all BPS families.

T&I Communication: Focus on internal and external communication practices to support increased access and operational efficiencies.

Governance: Creating a working environment/conditions to increase staff knowledge and participation in improving the department and services provided.



Agenda

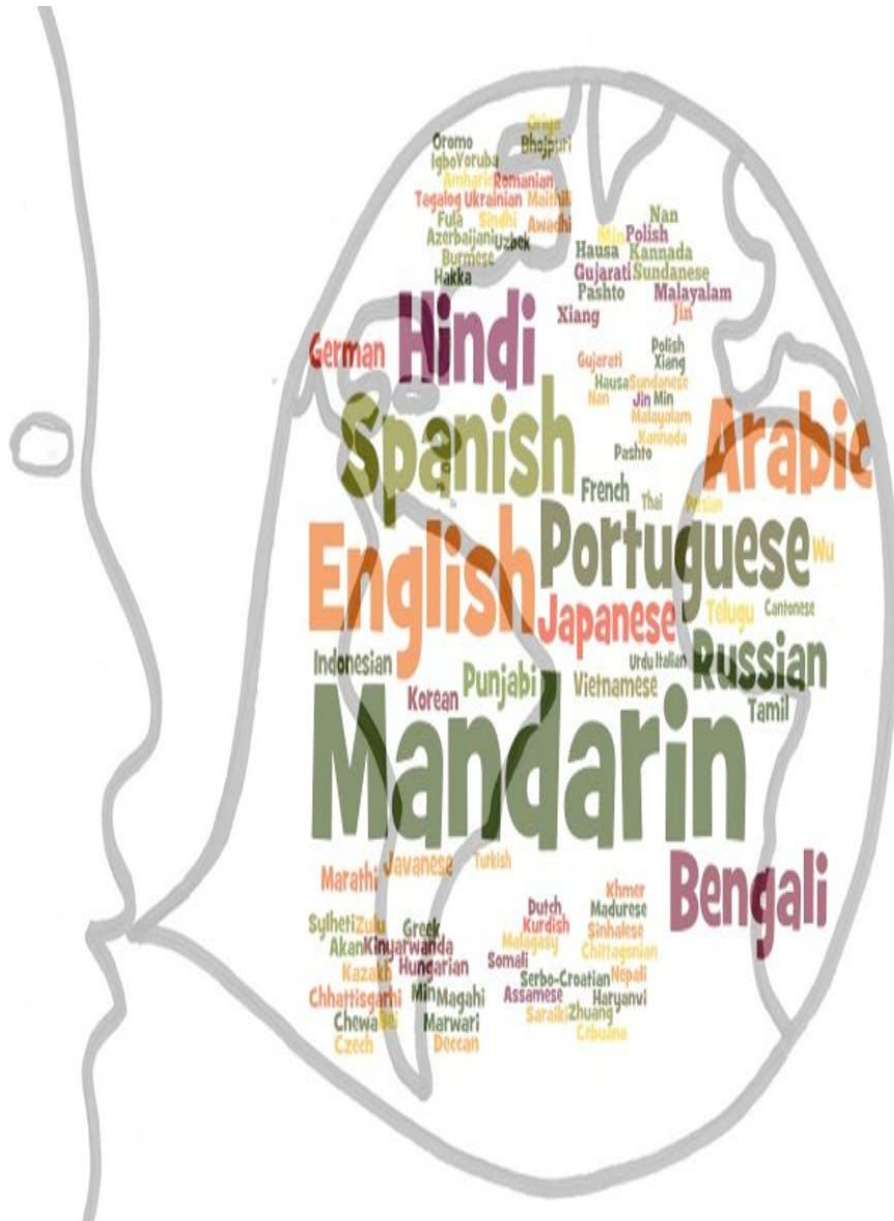
- Overview of T&I Unit and type of services we provide
- Profile of T&I requests
- Outreach and oversight
- Highlights and challenges



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T&I Unit Overview

Translation & Interpretation Unit Staff Make-Up:



- Director of Translation & Interpretation
- Coordinator of Translation & Interpretation for Special Education
- Coordinator of Translation & Interpretation for General Education
- Translator & Interpreter (Spanish)
- Translator & Interpreter (Spanish)
- Translator & Interpreter (Haitian Creole/ French)
- Translator & Interpreter (Portuguese/Cape Verdean Creole)
- Translator & Interpreter (Chinese)

Translation versus Interpretation

What is Translation?

The transposing of a written text from a source language into a target language. All information in the original document, along with its format, appear in the target document, with no changes or additions.

9 Major Languages of District:

Spanish, Portuguese, Haitian Creole, Arabic, Chinese, Somali, Cape Verdean Creole, French, Vietnamese



What is Interpretation?

The facilitation of spoken or signed communication between users of different languages. There are two forms of interpretation:

Consecutive: The oral or signed (ASL) rendering of one language into another after the speaker has completed a statement or question and pauses.

Simultaneous: The oral or signed (ASL) rendering of one language into another at virtually the same time that the speaker is speaking, with only a very slight lag.

Scope of Services

The T&I Unit provides translation and interpretation for the Boston Public Schools, in both **General Education** and **Special Education**. The following list offers some examples of when translation and interpretation services are provided:

- *IEP/504 Meetings*
- *Report cards & Academic progress reports*
- *Enrollment/Registration documents*
- *Disciplinary process information*
- *Permission slips/forms for District and School activities and programs*
- *Applications for activities requiring parental consent*
- *Parent-Teacher conferences*
- *Open-houses*
- *Parent Handbooks*
- *Public Health and Safety Information*
- *Documents on academic planning/options*
- *Screening procedures needing students'/parents' language backgrounds*
- *Special Ed. Assessments*
- *Written information on parents'/students' rights and responsibilities*
- *Written information on services and benefits available to parents and students*

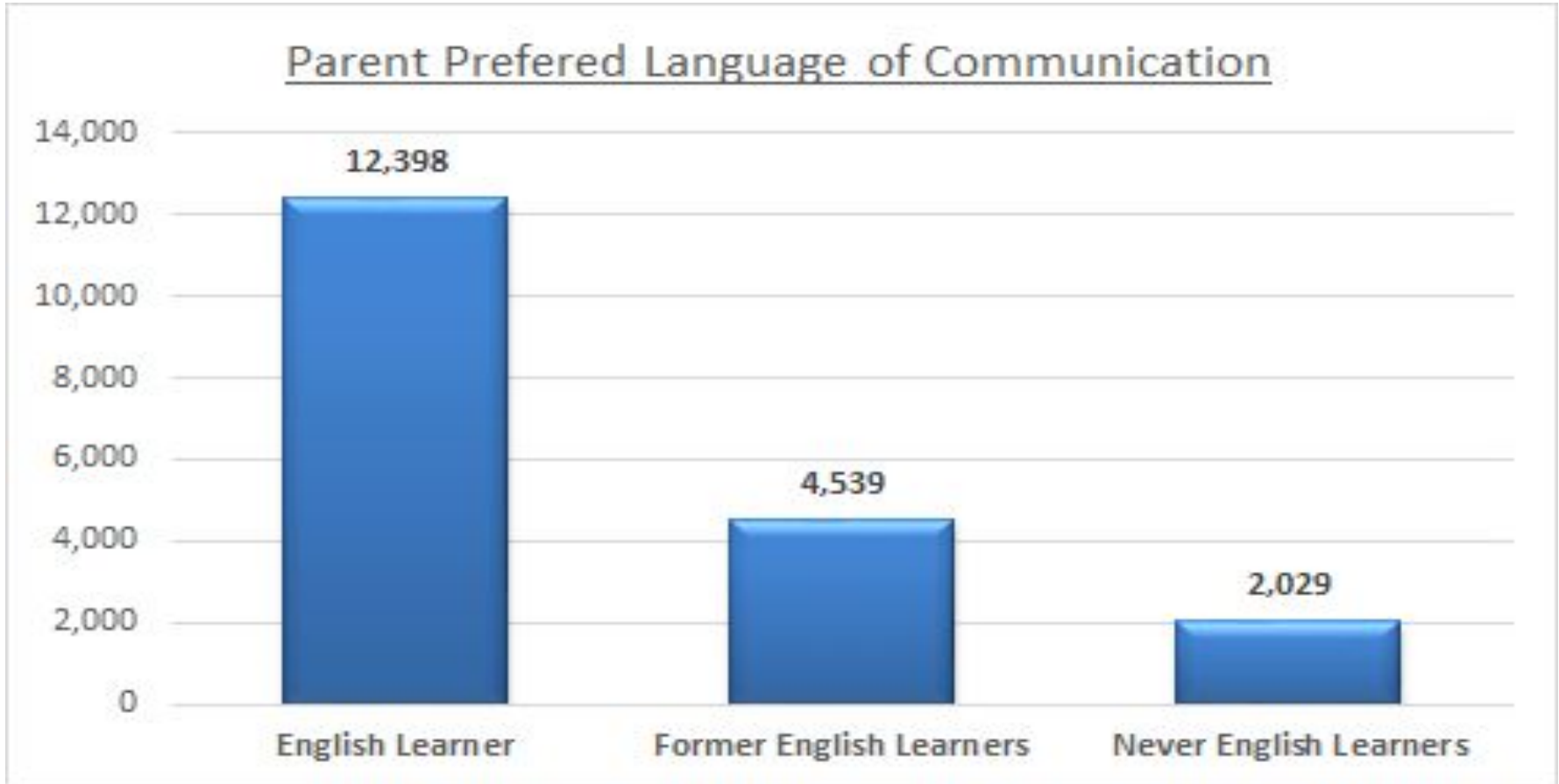


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T&I Parent Language & Request Data Review

Parent Preferred Language of Communication

The chart below represents the number of parents in the District with a preferred language of communication other than English by student type.

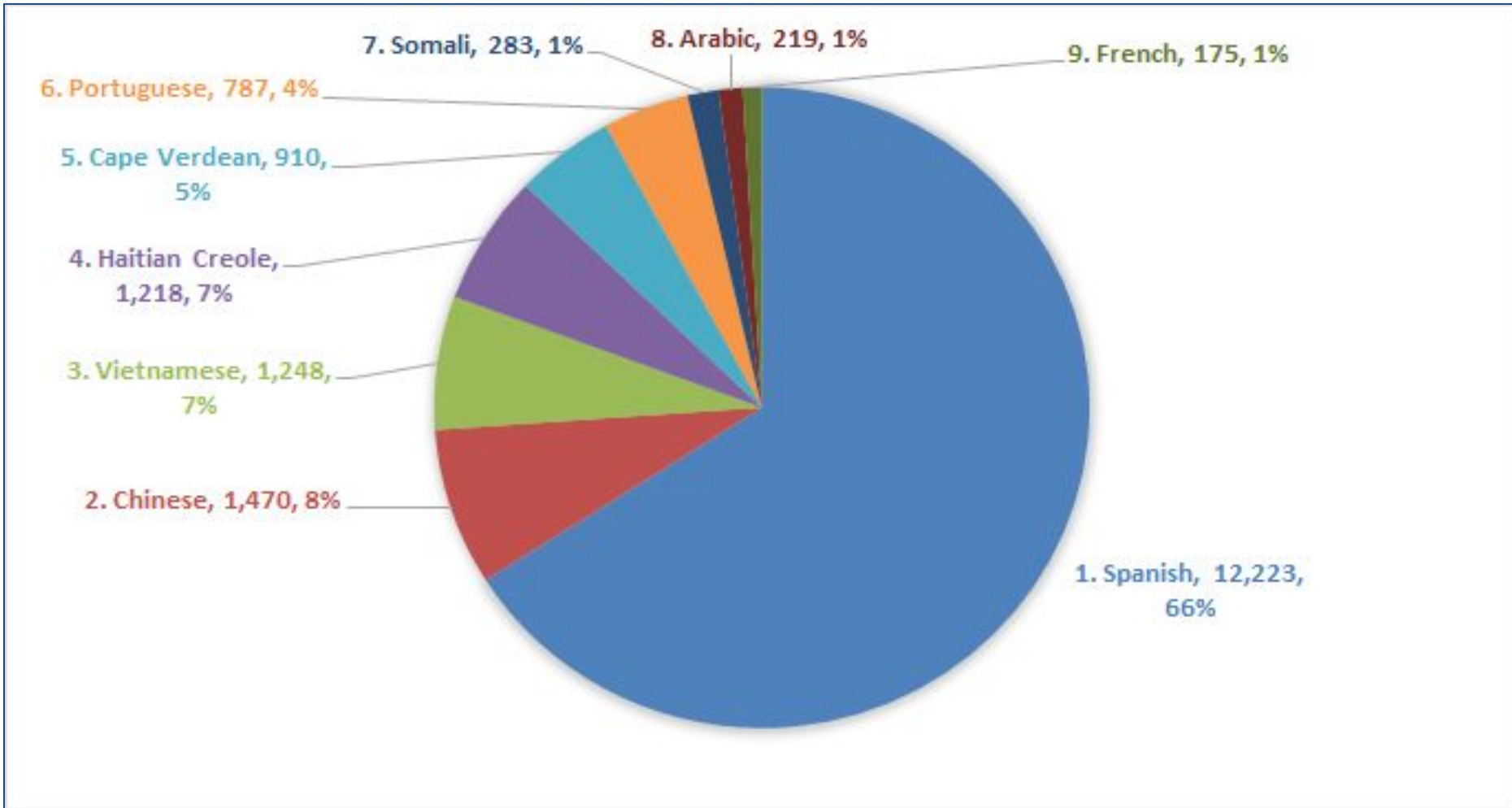


Source: Aspen SIS Data pull as of March 7, 2018

Total Students: 18,966

Parent Preferred Language of Communication

The chart below speaks to the District's 9 major languages in relation to parents whose preferred language of communication is not English.



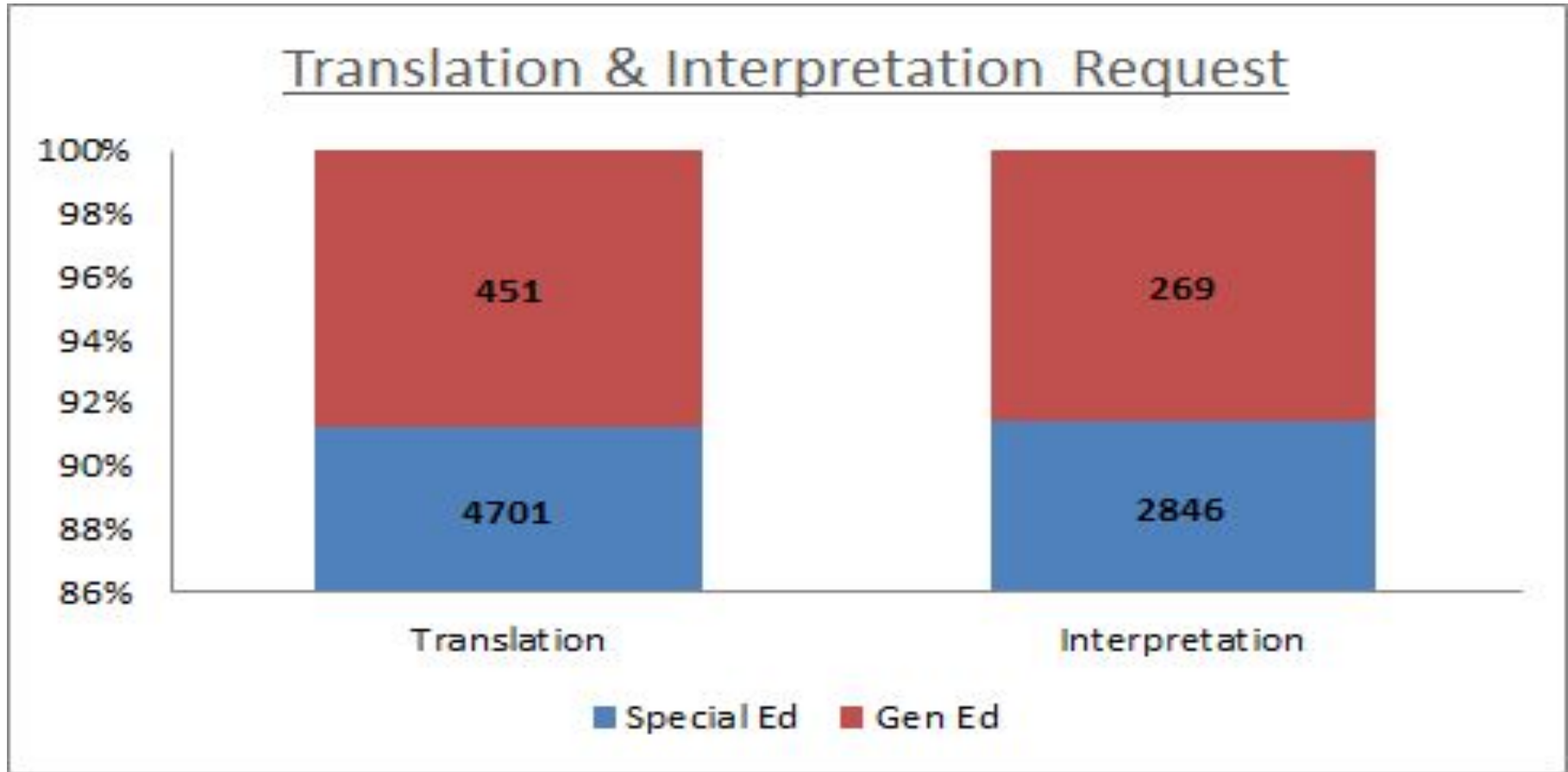
Parent Preferred Language of Communication

The chart below represents the top **20 schools** in the District with parents whose preferred language of communication is not English. The percentage reflects the parent preferred by number of parents vs. total school population.

School Name	Parent #
1. East Boston High School	950, 70%
2. Mario Umana Academy	753, 75%
3. McKay K-8 School	605, 78%
4. O'Bryant School of Math & Sci	583, 38%
5. Boston Latin Academy	528, 30%
6. Charlestown High School	460, 51%
7. Quincy Elementary	460, 52%
8. Orchard Gardens K-8 School	435, 46%
9. Boston Latin School	420, 19%
10. Madison Park Technical Voc	370, 45%

School Name	Parent #
11. Edison K-8 School	303, 46%
12. Brighton High School	298, 46%
13. TechBoston Academy 6-12	298, 33%
14. Murphy K-8	297, 31%
15. Curley K-8	296, 31%
16. Quincy Upper School	275, 54%
17. Hennigan K-8 School	273, 45%
18. Condon K-8	261, 28%
19. Boston International	259, 87%
20. Kennedy Patrick J. Elem	251, 82%

Translation and Interpretation Request



91% of the request in the District are Special Education specific and written translations. The total number of request as of March 8, 2018 is 8267.

School & District Request Data

Request Type

Type	Type #
District	662
School	7605
Total	8267

Request Status

Status	Request #
Closed	6026
In Progress	2152
Rejected	89

Top 10 Requesters by School

Name	Request #
1. East Boston High	557
2. McKay K-8	382
3. Quincy Elementary	281
4. Mario Umana Academy	268
5. Adams Elementary	249
6. Gardner Pilot Academy	221
7. Curley K-8	214
8. Sumner Elementary	206
9. McCormack Middle	186
10 Harvard/Kent Elementary	177

- Four of the “Top 10 Parent Preferred Language Other than English” Schools appear in the “Top 10 Requesters by School” List (Highlighted in Green)
- Adams, Gardner, Curley K-8, Sumner, McCormack, Harvard/Kent all have high percentages within their school of Parents Preferring a Language Other Than English: Adams (180/288; 63%), Gardner (195/399; 49%), Curley (296/968; 31%), Sumner (172/573; 30%), McCormack (180/388; 46%)
Harvard/Kent (183/468; 39%)
- Schools with high numbers of Parent Preferred Language Other than English with low numbers of requests warrant further consideration



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Outreach

Meeting The Districts Language Access Needs

- Online Document Library to support school and parent communication efforts
- Interpretation & Translation Dashboards for requesters
- Online Tutorials and Policy Documents
- Work closely with Offices of Special Education & Engagement to promote T&I
- OEL also cites importance of T&I during LATF meetings
- Special Education Coses trainings & regular meetings
- August Leadership Institute
- OEL & District Newsletter updates
- Telephonic option



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Highlights & Challenges

Greater Efficiencies Being Implemented



Align structures and systems with required capabilities



Continue to capacity build and diversify the work of the current team



Make additional staff and vendor considerations



Increase freelancer utilization through the IFB process



Upgrade technology with improved dashboard and technology memory

Current Practices to Support Cost Reduction

In an effort to provide quality language access in an efficient and cost effective way, the T&I Unit has implemented and/or strengthened the practices below.

- Not processing non-BPS materials submitted for translation
- Rejecting incorrectly submitted requests (e.g. scanned documents, wrong file type) to eliminate additional charges
- Urgent requests outside of the Superintendent's/Communications Office are rejected and/or modified
- Updated Veoci Dashboard to support interpretation and translation management (e.g. Admn & Requester dashboards)
- Updated T&I policy document and website, outlining guidelines and submittal parameters.
- Veoci "How To" tutorials, T&I updates (e.g. COSEs, clerks, etc.) and multiple training sessions.
- Greater follow-up with vendors over unsatisfactory performance/delivery via survey completion.

Current Challenges

- T&I Staff Capacity
- System and Vendor capacity
- BPS Stipend & Freelancers & impact of IFB and roll-out
 - IFB Time-frame
- Coordinated Program Review T&I Findings
 - Inconsistency with translating report cards & progress reports
 - Inconsistency of schools translating documents unless requested by a parent
- Impact of large documents on internal staff capacity

Contact Us

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Appendix

Top 10 Parent Preferred language of Communication Schools

The chart below represents the top 10 schools in the District with parents whose preferred language of communication is not English. In addition, it provides the # by preferred language of communication by school. *(9 major languages only)*

School Name	Parent #	Spanish	Haitian	Chinese	C. Verd	Viet	Port	Arabic	Som	Fren
1. East Boston High School	950	906	7	4	1	2	15	9	3	3
2. Mario Umana Academy	753	716	1	3	1	1	20	6	2	0
3. McKay K-8 School	605	581	0	1	0	3	16	3	0	0
4. O'Bryant School of M & S	583	233	22	116	16	108	21	5	17	7
5. Boston Latin Academy	528	162	16	114	11	141	9	2	12	3
6. Charlestown High School	460	318	5	88	13	19	6	3	2	1
7. Boston Latin School	460	71	9	170	4	101	3	3	3	5
8. Quincy Elementary	435	19	2	398	0	2	1	3	4	1
9. Orchard Gardens K-8	420	163	3	5	179	1	58	0	8	0
10. Madison Park Tech Voc	370	289	24	2	20	4	19	0	6	5

Top 10 Parent Preferred language of Communication Schools

The chart below represents the top 10 requesters by school in the District with parents whose preferred language of communication is not English.

Schools	FLEP	LEP	NLEP	Grand Total	Parent Preferred Language not English	% to School total	Request #
East Boston High School	407	613	330	1350	950	70%	557
McKay K-8 School	98	470	204	772	605	78%	382
Quincy Elementary	28	502	307	837	435	52%	281
Mario Umana Academy	171	592	241	1004	753	75%	268
Adams Elementary	5	210	73	288	180	63%	249
Gardner Pilot Academy	31	191	177	399	195	49%	221
Curley K-8 School	64	355	549	968	296	31%	214
Sumner Elementary	9	259	305	573	172	30%	206
McCormack Middle School	57	154	177	388	180	46%	186
Harvard/Kent Elementary	25	211	232	468	183	39%	177