

Office of English Language Learners

Frances Esparza, Ed.D., Assistant Superintendent

Bruce C. Bolling Municipal Building

2300 Washington Street, 5th Floor

Roxbury, Massachusetts 02119

oell@bostonpublicschools.org

617-635-9435

bostonpublicschools.org

TITLE: **Announcing the BPS Office of English Learners Translation & Interpretation Services Protocol**

ISSUER: Dr. Frances Esparza
Assistant Superintendent
Translation & Interpretation Unit
Office of English Language Learners

DATE: August 30, 2016

HISTORICAL CONTEXT: The “Parent Communications” section of the Successor Settlement Agreement between Boston Public Schools (BPS) and the Department of Justice (DOJ) outlines what services must be provided to safeguard language access for BPS constituents. To centralize and standardize language access across the District, the Boston Public Schools Office of English Language Learners has established the Translation & Interpretation (T&I) Unit. The T&I Unit implements and coordinates interpretation and translation throughout Boston Public Schools. The T&I Unit strives to provide meaningful language access to Limited and Non-English Proficient constituents via professional and trained interpreters and translators. Accordingly, the T&I Unit discourages the use of non-approved professionals with bi/multilingual skills, save for in exceptional circumstances. The use of computers/machines to translate is strongly discouraged. The T&I Unit asks that, when feasible, those seeking language services go through the Unit.

Please follow this protocol when requesting written translation and oral interpretation services.

REQUESTING LANGUAGE SERVICES: As of September 1, 2016, services are requested and managed through the Translation & Interpretation website. Instructions on using this website are found in the appendix to this memorandum. As well, an instructional video on requesting services is available from the user dashboard when logged into the T&I website.

DISTRICT/CENTRAL OFFICES: District/Central Office employees may all request translation and interpretation, noting that the requester then serves as the point of contact for that service. This could entail answering logistics questions about events, serving as the contact for in-person interpreters on-site, providing informational materials for interpreters prior to the event, clarifying written content/materials and receiving the written translations.

SCHOOLS/ EDUCATION CENTERS: Each school/education center shall designate one main point of contact for that school to field and submit all requests for translation and in-person interpretation for that particular school/education center. As with District/Central Offices, the point of contact must be able to answer logistics questions about events, serve as the contact for interpreters on-site, provide informational materials for interpreters prior to the event, clarify written content and receive the written translations.
As of September 1, 2016, requests for written translations and oral interpretations are



**HOW TO
REQUEST
SERVICES:**

presented through the T&I website, reachable via a hyperlink on the BPS Translation & Interpretation page: <http://www.bostonpublicschools.org/Page/5890>

A step by step guide to requesting services through the website is available as an appendix to this memorandum.

**REQUEST
PARAMETERS:**

The Translation & Interpretation (T&I) Unit handles translation and interpretation services for essential information. For guidelines on what constitutes essential information, please see the appendix (“Translation & Interpretation Website Guide”).

For translations, requesters should allow a minimum of 2 weeks, bearing in mind that larger jobs will, correspondingly, take longer to complete. As rush/short notice jobs do occur, please specify on the request form if the translation needs expediting. Expediting is at the discretion of the T&I Unit.

For in-person interpretations, the more advance notice given, the easier it is to secure interpreter services. Please put in a request a minimum of 2 weeks prior to the date of service. As rush/short notice jobs do occur, please specify on the request form if the service needs to be expedited.

Should a school or office want in-person interpretation and/or translation for events and documents not covered by the “Essential Information,” the request may be presented under “Other.” Fulfilling requests classified as “Other” is at the discretion of the Translation & Interpretation Unit. As with translations, expediting is at the discretion of the T&I Unit.

With every request, The T&I Unit will determine whether the services sought are the most appropriate to fulfill language access and may tailor the request accordingly.

**RELATED
ACTION:**

Please log in to the T&I Website via either of these links: (direct), (from BPS T&I Page), <http://bostonpublicschools.org/Page/5890>. Login credentials are one’s BPS email and password. Then associate the Google account with the T&I Website.

See the appendix, ““Translation & Interpretation Website Guide,” included with this memorandum or, for questions, concerns or additional information, please email translations@bostonpublicschools.org or interpretations@bostonpublicschools.org.

ASSISTANCE:

For further information, contact Dr. Frances Esparza, Assistant Superintendent of the Office of English Language Learners at (617) 635-9435 and the Translations and Interpretations Unit at translations@bostonpublicschools.org or interpretations@bostonpublicschools.org.



APPENDIX 1: “TRANSLATION & INTERPRETATION WEBSITE GUIDE”

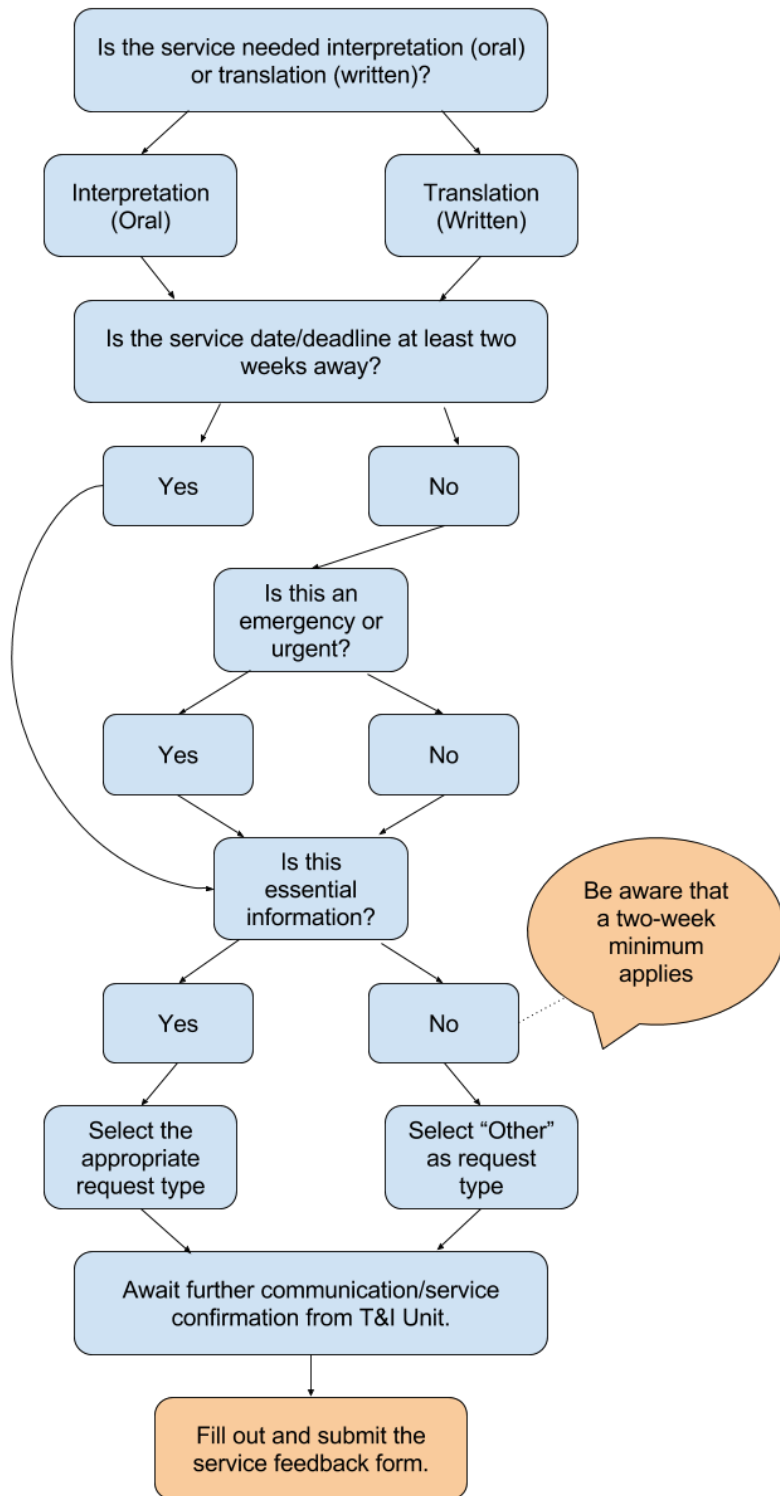
The Translation & Interpretation (T&I) Unit handles translation and interpretation services for essential information. The following list provides examples of Essential Information requiring translation and interpretation:

- IEP/504 meetings
- Report cards for students
- Academic progress reports for students
- 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, the process for refusing all/some ELL services
- Written information on parents’/students’ rights and responsibilities
- Written information on services and benefits available to parents and students

Each written translation requires at least 2 weeks to complete. For requesting in-person interpreters, 2 weeks advance notice is required. Please be mindful of this when placing requests, calculating at least 14 days prior to the due date/date of service. In the event of a rush request, please indicate as much on the form and provide the reason for expediting the request.



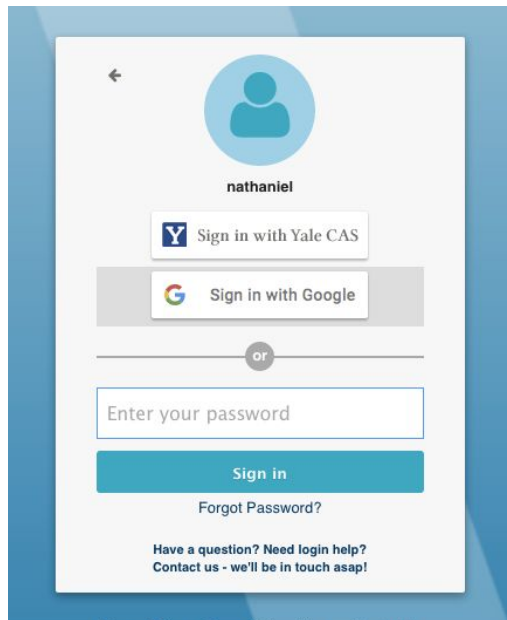
APPENDIX 2: TRANSLATION & INTERPRETATION REQUEST FLOWCHART



APPENDIX 3: The Step by Step Guide to Requesting Services through the Translation & Interpretation Website

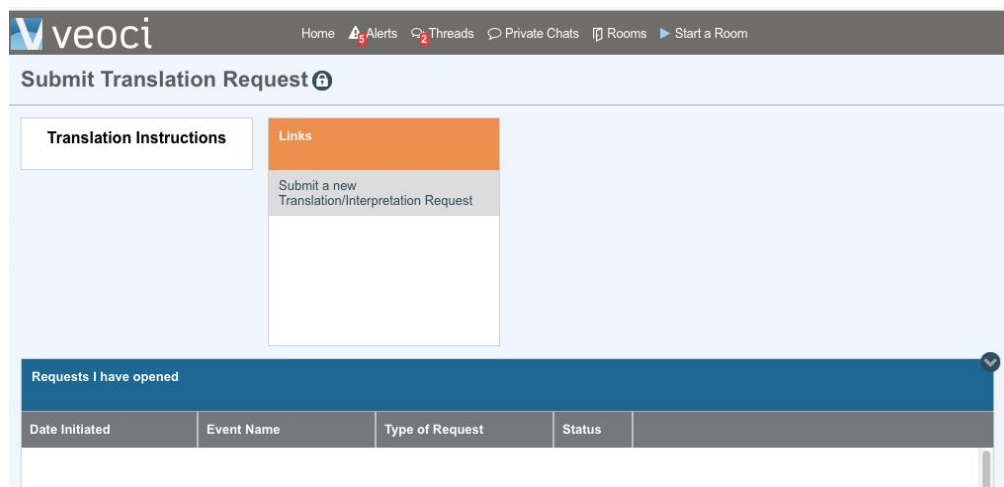
Please follow these steps to request translation & interpretation services:

1. Log on to the Translation & Interpretation Website using your BPS email account. The link to website can be found on the BPS T&I page: <http://bostonpublicschools.org/Page/5890>



During the initial login, associate your Google account with the T&I Website account.

2. From your dashboard, click on “Submit a new Translation/Interpretation Request.”



3. Please fill out in full the form that appears, review the information, attaching all documents needing translation, then click “Submit Request.”
 - a. Indicate the information asked about the request on the form.

Submit Translation/Interpretation Request

Workflow Submission

Boston Public Schools' Form for Requesting Written Translation Services or Interpretation.
Please fill out this form fully.

Who is requesting this?

- District-Level/Central Office
- School/Center/Office Department

Name of Request

Type of Request *

- Written Translation
- Oral Interpretation

Is this a Special Education request? *

- Yes
- No

Priority *

- Standard
- Urgent
- Emergency

Date Requested

Cancel Open in New Window Submit Request

- b. Some fields are drop down menus,

Submit Translation/Interpretation Request

Date Requested

Date Translation Needed by *

Requester *

Other Request Information

Document Type (e.g. Report card,Progress report,Newsletter,Permission Slip,Health Form, etc.) *

- ✓ Agenda
- Audio/Radio Announcement
- Brochure
- Circular
- Email
- Flyer
- Handbook
- Handout
- Health Form
- Letter
- Memorandum
- Newsletter
- Notice
- Permission Slip
- Postcard
- Poster
- Report
- Report Card

Please consider your target audience when selecting the language(s) for this

Open in New Window Submit Request



c. While others are fillable.

d. Certain fields will trigger additional questions that need filling out prior to submitting the request.





4. You will receive an email informing that the request is being processed.



5. Be to answer any follow-up questions from the Translation & Interpretation Unit.
6. When the request is fulfilled, you will receive an email notifying you of this as well. For interpretation, the email will confirm the interpreter's name and the appointment details. For translation, the email will contain a link to the completed translation.
7. Fill out the satisfaction survey emailed to you for each service requested. Note: For events with multiple interpreters, fill out one survey per interpreter. For translation, one survey can be used for all languages requested, but please note if there was an issue with any particular language.

Date of Event

How likely are you to recommend the use of this interpreter in the future?
Where 0 means extremely unlikely and 10 means extremely likely.

1
 2
 3
 4
 5
 6
 7
 8
 9
 10

Please give the reason for your rating

Note: There is an instructional video available on your dashboard as well.

