Emergent Bilingual Programs – Translation Services Office
999 N. University Dr., Fort Worth, TX 76116
Office: 817-814-2423/817-814-2416

Fort Worth INDEPENDENT SCHOOL DISTRICT

Procedures/Guidelines

Complete both *Requestor Information* & *Requested Service* in its entirety. Email forms to BOTH Translation Service Coordinators. A Principal/AP or Director/Head of Department must CC-ed. Requests received after 3 pm will be processed the following school day. Requests will be processed and prioritized in the order in which they are received.

Interpretation Cancellation: To avoid vendor fees for last minute interpretation cancellations, please give at least a 36-hour notice.

Services are available only for FWISD departments, schools and organizations.

(PTA, PTSA, TEA, Pearson, McGraw, Organization Partnerships etc. are NOT FWISD entities)

STEPS	TRANSLATION	INTERPRETATION
1. Fill Out Request Form	• Fill out the *Requestor Information* and *Translation (written)* section of the request form in its entirety. • The turn-around time is **AT LEAST 6 school days for translation projects of 1-5 pages**, longer documents could take from 2 weeks to more than 4 weeks. • If applicable, attach the *Copyright Release Form* it is required to start any translation. **Disclaimer: Turn-Around Time May Vary Due to Incoming Requests, Length & Complexity of Documents/Files**	• Fill out the *Requestor Information* and *Interpretation (face-to-face)* section of the request form in its entirety. • Request at least 5 school days in advance for languages other than Spanish. • Indicate whether the meeting/event will be **consecutive** or **simultaneous**. If simultaneous, additional equipment will be needed. • Do a request for each separate event • You can request a previously used interpreter if you liked their work.

2. Send/Attach Documents	• Attach the document(s) that need to be translated to an email along with the completed request form.
	  ○ **Accepted**: Editable format such as Word, Publisher, Power Point
	  ○ **Not accepted**: PDF, certain captions and pictures that cannot be edited
	• **Only editable formats will be accepted. Make sure ALL links are accessible so that our team of Translators can work on them.**
	• For a revision of a previous translated document, please attach:
	  ○ a copy of the last version in the target language
	  ○ the final version in English with the changes highlighted
		• If applicable, for recurrence of same event attach a document with dates and times.
		• If virtual, provide desired platform and link and/or meeting ID/password to provide to the interpreter.

3. Receive Confirmation	• You will receive a reference number as confirmation that TSO received your request.	• You will receive a reference number as confirmation that TSO received your request. • Once an interpreter has confirmed to the appointment you will receive the name of the assigned interpreter. • If interpretation devices are requested, the requestor will need to pick up the equipment at 999 N. University Dr., Fort Worth, TX 76114. • If you need to cancel the appointment, **notify Translation Services 36 hours in advance otherwise a last-minute cancellation fee will apply**. • **Please keep in mind that a scheduled interpreter is not fixed for the confirmed appointment and is subject to change and/or cancellation.**
4. Receive Requested Service	• Translated documents will be sent back via email to the requestor, and any person copied in the original message.	• The interpreter will show up or connect at the event 10-15 minutes before the event time (or at the time requested). • If the **in-person** interpreter is assigned through a vendor, the contact person will need to sign the paper or e-voucher provided by them. • The interpreter is **only there to interpret**.
5. Acknowledge	• Requestor will acknowledge to TSO by email that the completed translation has been received.	• The *Requestor* will send an email confirming that the interpreter was on time (in person or virtual) and provide feedback of the service. • If applicable, return the equipment to the TSO the next school day following the event.