Translations Services

Supporting WESD Community

Translation Services Vision & Mission

Vision

Translation Services is committed to serving the Washington Elementary School District's non-English speaking population by providing both translation and interpretation services in their native language to facilitate communication between the school and the home.

Mission

The mission of the Washington Elementary School District's Translation Services is to help students succeed by facilitating and broadening the home-school connection.

Commitment to the WESD: Weekdays-7am to 4:30 p.m.

Translations Team is NOT able to provide translation services to its partners like PTO/PTA, or Head Start, etc.

- We service WESD families, students, and staff.
- Please understand…when we are not able to provide you with a translator, we are not able to provide services to the WESD families.

WESD Translations Services has 5 positions within the district housed at Sahuaro school campus.

The staff is comprised of:

- 1 Coordinator (12 months) - Ms. Ynes Garcia
- 1 senior translator (12 months) - Ms. Hilda Flores
- 1 senior translator (10.5 months) - Ms. Gabriela Robertson
- Two 9 month positions (at this time vacant) all Spanish speakers.

WESD Temporary Guest Translators are classified as Level I & Level II.

Administrator of Equitable Services from the district office oversees the Translations Services and can be contacted any time.

Services

- **WESD offers the services of Language Line for emergencies and other languages for which WESD does not have a translator at a cost of $1.40 per minute.**
- **When using the Languages Line services for 1 hour, WESD pays $84- versus $14.24 when using a WESD translator. At a saving of $69.76.**

IDEAL SCENARIO

Each school creates a system for the usage of Language Line:

- **Permission from the School Administration to use Language Line.**
- **Create a Spreadsheet for the staff record keeping & Translations Services has access to.**
- **Have a limited number of people with access to Language Line.**
- **Every time a staff member uses the Language Line Services, they must complete the Spreadsheet reporting the usage.**
- **Translations Services can verify calls made when the bill arrives.**

Spreadsheet Sample

One elementary school in the district came up with the displayed spreadsheet to keep a track of all calls made by anyone at school. All eligible staff members are aware of this process. All of you are encouraged to start tracking a call.

The number of the phone you used to call Lang. Line	Date	Time the translator joins you on the line.	Time call ended	Total time of the call (number of minutes)	Language used
602-347-3495	8/4/22	2:54	3:03	9:28	Swahili
602-347-3495	8/8/22	9:15	9:25	10	Dari
602-347-3495	8/8/22	1:16	1:28	13:04	Dari
602-347-3400	8/9/22	8:54	8:49	8:50	Pashto
602-347-3495	8/9/22	9:15	9:40	28:40:00	Dari
602-347-3495	8/9/22	8:15	8:19	4	Dari
602-347-3495	8/10/22	9:21	9:24	3:30	Rohingya
602-347-3414	08/10/22	1:14	1:18	4:54	Kinyarwanda
602-347-3414	08/17/22	11:08	11:15	7.12	Rohingya
602-347-3410	8/22/22	9:23	9:28	4:29	Dari
602-347-3402	8/23/2022	8:22	8:28	6:17	Dari
602-347-3495	8/24/22	11:49 a.m.	12:03 p.m.	12:36	Nepali
602-347-3403	8/31/22	10:03	10:04	1:00	Swahili
602-347-3414	09/02/2022	8:53	8:59 AM	6:00	Swahili
602-347-3410	9/2/22	10:20	10:30	9:37	Dari

Before using the Language Line Services, please email a request to IEPTranslationRequest@wesdschools.org with the following information:

Step #1

- 1. Name of Student:
- 2. Type of Meeting: (e.g. Initial or Annual IEP, Dismissal, Parent requested meeting, etc.):
- **3. Time needed: (30, 60 minutes):**
- 4. Location/School:
- 5. Date and Time:
- 6. Contact name with phone Extension:

Once the request is received, I will email the requestor with instructions **if needed**.

After the call is placed to Language Line, please email the following information to IEPTranslationRequest@wesdschools.org:

Step #2

- School
- Phone # used to place the call
- **Date** and **Time** the call was made
- How long was the call (minutes)
- Language used: Swahili, Urdu, Bosnian, etc.

All requests for Translation Services must be directed to either

ynes.garcia@wesdschools.org OR IEPTranslationRequest@wesdschools.org

Translators

- At this time, there are 90 Temporary Guest Translators. (Level I & Level II).
- Translators speak Spanish, Arabic, Vietnamese and Bosnian.
- WESD mainly uses their services for Parent-Teacher Conferences.
- About 3,000 conferences per semester.
- About 100 translators are needed to cover the needs of all 33 schools during conferences.
- About 50% of the translators **ONLY** want to cover the conferences at the school where they work.
- The rest of the translators provide as many hours as they can for Parent - Teacher Conferences.

Translation (written) & Interpretation(verbal)

- Translations Services has sets of 25 & 50 headset units.
- When using Headsets the interpretation is done simultaneously.
- The appropriate form to request the headsets (insert form) must be completed.
- ***Headsets must be used by only the trained translators.***
- When requesting the use of headsets, remember to also request a translator.
- School staff would need to help the translator distribute and collect the headsets from the participants.

Support to Special Education- Level II translators

Please note…during Parent-Teacher Conferences all WESD translators are dedicated to conferences, and are NOT able to interpret/translate for any Special Education meetings.

- WESD has ONLY 9 trained and approved Level II translators (Spanish, Arabic & Vietnamese) to do Special Education meetings, disciplinary meetings and other events – such as Curriculum Night, EL events, etc.

- This group of Translators, mainly participate virtually using Google Meet links that the requestor provides, *which allows WESD to cover between 20 – 50 meetings* ***per week***, including conference calls with the school staff and the parents.

WESD approved Protocols

All/any trained Level II GUEST Translators that do the virtual meetings from home MUST follow the established procedure as below:

- School or department sends the meeting request via email to Translations.
- Either an in - house or an independent Level II translator is assigned.
  - If the services of an Independent Guest translator is needed (Spanish, Arabic or Vietnamese), the Translations Coordinator will communicate with the independent translator (either using WESD email, WhatsApp message or text message) to see who is available.
  - The appointment is scheduled in the WESD Outlook calendar.
  - On the day of the meeting, after the meeting has concluded, the WESD translator working virtually from home **must** send the Translations Coordinator an email to the WESD email address with the actual time used for the meeting.
  - The hours will be manually added to the Timeclock Plus (TCP) by the Translations Coordinator.
  - Translators must approve their times on TCP.

Virtual Meetings: rationale

The translation team uses Google Meet platform due to user friendly interface for <u>ALL</u> stakeholders.

- The school staff no longer has to make calls to locate translators available for any meetings, the Translations Coordinator takes care of finding/assigning the qualified Level II translators.
- After scheduling the meetings, the Translations Coordinator reviews the meetings weekly for completion. If information, such as Google Meet links, is missing, the Translations Coordinator communicates with the requestor at-least a week prior to the meeting.
- Please ALWAYS communicate with the Translation Coordinator for any changes.

Kudos to the schools for following procedures that led to timely and effective participation of families!

Virtual Meetings…rationale contd.

Translation team also does virtual meetings using Google Meet to:

- Cover more meetings.
- Cover meetings after Translation hours - 7 a.m. to 4:30 p.m.
- Use the services of more approved/trained Level II translators.
- Availability and easy accessibility of the virtual meetings platform by the Translation Services Coordinator to support and/or cover a meeting in case of an emergency.

The vast collaboration

The translations Services collaborate with everyone to serve our students and families:

The staff within the office (ONLY 3 full time employees) take care of all of the written translations from the schools and other departments such as:

- **Superintendent's Office** - Suspension meetings, Agendas, e-news, phone calls from the DO front office, etc.
- **CAPE** - All communication going to the WESD families – Spanish: advisories, outdials, newsletter blurbs, surveys, Parent/students handbooks, etc.
- **Human Resources** – Insurance Open Enrollment, employee meetings, meetings/phone calls with parents, Title IX parent conferences, etc.
- **Health** - letters, management plans, immunization information, etc.
- **Centralized Registration** – help with open enrollment/registration at the start of the school year, form translations/updates.
- **Special Education-** All meetings & documents related to Special Education, parent letters, etc.
- **Search to Serve team -** written translations, phone calls and oral interpretation (every 3 weeks at their office to help with evaluations in Spanish, when needed in Arabic & Vietnamese).
- **Gifted -** letters, gifted programs, etc.
- **Schools -** parent letters, newsletters, event fliers (from the school and the classrooms), kindergarten open houses, literacy events, site council meetings, parent meetings, promotion letters, end of the year events, start of the year event, Parent-Teacher Conference letters, phone calls of a variety of topics/issues, etc.

An average of 200 pages per month (Spanish written translations)

Summer Focus

Translation Services Department works through summer
During the Summer months, there are only 2 staff members working.

- Vacations are taken at that time, leaving only 1 person working.

- Translating and updating items such as the Parent/Students handbooks, Special Education documents/meetings, provides translations for other departments training, preparing for the upcoming school year, etc.

- Before & during Parent - Teacher Conferences and after February - when the end of the school year approaches, Translation Services is especially busy.

Assisting with Phone Calls

- Translations Services handles calls transferred to our office from many places.
  - From WESD main Office at the District Office.
  - From the schools.
  - From parents and employees.
- Most of the time we receive the information, take notes and email the information to the person, department that we think might be able to help with the situation.

Ideally the WESD Translations staff (within the office) should be the only ones doing the written translations for Spanish to avoid any miscommunication and to honor the protocols set by the district.

- WESD Administration has approved the translations of the written documents in Arabic & Vietnamese ONLY by approved WESD translators with prior approval for the benefit of the whole District.
- If Google tools or a bilingual school staff is used to translate a document(s) to Spanish, please send it to the Translation Services (with the completed Translation Request Form) so the translation can be reviewed, proofread, and approved.

Parent - Teacher Conferences

The translations team organizes with the help of the school liaisons (chosen by the school administration).

- We provide the schools with as many translators as possible to cover the school needs.
- Provided that WESD has the 100 translators needed to cover Parent - Teacher Conferences for all 33 schools.
- Encourage the bilingual staff in the schools to apply to be a WESD Temporary Guest translator - it is okay if they only want to work as translators for the Parent - Teacher conferences.
- MIS created an app to help Translations organize conferences. This app also helps us review historical data to determine some of the future needs of the schools.
- The Translations Department communicates not only with the schools but also with the translators to organize conferences.
- The Conference process starts 5-6 weeks before the actual 1st day of conferences.

Steps to follow for requesting translation services

- A completed Translation Request Form (TRF) is needed with all documents requiring translations.
- We are not able to work with a PDF - except for PWNs (Prior Written Notice)
- We request at least two weeks ahead of time for any translation requests.
- It does not take two weeks to translate a document or fulfill meeting requests, however, Translation Services serves 33 schools and other departments.
- The two week request gives the requestor a better chance to receive the help needed.
- Translations/interpretation is done according to date received and priority of the request.
- Please remember that we are translators. We make calls with you and we are not designers.
- For written translations, done by WESD vendors (private companies) the charge is anywhere from **.12 to .35 cents per word**.
- *WESD Translations Services translate up to 300 pages per month.*
- Many of these documents have about 1000 words, if we were to put a price on it, 1000 words x .12 cents minimum = $120.
- By using the services of WESD Translations staff the District is able to save a lot of funds.
- **We are NOT involved in any designing. We request you to send us ONLY the text.**

Steps to request an Interpreter
(Spanish, Arabic, Vietnamese)

In order to secure an interpreter, please send the following information to IEPTranslationRequest@wesdschools.org
We will do our best to check an in-office interpreter for you.

- Student's name:
- Type of meeting:
- School:
- Date:
- Time the meeting will start:
- How long: (**30, 60 or 90 minutes**)
- Meeting platform that will be used (Google Meets, or phone conference):
- Google Meets Link for the meeting:
- Requestor name & phone #:

P.S: Please give at least 24 hours to arrange an *Arabic and/or Vietnamese interpreter.*

Steps to request a Translator for making the phone calls

(Spanish, Arabic & Vietnamese)

we are available from 7 a.m. to 4:30 p.m.

In order to secure an interpreter, please send the following information to IEPTranslationRequest@wesdschools.org and we will check in-office availability for you.

Language: Spanish, Arabic or Vietnamese (*for Arabic & Vietnamese at least 1 day ahead of time is needed*)

- Name of Student:
- Name of the parents and phone #:
- Type of Meeting: (e.g., **phone call**, etc.):
- **Time needed: (10, 15 or 20 minutes):**
- School/Location/Phone Extension:
- Date and Time:
- Requestor's name with phone Extension: the translator and the requestor will make the call together.

******* Please do not add appointments to any translator, including the Translations Coordinator Outlook schedule.*******

******* Please follow the procedures shared before to request a translator - Spanish, Arabic or Vietnamese.*******

Here to support WESD students, families, and community!

When in doubt, please get in touch with us. We are here to help you.

Ynes Garcia
Translation Coordinator
Translation Services
Tel: 602-896-6290
ynes.garcia@wesdschools.org

Hilda Flores
Senior Translator
Translation Services
Tel: 602-896-6293
hilda.flores@wesdschools.org

Gabriela Robertson
Senior Translator
Translation Services
Tel: 602-896-6294
gabriela.garcia@wesdschools.org

Administrator of Equitable Services from the district office oversees the Translations Services. You are welcome to reach out with any ideas or suggestions to her.