

FAQ ABOUT THE SFUSD TRANSLATION AND INTERPRETATION UNIT

The following is a series of questions that have been asked by parents, community members and staff. We hope that this brochure will help to clarify some of those **frequently asked questions**. Please note that we refer to translation for written communication and interpretation for oral communication.

What are the procedures for requesting translation or interpretation services?

Any staff member at a school site or central office can request translation or interpretation services, provided that it is approved by the School Site Administrator or Department Head. All Site Administrators and Department Heads or their designees have access to an on-line system where they can submit their requests, attach, search and download existing documents or request interpretation for their community meetings. Guidelines for requesting services are posted on-line.

What are the languages available for translation and interpretation?

The district has Chinese and Spanish translators/interpreters in-house who translate documents for school and district-wide distribution, and provide interpretation services for school and district-wide events. The district also outsources services for other languages depending on the availability of the language requested.

Can parents request translation services directly to the TIU?

Parents may request to the Site Administrator or his/her designee to submit documents for translation on their behalf, provided that those documents were available for school or district-wide distribution in English.

Can parents request interpretation services directly to the TIU?

Parents may ask the School Site Administrator or his/her designee to request for interpretation services on their behalf. All events must be sponsored by the school site or the district and for a school or district-wide events. The TIU does not provide interpretation services for activities conducted and/or sponsored by outside organizations.

How much does the site have to pay to have documents translated or have interpretation services?

There is no charge for services that the TIU provides, as long as the guidelines are followed.

How long in advance do the sites have to make a request for interpretation services?

We recommend submitting the requests no less than five (5) working days in advance. Services are rendered on the basis of first come first served. Submitting all the year's scheduled meetings at once does not guarantee services. The TIU will discontinue interpretation services to sites, if there are no people needing the services for three (3) consecutive meetings.

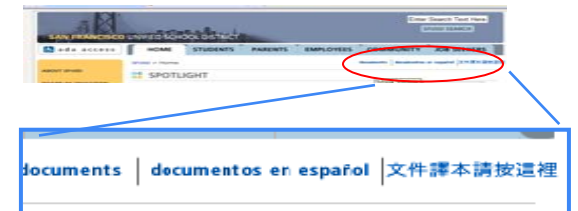
What's the turn around time for translated documents?

All written requests are processed in the order they are received; we recommend submitting them at least 10 working days before the desired return date. The translators make the effort to finish all projects before the deadlines whenever possible. However, occasionally more time is needed for documents containing large volume of text, or of technical and legal nature. (Requesters are notified when this situation occurs).

Can the public access documents that have been translated by the district?

Yes, most of the main documents translated by the unit that don't have closing date are posted on-line, and can be accessed by the public at large by clicking on the home page of the district, (see illustration below), this page contains documents translated in up to seven languages (Spanish, Chinese, Tagalog, Russian, Arabic, Vietnamese and Samoan). Some documents with confidential information are restricted for the use of Site Administrators only.

www.sfusd.edu



What if translation or interpretation services are needed immediately?

Urgent requests are honored on a case by case basis and may need additional approval of the TIU supervisor.

What kind of interpretation or translation is used?

We provide simultaneous and consecutive as well as sight translation depending on the situation.



Simultaneous Interpretation

We use wireless equipment to conduct simultaneous interpretation. If you are a parent that will be needing interpretation services, please arrive early to the event to borrow the headsets. Once the meeting has started or if the equipment malfunctions during the event, do not interrupt the interpreter; instead, ask a school staff or the person assisting him/her for help. The interpreter may lose his/her concentration if interrupted abruptly.

Consecutive interpretation

When a person addresses a whole group, we recommend the speaker talk in full sentences, and pause after every sentence to give the interpreter the chance to remember accurately what was expressed.

Sight translation

It is when an interpreter reads a document written in one language and orally translates information into another one.

If you have questions that were not addressed in this brochure, please contact:

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The Team



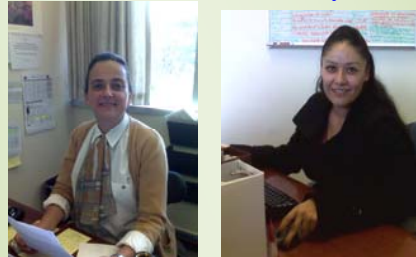
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SFUSD Translation and Interpretation Unit

FAQ



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