

FY 2008 QUESTION NUMBER: 9

QUESTION:

Provide information on the number of requests for translations from schools and the use of simultaneous interpretation equipment. What is the time frame between a request for translation services and delivery of the service?

BUDGET PAGE REFERENCE: 3-77

ANSWER:

The chart below summarizes requests for translations and the use of simultaneous interpretation equipment.

Service	Usage from Schools (July 1–December 31, 2006)
Oral Interpretation (Parent Center)	<ul style="list-style-type: none">• 1,487 of 1,925 requests were from schools.• Most of the other requests were from central special education offices.
AT&T Language Line	<ul style="list-style-type: none">• 6,375 calls for a total of 46,842 minutes.
Written Translations (Translation Unit)	<ul style="list-style-type: none">• 56 of 510 requests were from individual schools, comprising 83 of 1,626 pages requested.• The majority of requests are from the Department of Communications.• The second greatest number of requests are from the Department of Instruction and Achievement and were targeted for use in all schools.
Simultaneous Interpretation Equipment Loan	<ul style="list-style-type: none">• Eight schools requested simultaneous interpretation equipment for local meetings.• The number of interpretation receivers requested by schools ranged from five to 100.

Most requests are filled within one week, often within two days, although requests for oral interpretation services and written translations are to be made at least 10 working days in advance. Interpretation services are not available to fill all requests, particularly during November when report card conferences are held.