

UTRGV Transforming Our World Strategic Plan

Action Planning Template for Institutional Goals

Section 1

1.1 Initiative Title:

Reducing the gap between English and Spanish languages through Translation and Interpreting

1.2 Short Description & Justification:

The B3 Institute’s Translation and Interpreting Office (TiO) provides professional quality translation of official university documents and real-time language interpretation of events that are university related. B3’s TiO division fulfills UTRGV’s overarching strategy to become a leading Hispanic Serving Institution marked by an emerging bilingual, bicultural, and biliterate infrastructure. The goal of the Translation and Interpreting Office is to bridge the language gap between English and Spanish speakers. In respecting everyone’s language of choice, we contribute to seamless communication between UTRGV and community members. This excellence in service has made T&iO a reference hub for English < > Spanish language services both on an institutional, community, and international levels.

1.3 Initiative Lead and contact information:

Dr. Dania López-García; danialopezgarcia@utrgv.edu; (956) 882-6503

Maria Carmona-Alonso; maria.carmonaalonso@utrgv.edu; (956) 882-7214

Section 2

2.1 Identify core priority(ies) or other area(s) of focus (CPOAF):

Becoming a Bilingual, Biliterate and Bicultreual Institution

2.2 Identify principal CPOAF subgoals and objectives:

Sub-goal 3: Engage internal and external communities on opportunities related to building bilingual, bicultural and biliterate capacities.

Objective 3.3: Increase output of the Translation and Interpreting Office, both internally (UTRGV) and externally (RGV community.)

2.3 Identify related CPOAF subgoals and objectives:

N/A

Section 3

3.1 Key Metrics:

Metric	Metric Leader(s) (Contact Info)	Baseline 2017-2018	Benchmark 1 2018-2019	Benchmark 2 2019-2020	Benchmark 3 2020-2021
Increase # of words translated.	maria.carmonaalonso@utrgv.edu (956) 882-7214	34,967 translated words	195,122 translated words	214,634 translated words	236,097 translated words

Increase # of hours interpreted.	maria.carmonaalonso@utrgv.edu (956) 882-7214	237.25 interpreting hours	118.5 interpreting hours	130.25 interpreting hours	143.50 interpreting hours
Increase translation revenue (translation services rendered to the RGV community and beyond)	maria.carmonaalonso@utrgv.edu (956) 882-7214	\$2,098.00	\$1,825.65	\$2,000.00	\$2,300.00
Increase # of UTRGV's websites translated into Spanish	maria.carmonaalonso@utrgv.edu (956) 882-7214	3	3	15	50+

Stories of transformation

Words of appreciation to Translation and Interpreting Office during the Texas Hispanic Farmer and Rancher Conference: Growing Together, Creciendo Juntos: *"I just wanted to say thank you for your impactful help interpreting. I think it was perfectly moderated and you did a tremendous job! Thanks again for your help and expertise, and we look forward to working with you again!"*

Words of appreciation to a part-time interpreter from the office: *"¡Eres mi héroe! No puedo creer que tengas la capacidad de escuchar y hablar dos idiomas distintos a la vez. ¡Gracias por tu ayuda!" (You are my hero! I cannot believe you can listen and speak in two different languages at the same time. Thanks for helping!)*

A graduate student working for the Translation and Interpreting Office and currently enrolled in the Master of Translation and Interpreting program stated: *"Working at the Translation & Interpreting Office has given me the experience of a lifetime. I am very passionate about the importance of being bilingual, bicultural and biliterate, and my job as an interpreter has allowed me to represent these values wherever I go. There is no greater satisfaction than being able to serve our community, and get a glimpse of our culture through the people we serve. My job has helped me grow into a more compassionate human being and made me more comfortable in cross-cultural situations."*

Section 4

4.1 Activities

Activities	Activity Status (proposed, in-progress, implemented)	Timeline for Implementation	Lead responsible (include contact info)
Publicize translation and interpreting services for UTRGV community	Implemented	2018	maria.carmonaalonso@utrgv.edu (956) 882-7214
Signage in Spanish across campuses	Implemented	2018-2019	maria.carmonaalonso@utrgv.edu (956) 882-7214
UTRGV Website's translation into Spanish	In progress	2018-2019	maria.carmonaalonso@utrgv.edu (956) 882-7214

Section 5

5.1 Key institutional actors

Unit/department	Justification	Key contact	Title	Email
Academic Affairs, Student Success, and P-16 Integration	Executive Leadership	Dr. Patricia Álvarez-McHatton	EVP for Academic Affairs	patricia.mchatton@utrgv.edu
Colleges and SOM	Support and collaboration	Associate Deans for Engagement	Associate Deans for Engagement	@utrgv.edu

5.2 Other supportive institutional actors

Unit/department	Key contact	Title	Email
N/A			

Section 6

6.1 Fiscal impacts: Estimated costs and/or investments required for initiative implementation (net increase from current activity) and estimated net revenue gain or loss.

Increase in T&iO's staff to improve delivery of services and execute complex translation and interpreting projects in a timely manner for UTRGV and the community.

2 full-time employees: $\$46,884 \times 2 = \$93,768$

6.2 Projected Outcomes

6.2a Short-term (by September 2019)

Increase in # of words translated across the university; increase # of hours interpreted for the university; and, increase in revenue for translations delivered to the community at large.

6.2b Mid-range (by September 2020)

If two full-time translators/interpreters are hired to assist the office, delivery time of services and translation of webpages will improve substantially.

6.2c Five-year impact (by September 2022)

As more full-time staff employees assist in the Translation and Interpreting Office, they will be able to provide a more stable delivery of services and maintain updates of UTRGV's webpages translated into Spanish.