

ADMINISTRATIVE & PROFESSIONAL FACULTY PROFESSIONAL DEVELOPMENT

WORKING GROUP MEMBERS:

- Ireti Akinola - Recruitment Specialist
- Deija A. Bowden-Hurt - Student
- A. D. Gabriel Driver - Graduate Student, CSPA
- Natasha Simone DuMerville - Alumna
- Jessica Hopkins - Financial Aid & Scholarships
- Mia Larsen - Student
- Gail Napora - Director of Talent Development
- Trent Pace - Admissions
- Jeffrey Tang - Associate Dean, College of Integrated Science and Engineering
- Valencia Faye Tate - Alumnus, VP-DEI, CoBank (Denver CO)
- Felix Wang - Director of Center for Global Engagement

WORKING GROUP CO-CHAMPION

Rick Larson, larsonrd@jmu.edu

RECOMMENDATION TITLE: Spanish Language Translation of Documents

PROBLEM STATEMENT/ISSUE:

- JMU is hiring more employees whose first language is Spanish. Based on demographic trends and the likelihood of a long-term tightening of the labor market, this is likely to continue.
- Employees hired by JMU for whom English is a second language possess varying degrees of fluency in English.
- Spanish speakers are at a disadvantage because some are unable to read documents that are fundamental to their success at JMU. Thus, they may be limited in their ability to perform at an optimal level and may miss opportunities for advancement.
- The inability to gain access to important documents translated into Spanish may inadvertently send the message to native Spanish speakers that they are not welcome or are “second-class” employees.
- It is difficult to hire people in a wide variety of positions at the university. By not having key documents and web pages translated into Spanish, the university may miss out on opportunities to hire excellent employees, as many native Spanish speakers may never apply.

Recommendation, Rationale and Success Measures follow on next page

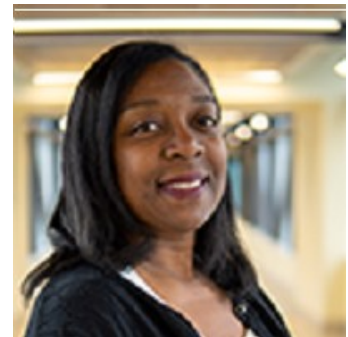
WORKING GROUP LEADERSHIP



Rick Larson,
Leadership Council



Cannie Campbell
Working Group-Co-Chair



Venus Miller, WG CC



Chervon Moore, WG CC

RECOMMENDATION:

- The A&P Faculty Professional Development Working Group recommends that a team be assembled to explore what it would be required to translate JMU documents and web pages into Spanish. The assembled task group should determine the scope, cost and means by which documents could be professionally translated and then updated on a continuous basis. It should also identify the most critical areas to focus on in the short-term.
- What are the specific steps that would address the problem described above?
 1. Identify an Implementation Co-champion for this recommendation who can lead a group to render a well-informed recommendation.
 2. Identify group members with a vested interest, expertise or experience with large-scale organizational Spanish language translation.
 3. Conduct whatever research may be necessary including how others have implemented Spanish translation of documents, vendors who provide such services, etc.
 4. Draft a recommendation that includes scope, method, cost in personnel, money, material and time to launch the effort. It should also suggest some top-priority areas for translation.
 5. When drafting the recommendation, the group should consider the implications of not translating key documents and web pages into Spanish.

RATIONALE

- Translating documents into Spanish will be beneficial to JMU, it's students and employees for the following reasons:
- The COVID pandemic and the associated "great resignation" has reduced the number of job applicants for almost all open positions so it is in JMU's best interest to expand applicant pools.
- Larger numbers of Spanish speakers will help diversify the campus, thus providing my diverse opinions leading to more creative solutions.
- Students could interact with a unique population of employees who speak a different language, exposing them to different cultural experiences including the ability to feel more comfortable with others who speak a different language.
- Turnover rates could be reduced since Spanish speakers would feel more comfortable and cared-for working at JMU.
- It would be easier to hire Spanish speaking employees if all documents were translated into Spanish.
- Employee compliance would be higher since all documents (such as Title IX training) would be translated into Spanish.
- JMU would be seen as walking it's talk in relation to its desire to create an inclusive environment. It might make sense to advertise this change in local Spanish-language publications or targeted community locations.
- This would be a long-term recommendation. It would take a year to conduct research and render a recommendation. If the recommendation is accepted, it is likely that the initial process of translating key documents and websites would require an additional year.

SUCCESS

- The specific measure of success for this recommendation include:
 - ◇ Receipt of a timely recommended approach to Spanish translation of documents and websites at JMU (within one year of the approval of the recommendation)
 - ◇ Once the recommendation rendered by the work group is approved, and documents and websites begin to be translated:
 - * The percentage of key documents (once identified) are translated into Spanish.
 - * The number of native Spanish speaking applicants that apply to work at JMU.
 - * A reduced turnover rate for Spanish-speaking employees.
 - * Anecdotal information indicating acknowledgement that the presence of native Spanish speakers enhances the diversity of the campus and that visible realization of Spanish translations is seen as evidence that JMU is an inclusive campus.