

# Limited English Proficiency Policy and Language Access Plan for NDSU Agricultural Experiment Station and Extension

## Section 1: Introduction

Persons with limited English proficiency (LEP) are protected from national origin-based discrimination under Title VI of the Civil Rights Act of 1964. As recipients of federal financial support, North Dakota State University Extension and the North Dakota Agricultural Experiment Station’s (AES) programs, services, and activities are accountable to the federal laws and policies that protect the rights of LEP persons. The following language access plan (LAP) is a joint document between the NDSU Extension and AES that guides our activities when serving LEP audiences.

This LAP is an expression of our ongoing commitment to serve the linguistically and culturally diverse communities in North Dakota. Ensuring language access is an organizational effort. Understanding federal policy and minimum legal standards to serve the needs of LEP populations help us set a baseline for goals and priorities. This document clarifies our organizational responsibilities to provide appropriate language accommodations through our federally funded programs, activities, and services. It was written in accordance with the legal framework outlined by federal law, policy directives, LEP guidance documents from the National Institute for Food and Agriculture (NIFA), and other sources and authorities of federal funding and oversight.

### ***Our Vision***

NDSU Agricultural Affairs’ vision is to be the premier source of information that our people and communities trust as they succeed in a dynamic world.

### ***Our Mission***

NDSU Agricultural Affairs’ mission is to provide life-long learning opportunities and effective solutions that improve the lives of North Dakotans and build a better world

### ***Our Core Values***

<b>Community Driven</b>	<b>Student Focused</b>	<b>Stakeholder Connected</b>
<b>Integrity</b>	<b>Impact</b>	<b>Innovation</b>

### ***Why language access matters to our work in Extension and AES***

Strong communication is essential to build strong relationships with our North Dakota communities. In some cases, however, language differences between our organization’s staff and members of our state’s communities present challenges to the communication process. In many cases, these challenges can be avoided with the appropriate types of support. We value opportunities to build relationships across the state and do not want to limit NDSU Extension and AES’s capacity to build relationships and fulfill their joint mission. Our organizations are committed to inclusive practices in programs and activities that help build stronger relationships with linguistically and culturally diverse audiences. To realize this commitment, we need to ensure that persons who may be limited in their ability to communicate effectively in English, and staff who may be limited in their ability to speak languages other than English have the appropriate support to communicate with one another as needed.

### ***Language access policy***

In accordance with our organizational values and the federal accountability framework for language access, it is NDSU Extension and AES's policy to ensure that persons with limited English proficiency have meaningful access to our programs, services, and activities. The objective with this policy is to ensure that no person is subject to prohibited discrimination based on their language, or any other identity marker associated with one's national origin.

It is our policy to ensure that reasonable steps are taken to provide timely, meaningful access and an equal opportunity to participate in services, activities, programs, and other benefits to individuals whose first language is not English. This policy includes providing oral interpretation or written translation of vital documents and other information to limited English proficient (LEP) persons and their authorized representatives. All interpreters, translators, and other aids needed to comply with this policy will be provided without monetary cost to the person(s) being served. LEP persons and their authorized representatives will be informed of the availability of such assistance.

NDSU Extension and AES will conduct a review of the language access needs of its customers and update this plan every five years or sooner as warranted. Employees having direct contact with LEP persons will be trained by NDSU Extension and AES or our partners in effective communication techniques, including the procedures for securing interpretation and translation services.

### ***Document scope***

This language access plan applies to all programs, activities, and services carried out by, or in coordination with NDSU Extension and AES.

## **Section 2: Authorities**

Title VI of the Civil Rights Act of 1964 prohibits discrimination based on race, color, or national origin in federally supported activities (§ 601). According to the law, a person's language is considered to be an extension of one's national origin. Under Title VI, individuals and communities are protected from being the targets of discrimination, which includes organizational practices in federally supported activities that have a disparate impact on groups that speak different languages.

Since NDSU Extension and AES programs, services, and activities receive financial and other types of support from federal sources, language access compliance responsibilities established by Title VI and the corresponding legal framework apply to the entire organization and staff acting on its behalf.

The following core set of laws, policies, and regulations formulate the legal standards for Cooperative Extension's language access accountability and nondiscrimination compliance:

- Title VI of the Civil Rights Act of 1964
- Executive Order 13166 (2000)
- Memoranda to Federal Department Heads from Attorney General (2010, 2011)
- Food and Drug Act (2008)
- U.S. Department of Justice Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons (DOJ LEP Guidance) reprinted at 67 FR 41455 (June 18, 2002)

- U.S. Department of Justice Language Access Assessment and Planning Tool for Federally Conducted and Federally Assisted Programs (2011)
- National Institute of Food and Agriculture’s (NIFA) Limited English Proficiency Tool Kit (2011)
- The Department of Agriculture’s (USDA) Final Guidance to Federal Financial Assistance Recipients Regarding the Title VI Prohibition Against National Origin Discrimination Affecting Persons with Limited English Proficiency (2014)
- The National Institute of Food and Agriculture’s (NIFA) Limited English Proficiency (LEP) Implementing Strategy for Federally Assisted Programs (2016)

### Section 3: Definitions/Key Terms

**Bilingual:** The knowledge and ability to understand, read, and write fluently in two languages.

**Discrimination:** The unfavorable treatment or consideration of, or making a distinction in favor of or against, a person based on the group, class, or category to which that person belongs rather than on individual merit.

**Effective communication:** Involves the removal of language barriers to provide LEP persons with the same substantive level of access to information and services that are available to persons who are not LEP.

**Federally assisted:** Refers to programs, activities, and services in NDSU Extension and AES that receive financial and other types of support from federal sources. This includes all NDSU Extension and AES programs, the Expanded Food and Nutrition Education Program (EFNEP) and the Supplemental Nutrition Assistance Program (SNAP-Ed).

**Interpretation:** Listening to communication in one language and orally converting it to another language while retaining the same meaning. The different modes of interpretation follow:

- **Simultaneous interpretation** is a mode of interpretation commonly used in large-scale meetings, conferences, trainings, and presentations. The simultaneous interpreter listens to the speaker and simultaneously interprets the message from the source language to the target language. One-way microphone systems are often used for settings that need simultaneous interpretation.
- **Consecutive interpretation** is a mode of interpretation that is commonly used in small-scale meetings. The consecutive interpreter waits for the speaker to finish a sentence or an idea, and then renders the speaker’s words into the target language.
- **Remote/distance interpretation** is a mode of interpretation that uses technology, usually phone or tablet, to remove communication barriers. The use of technology does not require the interpreter to be in the same location as the two speakers needing language support.
- **Sight translation** is the oral rendering of written text into spoken language by an interpreter without change in meaning based on a visual review of the original text or document.

**Interpreter:** A person who translates speech orally.

**Language Access:** Efforts to make programs and services accessible to individuals who are not proficient in English.

**Language Assistance Services:** Interpretation or translation services that assist LEP persons in understanding or communicating in another language.

**Limited English Proficiency (LEP):** Limited English proficiency refers to persons who do not speak English as their primary language and/or who have a limited ability to read, write, speak, or understand the English language.

**Meaningful Access:** Denotes access to programs, activities and services that are not significantly restricted, delayed, or inferior as compared to programs or activities provided to English proficient persons.

**Qualified Interpreter:** An individual who provides interpretation services at a level of fluency, comprehension, impartiality, and confidentiality appropriate to the specific nature, type and purpose of the information at issue.

**Translation:** The process of transferring ideas expressed in writing from one language to another language.

**Translator:** A person who transfers ideas expressed in writing from one language to another.

**Vital Document:** Paper or electronic written material that contains information that is critical for accessing a program or activity, or is required by law, such as consent forms, applications, and notices of rights.

## Section 4: Federal Standards for Serving LEP Populations

The legal framework for language access accountability establishes that recipients of federal support must provide “reasonable steps” to ensure that LEP populations have meaningful access to programs, activities, and services. Federal authorities use a four-factor analysis to evaluate organizational standards for ensuring language access obligations.

### *Four-factor analysis*

The following four factors provide a flexible, fact-dependent standard for determining how institutions should consider responding to their language access needs. The four-factor analysis includes the:

- Number or portion of LEP persons in target or eligible population;
- Frequency of contact the organization’s programs have with LEP audiences;
- Nature and importance of the program or activity;
- Organizational resources available to implement language access services.

## Section 5: Four Factor Analysis

NDSU Extension and AES’s Limited English Proficiency policy is based on a four-factor analysis used to determine the appropriate language assistance services needed to ensure that an LEP person has meaningful access to programs and activities. The four factors on which this plan is based are incorporated into the plan for statewide program delivery. County offices will conduct geographic area specific four-factor analyses once every four years. A copy of the county analysis shall be maintained in the local unit civil rights file.

**FACTOR 1: THE NUMBER OR PROPORTION OF LEP PERSONS SERVED OR ENCOUNTERED**

NDSU Extension and AES staff must consider who would potentially be excluded from the program or activity if efforts to remove language barriers are nonexistent or of poor quality. The greater the number or proportion of LEP persons within the eligible service population, the more likely language services are needed.

Most persons living in North Dakota read, write, speak, and understand English. There are a number of people, however, for whom English is not their primary language. Nearly 51,000 North Dakotans aged 5 years and older speak a language other than English at home. Languages with highest prevalence include Spanish, Indo-European languages, Asian and Pacific Island. Spanish is the most frequently spoken language (by 17,816 individuals) of which .8% reported speaking English less than “very well”. It is estimated that statewide 2.1 percent of individuals self-identify as limited in their ability to speak, read, write, or understand English.

**Most common languages spoken at home (2021)**

	Total number of speakers	Number who speak English less than “very well”	Percent of total population who speak English less than “very well”
Total population 5 years and over	723,798	15,404	2.1%
Spanish	17,816	5,562	.8%
Other Indo-European languages	14,847	2,956	.4%
Asian and Pacific Island languages	6,844	2,180	.3%
Other languages	11,373	4,706	.6%

Source: US Census Bureau, 2016-2020 American Community Survey (2021: ACS 1-Year Estimate Subject Tables)

**Counties with highest concentrations of LEP persons 18 years and over (2021)**

	Total Population (>age 18)	LEP Population (number)	LEP population (percent)
North Dakota	576,588	7,758	1.3%
Cass County	137,309	1,731	1.3%
Burleigh County	75,521	450	.6%
Grand Forks County	54,434	315	.6%
Ward County	51,691	572	1.1%

Source: US Census Bureau, 2016-2020 American Community Survey (2021: ACS 1-Year Estimate Subject Tables)

**Counties with highest concentration of LEP Spanish language speakers**

	Number of Spanish speaking population	Number of Spanish speaking LEP population
Burleigh County	1,890	88
Cass County	1,317	32
Grand Forks County	913	286
Ward County	2,059	572

Source: US Census Bureau, 2016-2020 American Community Survey (2021: ACS 1-Year Estimate Subject Tables)

**FACTOR 2: THE FREQUENCY WITH WHICH LEP PERSONS COME INTO CONTACT WITH THE PROGRAM OR ACTIVITY**

Frequency of contact with particular language groups is related to the need for enhanced language services. The steps that are reasonable when serving an LEP person on a one-time basis are very different than those expected when serving LEP persons daily. NDSU Extension and AES's Program Evaluation and Reporting System (PEARS) maintains data on the number of direct Hispanic/Latino contacts. Approximately twice a year, sign language interpretation has been requested and paid for by NDSU Extension, mainly for the pesticide program.

**FACTOR 3: THE NATURE AND IMPORTANCE OF THE PROGRAM, ACTIVITY OR SERVICE**

Participation in NDSU Extension and AES programs, by their nature, is voluntary unless the service is in partnership with an organization where participants are mandated by the organization to attend. This might include participants referred to the EFNEP or SNAP-Ed programs, parenting classes or other mandated classes. Generally, NDSU Extension and AES programs do not rise to a critical level of importance to LEP persons compared to federal, state, or local agencies dealing with healthcare, law enforcement, legal services, or access to mandated federal benefits. However, programs targeting LEP persons will include LEP services. NDSU Extension and AES program leaders, specialists and/or program focus teams will identify activities and services which would have serious consequences to persons if language barriers prevented access to information, or the benefits of those programs and language assistance services were not made available. NDSU Extension and AES will determine the appropriate form of language assistance services to be provided at no cost to the LEP individual.

**FACTOR 4: THE RESOURCES AVAILABLE TO THE RECIPIENT AND COSTS**

NDSU Extension and AES will consider providing access to LEP persons an expected cost of providing programming. We recognize that some costs may be beyond the budget of a local unit. "Reasonable steps" may cease to be reasonable where the costs imposed substantially exceed the benefits. Resource and cost issues, however, can often be reduced by technological advances; the sharing of language assistance materials and services; the formalized use of qualified community volunteers; and reasonable business practices. Prior to denial of services consideration should be made whether there is a potential for an LEP person to be adversely impacted, be excluded from use or benefits of a program, or be injured if language assistance services are not provided. Externally funded and self-supported programs should build language support services into the program budget. Program Planning Teams may request funding for state-wide initiatives from their respective Extension Assistant Director or AES Associate Director.

***Interpretation services***

Interpreter fees may vary depending on individual qualifications, the language pair, and the nature of the event, as well as transportation and interpretation equipment.

***Translating documents***

Translator fees may vary and be dependent on a host of different factors. It is important to discuss how a translator charges for services and the means they use to ensure quality prior to hiring them.

## Section 6: NDSU Extension and AES Language Access Process

NDSU Extension and AES have a legal obligation to provide accommodations for individuals with limited English proficiency. Therefore, it is unlawful to deny a request for language support services to a person who is a participant or wants to participate in NDSU Extension and AES programs, services, and activities. Extension and AES are legally obligated to provide translation or interpretation services any time a member of the public requests services in connection to a restricted ability to access or understand English-only information that is related to our educational programming activities.

NDSU Extension and AES will provide public notification about the free and rightful access LEP audiences have to translation and interpretation services as a part of our organizational activities. Public notification includes providing information in multiple languages as applicable.

At the point of contact with an LEP person, NDSU Extension or AES employees will contact the Language Access Plan coordinator, who will assess the level of language assistance services needed. The primary methods to identify LEP persons who require language assistance services are self-identification during program registration and using “I Speak” language identification cards (Appendix A).

In response to the needs of LEP persons, NDSU Extension and AES may provide interpretation assistance by qualified interpreters including employees, volunteers, shared county resources, contacted vendors, or telephonic interpretation services. Persons providing interpretation services will either be native speakers and/or qualified interpreters. County offices may utilize the services of contract telephone interpretation services for in-office interpretation. County offices are encouraged to utilize qualified bilingual staff, volunteers, shared staff from other local agencies, or staff from neighboring units. Contracts with interpreters can also be established if internal resources are not available.

The translation of vital documents into languages other than English is particularly important. Examples of vital documents include but are not limited to applications, public notices, release or consent forms, letters containing important information regarding participation in a program, eligibility rules, documents related to a participant’s medical history, emergency information, documents that ask for information that is sensitive in nature, notices advising of the availability of language assistance and outreach and community education materials. Any English-only document used by NDSU Extension and AES in an official capacity is subject to translation. This is particularly true for applicant participation, release or consent forms, documents related to a participant’s medical history, emergency information, and other documents that ask for information that is sensitive in nature.

NDSU Extension and AES are committed to using competent interpreters and translators. No persons under age 18 should be solicited to serve as an interpreter or translator, including minor children of program participants. In some cases, a minor (under the age of 18) may assume the role of an interpreter to bridge initial communication between two adults. However, this should be strictly limited to circumstances related to spontaneous, informal encounters. Bilingual family members should only be consulted in emergency situations, and not relied upon regularly for services. Even if a participant offers to bring a family member or friend as an interpreter or translator, employees should (a) make the participant aware that certified interpreters and translators may be made available at no cost to the participant, and (b) inform the participant

the family member or friend cannot be used if it becomes clear the family member or friend is not fully capable of the translation or interpretation.

NDSU AES and Extension categorize LEP persons as an underserved population. In addition to federal nondiscrimination laws, expanding program access to serve LEP audiences is an integral part of our mission and strategic priorities. Anticipating and responding to language access needs for programming and projects helps promote linguistically inclusive learning environments.

While interpretation and translation services are often used in the process, expanding access to LEP audiences also involves exploring new approaches to developing and delivering educational programming in a multilingual learning and living environment.

### **Identifying Individuals who May Need Assistance and Notification of Assistance**

Use the following steps to inform LEP persons of the availability of language assistance services:

1. Use of "I speak" cards; an example from the Wisconsin Department of Transportation Transit Program is available at [title6-lep-tools](#) or Culture Connect: Education & Advocacy - "I Speak" Cards (Appendix A)
2. Use of a language identification poster displayed in the reception or intake area (Appendix D)
3. Signs and brochures or inclusion of statements on application forms and informational material distributed to the public, including electronic forms such as agency websites and written documents
4. Verification of foreign language proficiency by qualified bilingual staff or interpreter (in- person, telephonically, or through video interpretation services)
5. Sample of Notification Methods:
  - Post the 'Your Right to an Interpreter' poster prominently in waiting and public areas; an example is available at (Appendix D).
  - Develop public service messages in other languages and distribute in locations where target audiences may be located such as community or faith-based groups.
  - Explore opportunities to leverage social media to increase awareness and utilization of programs, language assistance services, products available in non-English languages, and audio and visual recordings for individuals with communication disabilities, low health literacy, and/or LEP.
  - Post the NDSU Nondiscrimination Notice available in English, Spanish, Somali, and Ukrainian; available at: (Appendix E)
  - Display the following language taglines in English, Spanish, Somali, and Ukrainian, notifying that language assistance is available at no cost and how it can be obtained. Place these taglines on vital documents, technical assistance and outreach materials.



English:

If you need information in a different language or a different format, please notify Erin McCall 701.231.7656.

Spanish:

Si necesita información en un idioma diferente o en un formato diferente, notifique a Erin McCall al 701.231.7656.

Somali:

Haddii aad u baahan tahay macluumaad ku qoran luqad kale ama qaab kale, fadlan la socodsii Erin McCall 701.231.7656.

Ukrainian:

Якщо вам потрібна інформація іншою мовою чи в іншому форматі, повідомте про це Ерін МакКолл 701.231.7656.

Yakshcho vam potribna informatsiya inshoyu movoyu chy v inshomu formati, povidomte pro tse Erin MakKoll 701.231.7656.

### **Procedure for Obtaining a Qualified Interpreter or a Translation Service**

After determining that an interpreter or a translation service will be needed, the following ideas may help in a search:

- There are two ways to hire interpreters or a translation service, direct hiring or using an interpreter referral agency.
- Using an interpreter referral agency will likely be more expensive; however, the agency is responsible for making the contact, hiring the interpreter and negotiating billing. The agency can also validate the interpreter's skill level and ethics.
- The NDSU Extension and AES may negotiate rates for services when hiring an interpreter. However, the hiring individual has to contact several interpreters before they find one that is available. The national website [National Interpreter Database | NCSC](#) lists certified interpreters in an area. One can also search the site for local referral agencies. The Registry of the language Interpreters allows one to search for certified interpreters by state or zip code. When hiring an interpreter, ask to see his/her certification which indicates the interpreter has successfully passed appropriate performance tests and has skills required to use English and requested Language. The interpreter should also be familiar with ethical standards and practices of the interpreting profession. Valid certification in ND may be in one or both of the following national forms: [National Interpreter Database | NCSC](#)

### **Acquiring Language Interpreter or a Translation Services from North Dakota State University Extension and NDAES**

Complete the Interpreter or Translator Request Form (Appendix C). Email it to the North Dakota State University Extension and NDAES staff member at [erin.mccall@ndsu.edu](mailto:erin.mccall@ndsu.edu).

Using Interpreters Effectively

- Avoid directing questions to the interpreter while the interpreter is working
- Do not use the interpreter as a human model
- Respect interpreter break times, interpreting is physically and mentally taxing
- Share notes, outlines or handouts with the interpreter in advance, when possible, so he/she may be well prepared for the assignment
- Address the attendee LEP person directly and avoid using "Tell him, ask her" phrase

### **Providing In-person Language (Interpretation) Services**

Interpretation is the act of listening to something in one language (source language) and orally translating it into another language (target language), either in person or via telephone interpretation service.

Staff members working in person with customers in need of language assistance can identify the language of the customer in several ways. One could ask, “What is your preferred language?” and await a response. Staff can also use the Language Identification Card, titled “Your Right to an Interpreter” available at: Language Interpretation Poster, Appendix D. With this tool, customers with LEP can point to the language they prefer. Once the attendee identifies the preferred language, the staff member should signal for the customer to wait while interpretation services are acquired. In-person interpretation can be performed by staff if a qualified bilingual staff member is available. Telephonic services are also available via currently established State contracts with vendors providing interpreting services.

### **How to Assess a Bilingual Staff Person’s Ability**

NDSU Extension and NDAES must ensure that all bilingual or contracted personnel who serve as interpreters:

- Demonstrate proficiency and ability to communicate information accurately in both English and in the other language and identify and employ the appropriate mode of interpreting (e.g., consecutive, simultaneous, summarization, or sight translation).
- Have knowledge in both languages of any specialized terms or concepts peculiar to the Agency's program or activity and of any particularized vocabulary and phraseology used by the LEP person.
- Understand and follow confidentiality, impartiality, and ethical rules to the same extent the Division employee for whom they are interpreting and/or to the extent their position requires.
- Understand and adhere to their role as interpreters without deviating into a role as counselor, legal advisor, or other roles. More information is available at: [www.lep.gov/commonly-asked-questions](http://www.lep.gov/commonly-asked-questions)
- Using family members, children, friends, and untrained volunteers as interpreters is not recommended as it is difficult to ensure that they interpret accurately and lack ethical conflicts.

### **To access in person interpretation services on NDSU website**

Search “in-person interpretation services for foreign language” in the keyword search bar or use the link to the NDSU Vice President for Agricultural Affairs web page: [Request for Interpreter Form](#). Scroll down to the forms page to find a link to the Combined Contact List which provides the contact information, prices, and account set-up procedures of the in-person interpretation services. The document section also contains the Request for Services Form which is used for long-term service that exceeds 100 hours.

### **Providing Telephonic Language (Interpretation) Services**

For interpretation, the USDOT LEP guidance states that recipients must provide “meaningful access” to LEP individuals where oral language services are needed and are reasonable. To access telephonic language interpretation services on NDSU Extension and NDAES: Search “Statewide Telephone Interpretation Services” in the keyword search bar or use the link to the NDSU Vice President for Agricultural Affairs web page: [Request for Interpreter Form](#). Find the

Contact List and Request for Services using the same method as the in-person interpretation services section.

**For Planned Events and Meetings and/or Public Meetings of NDSU Extension and NDAES:**

Interpretation services should be provided if requested at events such as field days. Notification of interpretation availability should be included in each open meeting posting in the non-English languages most commonly encountered. Sample meeting notices are provided in English, Spanish, Somali, and Ukrainian in Appendix E. Additionally, situations may arise when a bureau or office knows in advance that language support will be needed for an event. Should interpretation be needed or requested, arrangements can be made using the in-person interpreter services listed above or written translation services listed below.

**Written Translation Services**

It is important to ensure that vital documents and written materials routinely provided in English are translated into the non-English language of each regularly encountered LEP group eligible to be served or likely to be affected by the program or activity. A document will be considered vital if it contains information that is critical for obtaining services and/or benefits or is required by law. Vital documents include, for example: applications; consent and complaint forms; notices of rights and disciplinary action; notices advising LEP persons of the availability of free language assistance; and written tests that do not assess English language competency, but rather competency for a particular license, job, or skill for which English competency is not required; and letters or notices that require a response from the beneficiary or client. For instance, if a complaint form is necessary to file a claim with an agency, that complaint form would be vital. Non-vital information includes documents that are not critical to access such benefits and services. Advertisements of field tours and copies of brochures that are available for informational purposes would be considered non-vital information. LEP requirements can be divided into two types of services: interpretation and translation.

Translation is the replacement of a written text from one language (source language) into an equivalent written text in another language (target language)  
 For translations, the guidance provides “safe harbor” rules to help recipients make decisions.

**Safe Harbor Table**

Size of Language Group	Recommended Provision of Written Language Assistance
1,000 or more in the eligible population in the market area or among current beneficiaries	Translated vital documents.
More than 5% of the eligible population or beneficiaries <i>and</i> more than 50 in number	Translated vital documents.
More than 5% of the eligible population or beneficiaries <i>and</i> less than 50 in number	Translated written notice of right to receive free oral interpretation of documents.
5% or less of the eligible population or beneficiaries and less than 1,000 in number	No written translation is required.

To access written translation services on NDSU Extension and NDAES: Search “written foreign language translation services” in the keyword search bar or use the link to the NDSU Vice President for Agricultural Affairs web page: [Request for Interpreter Form](#). Find the Contact List and Request for Services using the same method as the in-person interpretation services

section. Find the Combined Contact List and Request for Services using the same method as the in-person interpretation services section.

More information is available at: <https://www.lep.gov/commonly-asked-questions>.

## Section 7: Training

Staff who could potentially interact or communicate with LEP persons are required to complete training addressing the language needs of LEP customers. Training will include procedures for requesting translation and interpretation services. NDSU Extension and AES associate directors will provide leadership for training and resources that help the organization meet its language access needs and goals.

## Section 8: Communications Plan

NDSU Extension and AES will inform customers of free limited English proficiency services. This limited English proficiency plan will be posted on the web page. Language identification posters will be located in each county office, and each on campus and off campus Research and Extension Center office that houses NDSU Extension and AES employees. Information on language access services will be provided during targeted outreach activities. Outreach documents will be available that indicate that free language services are available. Collaborative efforts will be made with community-based organizations to inform LEP persons of NDSU Extension and AES's services, including the availability of language assistance services.

## Section 9: Monitoring and Evaluation

As the primary guidance document for the organization, this LAP provides tools and guidance for ongoing assessment of efforts to serve LEP populations. County LEP self-assessments will be completed annually and maintained in local unit civil rights files. Extension District Directors and Research Extension Center Directors will provide oversight of the annual review process. Associate Directors for NDSU Extension and AES will provide ongoing administrative oversight for monitoring and evaluating the reach and impact of language access efforts and to ensure LEP policies and procedures remain current and result in effective language services and meaningful access. The Language Access Plan will be reviewed and updated every five years or as otherwise as determined appropriate by organizational stakeholders.

To document compliance, local units and campus-based staff will document LEP requests and subsequent actions taken using the NDSU Extension and AES Requests and Actions Log (Appendix B).

## Section 10: Language Access Complaints

North Dakota State University is committed to maintaining academic, housing, and work environments that are free of discrimination, harassment, and sexual harassment. Discrimination based on age, color, gender expression/identity, genetic information, marital status, national origin, physical or mental disability, pregnancy, public assistance status, race, religion, sex, sexual orientation, status as a U.S. veteran, or participation in lawful activity off the employer's premises during nonworking hours which is not in direct conflict with the essential business-related interests of the employer is prohibited. Additionally, discrimination against an

employee or applicant for employment, with respect to working conditions, workplace assignment, or other privileges of employment, merely because the employee's or applicant's spouse is also an employee, is prohibited. Retaliation against a person for reporting or objecting to discrimination or harassment or for participating in an investigation or other proceeding is a violation of Policy 156: Discrimination, Harassment, and Retaliation Complaint Procedures or Policy 156.1 Title IX Complaint Procedures, whether or not discrimination or harassment occurred. Policy Manual Section 100 is not intended for, and will not be used to, infringe on academic freedom or to censor or punish students, faculty, employees, or staff who exercise their legitimate First Amendment rights.

In Policy Manual Section 100, discrimination is treating an individual adversely in employment, housing, or academic decisions based on age, color, gender expression/identity, genetic information, marital status, national origin, physical or mental disability, pregnancy, public assistance status, race, religion, sex, sexual orientation, status as a U.S. veteran, or participation in lawful activity off the employer's premises during nonworking hours which is not in direct conflict with the essential business-related interests of the employer, nondiscriminatory reason for the treatment, or maintaining seemingly neutral policies, practices, or requirements that have a disparate impact on employment, on-campus housing, or academic opportunities of members of the above-listed protected categories without a valid business or academic reason.

The persons designated with responsibility for coordination of compliance efforts and receipt of inquiries concerning the nondiscrimination policy are the university's Title IX Coordinators:

Canan Bilen-Green, Vice Provost and Title IX Coordinator  
Old Main 201, NDSU Main Campus, Fargo, ND 58108  
Telephone: 701-231-7708 Email: [ndsuetoaa@ndsueto.edu](mailto:ndsuetoaa@ndsueto.edu)

Colleen Heimstead, Senior Associate Athletic Director/SWA, Deputy Title IX Coordinator  
NDSU Athletics: Sanford Health Complex, NDSU Main Campus, Fargo, ND 58108  
Telephone: 701-231-5696 Email: [colleen.heimstead@ndsueto.edu](mailto:colleen.heimstead@ndsueto.edu)

Heather Higgins-Dochtermann, Director of Equal Opportunity and Title IX Compliance  
Old Main 201, NDSU Main Campus, Fargo, ND 58108  
Telephone: 701-231-7107 Email: [heather.higginsdocht2ndsueto.edu](mailto:heather.higginsdocht2ndsueto.edu)

Complaints pertaining to Cooperative Extension may also be filed with the United States Department of Agriculture. For specific questions or to file a discrimination complaint, please contact:

**U.S. Department of Agriculture**  
Director, Center for Civil Rights Enforcement  
1400 Independence Avenue, SW  
Washington, D.C. 20250-9410  
email: [program.intake@usda.gov](mailto:program.intake@usda.gov)

## Section 11: NDSU Resources

### ***I-Speak Cards***

I-Speak Cards describe a client's right to interpreter services in English and other languages, and can be used to help staff identify which language the client is speaking.

I-Speak Cards: <https://www.lep.gov/translation> provides a variety of card options.  
USDA-branded statement menu: <https://www.fns.usda.gov/civil-rights/ispeak>

[Interpretation Services Available Poster \(ochealthinfo.com\)](#)

Contact Information at NDSU for requesting an interpreter or translation of a publication:

Erin McCall

Administrative Assistant | North Dakota Agricultural Experiment Station

NORTH DAKOTA STATE UNIVERSITY

Morrill Hall 315, NDSU Dept. 7500 P.O Box 6050

Fargo ND, 58108-6050

701.231.7656

[erin.mccall@ndsu.edu](mailto:erin.mccall@ndsu.edu)

[www.ndsu.edu](http://www.ndsu.edu)

Refer to Appendix C: Language Interpretation or Publication Translation Service Request Form.

### ***Interpreting for Zoom***

**Wisconsin Extension offers the following guides:**

Managing Zoom Interpretation--

<https://blogs.extension.wisc.edu/oaic/files/2020/06/Managing-Zoom-interpretation.pdf>

Setting up Zoom interpretation: <https://www.youtube.com/watch?v=IhBr3bMipXo>

Online hosts and Zoom interpretation: <https://www.youtube.com/watch?v=hEUJSnI19sE>

Online event presenters and Zoom interpretation <https://www.youtube.com/watch?v=eFyars-BMo0>

How to use Zoom interpretation English: <https://www.youtube.com/watch?v=Vd4qYUlbKws>

How to use Zoom interpretation Spanish: <https://www.youtube.com/watch?v=iGnLevCpG00>

### ***Translation Management***

**Wisconsin Extension offers the following guide:**

Tips for choosing to translate materials--

[https://blogs.extension.wisc.edu/oaic/files/2020/10/D010.Should-you-translate-documents-for-outreach .pdf](https://blogs.extension.wisc.edu/oaic/files/2020/10/D010.Should-you-translate-documents-for-outreach.pdf)

## Section 12: Appendices

### Appendix A: NDSU Extension and AES LEP “I Speak” Language Identification Card Limited English Proficient (LEP) Resource Materials

Mark this Box if you speak...	Language Identification Chart	Language
	I speak English	English
	Yo hablo español	Spanish
	አማርኛ እናገራለሁ።	Amharic
	我說中文	Chinese
	Mluvím česky	Czech
	Je parle français	French
	Ja говорим српски	Serbian
	Ich spreche Deutsch	German
	Govorim bosanski	Bosnian
	waxaan ku hadlaa somali	Somali
	Я розмовляю українською	Ukranian
	Nazungumza kiswahili	Swahili

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**Appendix C: Language Interpretation or Publication Translation Service Request Form**

This form allows the Office for North Dakota State University Extension and NDAES to gather essential information to coordinate your request for Language Interpreting or a translation service. This form may be completed by an individual employee who is requesting interpretation or a translation service as accommodation for their employment or by a university employee coordinating accommodations for a program that may be open to the public.

\*Please note that requests received with less than three weeks’ notice are unlikely to be complied with.

You will be notified by the Office for North Dakota State University Extension and NDAES when an interpreter or a translation service has been scheduled. In the event we are unable to fill a request we will notify you one business day prior to the date for your event.

**Event attendees:** If you are a student, employee or visitor requesting an interpreter to attend a public event sponsored by North Dakota State University Extension and NDAES, please direct your request to the person/department planning this event.

**Event planners:** If you are coordinating a program that may be open to the public, you may always contact North Dakota State University Extension and NDAES personnel Erin McCall at 701.231.7656 or email [erin.mccall@ndsu.edu](mailto:erin.mccall@ndsu.edu) for assistance in arranging a language interpreter or translation of promotional materials or determining the necessary services to provide access.

Name of the person completing the request.

Email of the person completing the request.

Phone number of the person making the request.

Name of the event:

Need an In-person or over a telephone language interpreter or a translation of a publication?

Name of the Language in which the person requesting the interpreter or a translation?

Choose from the following:

 I am an employee of NDSU requesting Language Interpreter or a translation service as an accommodation to perform my job. I am not an employee of NDSU requesting Language Interpreter or a translation service as an accommodation to perform my job.

Email this form to: [erin.mccall@ndsu.edu](mailto:erin.mccall@ndsu.edu)

Further Contact Information at NDSU for requesting an interpreter or translator services:

Erin McCall

Administrative Assistant | North Dakota Agricultural Experiment Station

NORTH DAKOTA STATE UNIVERSITY

Morrill Hall 315, NDSU Dept. 7500 P.O Box 6050

Fargo ND, 58108-6050

701.231.7656

[erin.mccall@ndsu.edu](mailto:erin.mccall@ndsu.edu)

[www.ndsu.edu](http://www.ndsu.edu)

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## Appendix D: Your Right to an Interpreter Poster

Source: [Language Access Plan](#)

Your Right To An Interpreter  
 You have the right to receive program information in a language that you understand through an interpreter and translation or interpretation of vital documents, at no cost to you.  
 Point to your language.

 <p><b>ASL</b></p>	<p><b>Amharic</b></p> <p>የፕሮግራም መረጃን በሰጠሁት ቋንቋ ለማግኘት ለሌሎች ለፍ ምንም ወጪ ሳይጠይቁ ለሰጠሁት ሰነዶችን መተርጎም ወይም መተርጎም።</p> <p>ወደ ቋንቋዎ ይጠቀሙ።</p>	<p><b>Bosnian</b></p> <p>imate pravo da preko prevodiloca dobijete informacije o programu na jeziku koji razumete i prevod ili tumačenje vitalnih dokumenata, bez ikakvih troškova za vas.</p> <p>Pokažite na svoj jezik.</p>	<p><b>Chinese</b></p> <p>您有权通过口译员以您能理解的语言接收节目信息 重要文件的笔译或口译, 无需您支付任何费用。</p> <p>指出您的语言。</p>
<p><b>Czech</b></p> <p>Máte právo obdržet informace o programu v jazyce, kterém u rozumíte prostřednictvím tlumočnicka, a překlad nebo tlum oční důležitých dokumentů, a to bez jakýchkoli nákladů.</p> <p>Ukažte na svůj jazyk.</p>	<p><b>French</b></p> <p>Vous avez le droit de recevoir des informations sur le programme dans une langue que vous comprenez par l'intermédiaire d'un interprète, ainsi que la traduction ou l'interprétation de documents vitaux, sans frais pour vous.</p> <p>Pointez sur votre langue.</p>	<p><b>German</b></p> <p>Sie haben das Recht, Programm Informationen in einer Sprache, die Sie verstehen, durch einen Dolmetscher und die Übersetzung oder Verdolmetschung wichtiger Dokumente zu erhalten, ohne dass für Sie Kosten entstehen.</p> <p>Geben Sie Ihre Sprache an.</p>	<p><b>Serbian</b></p> <p>Imate pravo da dobijete informacije o programu na jeziku koji razumete preko tumača i preвода или тумачења виталних докумената, без икаквих трошкова.</p> <p>Покажите на свој језик.</p>
<p><b>Somali</b></p> <p>Waxaad xaq u leedahay inaad ku hesho macluumaadka barnaamijka luqad aad ku fahmayso tarjumaan iyo tarjumaad dukumentnimo muhiim ah, la'aag la'aana a'diga.</p> <p>Tilmaan luqadaada.</p>	<p><b>Spanish</b></p> <p>Usted tiene el derecho de recibir información del programa en un idioma que entienda a través de un intérprete y traducción o interpretación de documentos importantes, sin costo para usted.</p> <p>Por favor señale su idioma.</p>	<p><b>Swahili</b></p> <p>Una haki ya kupokea taarifa za programu katika lugha ambayo unafahamu kupitia mkalimani na tafsiri au tafsiri ya hati muhimu, bila gharama yoyote kwaoko.</p> <p>Elekeza kwa lugha yako.</p>	<p><b>Ukrainian</b></p> <p>Ви маєте право безкоштовно отримувати інформацію про програму тією мовою, яку ви розумієте, з допомогою перекладача, а також переклад або усний переклад важливих документів.</p> <p>Вкажіть свою мову.</p>

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## Appendix E:

### Meeting Notice for Open Meetings/Public Hearings in English, Spanish, Somali, and Ukrainian

#### English

If you need accommodations because of a disability or need an interpreter or translator, or if you need this material in another language or in an alternative format, you may request assistance to participate by contacting Erin McCall at 701-231-7656 or [erin.mccall@ndsu.edu](mailto:erin.mccall@ndsu.edu). You must make your request at least three weeks before the activity.

#### Spanish

Si usted tiene una necesidad especial debido a una discapacidad física, necesita un intérprete o traductor o necesita este material en otra lengua o en un formato alternativo, usted puede solicitar ayuda para participar en el evento. Por favor contacte a Erin McCall, llamando al 701-231-7656 o enviando un email a [erin.mccall@ndsu.edu](mailto:erin.mccall@ndsu.edu). Su petición debe ser realizada al menos tres semanas antes del comienzo de la actividad.

#### Somali

Haddii aad u baahan tahay hoy sababtoo ah naafanimo ama aad u baahan tahay turjumaan ama turjumaan, ama haddii aad ugu baahan tahay qoraalkan luqad kale ama qaab kale, waxaad codsan kartaa caawinaad ka qaybqaadashada adigoo la xiriiiraya Erin McCall 701-231-7656 ama [erin.mccall@ndsu.edu](mailto:erin.mccall@ndsu.edu). Waa inaad codsigaaga samaysaa ugu yaraan saddex toddobaad ka hor hawsha.

#### Ukrainian

Якщо вам потрібне пристосування через інвалідність або усний або письмовий перекладач, або якщо вам потрібен цей матеріал іншою мовою чи в альтернативному форматі, ви можете попросити допомогу для участі, зв'язавшись з Ерін МакКолл за номером 701-231-7656 або [Erin.mccall@ndsu.edu](mailto:Erin.mccall@ndsu.edu). Ви повинні зробити свій запит принаймні за три тижні до заходу.

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