

University Procedures 521: Providing Meaningful Communication with Persons with Limited English Proficiency

Last Revised: 2024/4/10

521.1 PURPOSE AND SCOPE

To ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in USU services, activities, programs and other benefits.

521.2 PROCEDURES

2.1 Identifying LEP Persons and their Language

USU faculty and staff will promptly identify the language and communication needs of an LEP person, by using a language identification card (or “I speak cards,” available online at www.lep.gov) or posters to determine the language an LEP person speaks. Once it has been identified, USU faculty and staff will notify the Office of Equity (OOE). If USU faculty and staff are unable to identify the language, they are to refer the LEP person to OOE.

The OOE will notify Human Resources (HR) or Student Affairs to note the LEP person’s file appropriately with LEP and the language used to communicate with the person.

2.2 Obtaining and Providing a Qualified Interpreter

The OOE is responsible for:

- (a) maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual employees;
- (b) contacting the appropriate bilingual employee to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret; and
- (c) obtaining an outside interpreter if a bilingual employee or staff interpreter is not available or does not speak the needed language.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual, and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by USU. Such an offer and the response will be documented in the person’s file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

2.3 Providing Written Translations

When translation of vital documents is needed, each unit will submit documents for translation into frequently encountered languages to the Office of Equity. Original documents being submitted for translation will be in final, approved form with updated and accurate information.

The OOE will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals. Additionally, the OOE will set benchmarks for translation of vital documents into additional languages over time.

2.4 Providing Notice to LEP Persons

The OOE will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. Notification will also be provided through outreach documents.

2.5 Monitoring Language Needs and Implementation

On an ongoing basis, the OOE will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, the OOE will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from students, staff, and faculty.

2.6 Providing Training

The OOE is responsible for scheduling and/or providing training for USU faculty and staff that regularly and directly work with LEP individuals.

RESOURCES

Notice of Non-Discrimination

In its programs and activities, including in admissions and employment, Utah State University does not discriminate or tolerate discrimination, including harassment, based on race, color, religion, sex, national origin, age, genetic information, sexual orientation, gender identity or expression, disability, status as a protected veteran, or any other status protected by University policy, Title IX, or any other federal, state, or local law. The following individuals have been designated to handle inquiries regarding the application of Title IX and its implementing regulations and/or USU's non-discrimination policies:

Executive Director of the Office of Equity

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Distance Education Room 401
Logan, UT 84322
435-797-1266

Title IX Coordinator

Cody Carmichael
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Distance Education Room 404
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For further information regarding non-discrimination, please visit <https://equity.usu.edu/>, or contact:

U.S. Department of Education
Office of Assistant Secretary for Civil Rights
800-421-3481
OCR@ed.gov

U.S. Department of Education

Denver Regional Office
303-844-5695
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