

Linguistic and Cultural Mediation Service at Rutgers University



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Abstract:

This project aims to both **develop a professional unit** that both **addresses and specializes in meeting the Rutgers’ linguistic and cultural needs** of the Rutgers community. The new Unit will centralize and expand all language and cultural services and **offer customized services based on the specific needs of the Rutgers community**. These **services will be provided by language professionals, and at a competitive price**. This new unit will not only be an internal Rutgers entity addressing the language needs of our community, but it will also offer **consultancy services to analyze, assess, and recommend the best solutions for specific projects**.

The implementation of this proposal will enable this unit to **address the lack of diverse linguistic and cultural needs of the Rutgers community** by offering a centralized entity that will work with the requests directly or redirect them to appropriate partners. This will significantly **increase the efficiency, satisfaction, and engagement of both users, and providers**. It will also enhance and showcase Rutgers’ commitment to diversity and community engagement.

Primary Stakeholders:

- The Language Center
- Language Departments within SAS
- Dean of the Humanities
- Office of Disability Services
- Office of University Equity and Inclusion
- Division of Diversity, Inclusion, and Community Engagement
- University Procurement Services

Key Steps/Activities:

1. Survey to collect data. **Stage: waiting for the Dean’s feedback.**
2. Analysis and implementation of results to proposal.
3. Human and Material Resources Funding Needs: Analysis and Securing
4. Develop a communication and marketing plan
5. Develop and implement quality control measures and control mechanisms (see **Effectiveness Measures**).
6. Develop in-house IT solutions needed for launch the of The Service.
7. Develop workflows for the functioning of The Service.
8. Run a pilot with limited number of services and languages.
9. Evaluate the pilot experience and make the necessary adjustments.

Effectiveness Measures:

- **Process Standards**
 - **ISO 17100:2015:** International Standard for the provision of translation Services
- **Client Satisfaction:** Quality Survey (for each service and yearly)
- **Quality of product**
 - **Implementation of Quality Norms:** ASTM F257514, Standard Guide for Quality Assurance in Translation, ASTM WK54884, Standard Practice for Linguistic Quality Assessment Framework, ASTM F2089-15, Standard Practice for Language Interpreting
- **Employee Satisfaction:** Surveys and Interviews

Communication/Engagement:

- **Stakeholders:**
 - Clients and potential clients
 - Vendors and employees
 - Sponsors and Institutional Stakeholders
- **Communication Channels:**
 - Email
 - Translation and Content Management System
 - Website
 - Social Media
 - Progress Reports
 - Meetings
 - Feedback Mechanisms
 - Documentation

Current Status/Future Directions:

- Proposal finished
- **Waiting for Humanities SAS Dean’s feedback on survey and proposal**

Proposed Timeline:

