

## Translation Into Foreign Languages

UFSRC conducts surveys in English as well as foreign languages, most commonly in Spanish. Spanish translation and administration is a standard practice that is generally included in our price quotes.

To accommodate the needs of each project that will be offered in Spanish, the UFSRC translates all documents related to the project such as pre-notification letters, postcards, questionnaires, etc. The UFSRC has a process in place to provide high quality translations. We use a team approach. The team leader is a staff member,a native Spanish speaker who formerly conducted interviews for us in English and Spanish. We use standard translations of survey questions when they are available (e.g. Consumer Assessment of Health Plan Systems items). When standardized Spanish translations aren't available, as is typically the case for letters and postcards, or when the standard version has been modified, our lead translator translates the document. Then our best Spanish-speaking interviewers, from a variety of countries of origin, review the translation and provide feedback. This feedback is used to determine whether changes are necessary, and ensures that the document will be understandable across a wide range of Hispanic sub-groups. This process is consistent with best practices in the survey industry.<sup>i</sup>

At any given time, our staff includes 20 to 30 interviewers who have been tested as being proficient in both English and Spanish. This means that there is typically a Spanish speaker available on every evening and weekend shift. We also have at least two Spanish-speaking supervisors to provide monitoring of interviews conducted in Spanish.

Because there is a significant Haitian community living in South Florida, we have been called upon to conduct translate and conduct surveys into Haitian Creole. We work with faculty on campus to complete the translation, and hire sufficient Creole speaking staff to conduct the interviews, but this service has an additional cost.

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<sup>i</sup> <https://www.census.gov/srd/papers/pdf/rsm2005-06.pdf>