Spanish Language Resources Resolution

• Passed November 2022

• Requests CU Boulder, CU Denver, and UCCS to:
  o Produce and update published resources, in Spanish and within budgetary constraints, related to:
    • Application and admission
    • Orientation
    • Financial aid
    • Billing
    • Housing
    • Course selection and enrollment

• Directs campuses to regularly update the Regent’s Finance Committee about:
  o Sustained commitment to make Spanish-language resources available to prospective and first-time students
  o Ongoing costs and areas where potential additional Spanish-language resources may be necessary
Introduction

• What is included in this presentation?
  o Campus summary information
  o Services and resources for:
    • Prospective students
    • Newly enrolled students
    • Parents
  o Color coding
    • Existing resources shown in black
    • Resources in development shown in green
CU Boulder
CU Boulder: Summary

• Centralized effort to develop Spanish-language resources campus-wide

• Campus wide Limited English Proficient (LEP) Plan
  o No person shall be subject to discrimination on basis of national origin
  o Does not require all documents to be translated into other languages
  o U.S. Department of Homeland Security determined plan meets legal requirements

• Campus identified following as a critical program, activity, or service area with most potential to interact with LEP persons:
  o University of Colorado Boulder Police Department
  o Office of Institutional Equity and Compliance
  o Student Affairs, including Health and Wellness Services
  o Parking and Transportation
  o Enrollment Management
  o International English Center (Continuing Education)
CU Boulder: Summary (Cont.)

• Enrollment Management Marketing and Communications team now centralized and includes two Spanish-fluent communicators
  o Responsible for creating and developing materials in Spanish
    • Salary adjusted to compensate for this skill
  o As the team grows, Spanish-speaking will be preferred qualification

• Spanish-language resources and staffing levels maintained since last report

• Google Translate update to improve website translation into Spanish will be implemented following planned upgrade to colorado.edu (anticipated completion FY 2024-25)
CU Boulder: Services and Resources

Application and Admission

• Spanish language presentations and materials:
  o Diversity and Inclusion Visit Experience recruitment presentation
    • New student and parent flyer
  o YouVisit Virtual Campus Tour (also available in Mandarin)
  o Be Prepared recruitment flyer
  o Boettcher Scholars event materials
  o Black & Gold event materials

• Updating admissions website to allow screen readers to read content in another language (anticipated completion Summer 2025)

• Coordinating Hispanic student outreach and communication strategy between Enrollment Management and Admissions teams, determining priorities and opportunities to scale resource materials (anticipated completion Summer 2025)
New Student Orientation

• Translated the family letter to Spanish (completed Summer 2022)
  o Details next steps and ways for families to get involved
  o Shared on New Student & Family Programs website

Financial Aid

• Spanish-language presentations and materials
  o FAFSA tip sheet
  o Comprendiendo Su Ayuda Financiera (financial aid basics virtual event)
  o Colorado Application for State Financial Aid (CASFA)
    • State application form for ASSET students to apply for state aid
  o Spanish-language web resource (accessible PDF)

Billing

• Developing Spanish version of ‘Money Matters’ flyer, which explains costs, billing, payment options, and refunds (anticipated completion Spring 2025)
CU Boulder: Services and Resources (Cont.)

Housing

- Student Affairs uses phone-based translation service with live interpreters

Course Selection and Enrollment

- Webpages state “translation in Spanish is available upon request” for parent-facing processes, tuition residency classification guidelines, and COF details

Communication and Marketing Internship (Completed May 2022)

- Strategic Relations & Communication and Enrollment Management partnership
  - Goal to expand communication and marketing strategies for diverse audiences
- Enrollment Management hired recent graduate who was a part of program
  - Now full-time marketing and communication coordinator supporting Office of Admissions
UCCS: Summary

- Centralized effort to develop Spanish-language resources campus-wide
- Emerging Hispanic Serving Institution Designation achieved spring 2024
- Spanish-language resources reviewed and updated annually
  - Spanish-language resources and staffing levels maintained since last report
- VC for DEI tasked with increasing and supporting diversity of students, faculty and staff and coordinating/unifying such strategic efforts
- Multicultural Office for Student Access, Inclusiveness, and Community (MOSAIC) office drives support for minority populations on campus
UCCS: Services and Resources

Application and Admission: Pre-Collegiate Office

• Bilingual staff includes director, two professional staff, and two student staff

• Advocacy and Training
  
  o All job descriptions include “Preference for candidates who can speak Spanish or another language that serves program scholars and families”
  
  o Chancellor’s Leadership Class provides free training in Language Equity and Community Interpretation to produce qualified Community Interpreters
    • 30 high school, college and community participants (2023)
  
  o Recently purchased interpretation equipment, including 30 headsets

• Materials and Communication
  
  o Send bilingual monthly newsletters (September to May) and outreach flyers to prospective students and families
  
  o Communicate with families in preferred language
  
  o Maintain regular contact with Spanish language media (Univision, Radio Tigre)
  
  o Adding Spanish translation to website (anticipated completion 06/2024)
New Student Orientation

- Spanish speaking orientation appointments available
- Orientation website and Canvas courses include recorded YouTube presentations with auto-generated Spanish subtitles
  - Translating Pre-Orientation Canvas Parent course content into Spanish
    - Contingent on budget for translator and maintenance for accessibility compliance
  - Updating translation of recorded presentations to improve quality
    - Currently auto-generated

Financial Aid and Student Employment Office

- All financial aid webpages include Google Translate language selection
  - Translating printed financial aid brochure (completion anticipated 12/2024)
UCCS: Services and Resources (Cont.)

Billing

• All billing webpages include Google Translate language selection

Housing

• All housing webpages include Google Translate language selection

Course Selection and Enrollment

• Updating Office of Registrar web pages (anticipated completion 12/2024)
  o All registrar webpages will include Google Translate language selection
  o Update will include name coach software implementation to allow campus faculty and staff to correctly pronounce a student’s name
CU Denver: Summary

• Spring 2023: Multilingual Strategy Group tasked to develop plan to address needs of Spanish speakers and other multilingual learners and their families
  o Group recommended purchase of website translation software
  o Language priorities: Spanish and Vietnamese
    • In alignment with HSI and AANAPISI designations

• Summer – Fall 2023: Contracted for purchase of website translation software

• Spring 2024: Development and testing of new software (Weglot)
  o Phase 1 implementation: Admissions, Bursar, Financial Aid, Lynx Central, Office of Diversity, and Registrar web pages
  o Student groups and community members identified to serve as “editors”
    • Editors will spot check and review translated webpages for accuracy

• Next steps
  o Develop sustainable process to translate PDF documents, flyers, and forms
  o Identify schools, colleges, and units for Phase 2 implementation
  o Expand languages to include Vietnamese translation
CU Denver: Services and Resources

Application and Admission
• Application question to collect data about languages spoken at home
  o Data used to send parent/guardian/family email communications in Spanish
• Admissions Information Sessions
  o Spanish interpretation services offered to admitted students and their family members at CU Denver Admitted Students Day
    • Content covered and translated into Spanish: Financial Aid, Billing, and Enrollment
• Full-time professional staff that can speak Spanish
• Developing print materials into Spanish and eventually Vietnamese

New Student Orientation
• Considering how to invest in additional Spanish interpretation services for upcoming sponsored recruitment events and to develop print materials
CU Denver: Services and Resources (Cont.)

Financial Aid
• Spanish translation resources available for Federal Student Aid website
• Spanish interpretation services for family members available upon request

Billing
• Spanish interpretation services for family members available upon request

Registrar (Student Records)
• Spanish interpretation services for family members available upon request
• Developing print materials into Spanish

Latinx Student Services & Undocumented Student Services
• Full-time professional staff that can speak Spanish
• Spanish interpretation services for family members available upon request

Course Selection and Enrollment
• Expansion of Heritage Speaker Classes (AY 24-25)
• Academic Advisor workshop to uplift Heritage Speaker options (AY 24-25)