



To: Liam Skinner, Superintendent
From: Latifah Phillips, Chief Equity and Engagement Officer
Date: January 31, 2024
Re: Motion Response - Translations in Khmer

This memo is in response to the following motion:

[By Dominik Lay]: Request the Superintendent report on a solution or procedure to ensure that any correspondence or letters to be communicated with parents or community that translate into Khmer are properly translated.

To support phone communication with families who are speakers of languages other than English, all schools have access to the Language Line, which is a telephonic interpretation service. Additionally, schools have access to in-person and remote interpreters through the district's contract with Language Bank and through the central office bilingual liaison team.

For written translations, schools and central office departments can request translations of documents from the Language Bank as well as from the central office bilingual liaison team. All translators and interpreters through our contracted services are certified to provide these services.

Additionally, for regular communication between educators and families, several communications platforms are being used which have a translation function. Some of these include SMORE, Class Dojo, Remind, Talking Points as well as Google translate.

After reviewing these platforms, staff concluded that Khmer language is not available in ClassDojo and Remind. Talking Points provided a Khmer option; however, staff estimated the quality to be 60-70% accurate. SMORE provided the highest level of content accuracy; however, the written accuracy of the text was estimated to be around 75%. Google translate was not recommended for providing accurate translations of Khmer.

As the Khmer translation and interpretation services have continuously been implemented by the district for the last five years, bilingual family liaisons have indicated that most of the Khmer speaking families prefer English written materials or oral interpretation of written materials given that the rate of written fluency in Khmer has decreased among fluent speakers. Nonetheless, families who request written materials in Khmer related to programs, services or activities must be provided with these materials with high quality translations.

This information relating specifically to Khmer language will be shared with school staff and staff will continue to be encouraged to utilize the certified translation and interpretation services that have been procured to support families who are not proficient in English.



U.S. Department of Justice
Civil Rights Division



U.S. Department of Education
Office for Civil Rights

**Information for Limited English Proficient (LEP) Parents and Guardians and
for Schools and School Districts that Communicate with Them**

This fact sheet answers common questions about the rights of parents and guardians who do not speak, listen, read, or write English proficiently because it is not their primary language.

Must my child's school provide information to me in a language I can understand?

Yes. Schools must communicate information to limited English proficient parents in a language they can understand about any program, service, or activity that is called to the attention of parents who are proficient in English. This includes, but is not limited to, information related to:

- registration and enrollment in school and school programs
- language assistance programs
- report cards
- student discipline policies and procedures
- special education and related services, and meetings to discuss special education
- parent-teacher conferences
- grievance procedures and notices of nondiscrimination
- parent handbooks
- gifted and talented programs
- magnet and charter schools
- requests for parent permission for student participation in school activities

Source:

<https://www2.ed.gov/about/offices/list/ocr/docs/dcl-factsheet-lep-parents-201501.pdf>