



Spanish Language Resources

Regents Finance Committee Meeting

May 22, 2024

Spanish Language Resources Resolution

- Passed November 2022
- Requests CU Boulder, CU Denver, and UCCS to:
 - 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:
 - Sustained commitment to make Spanish-language resources available to prospective and first-time students
 - Ongoing costs and areas where potential additional Spanish-language resources may be necessary

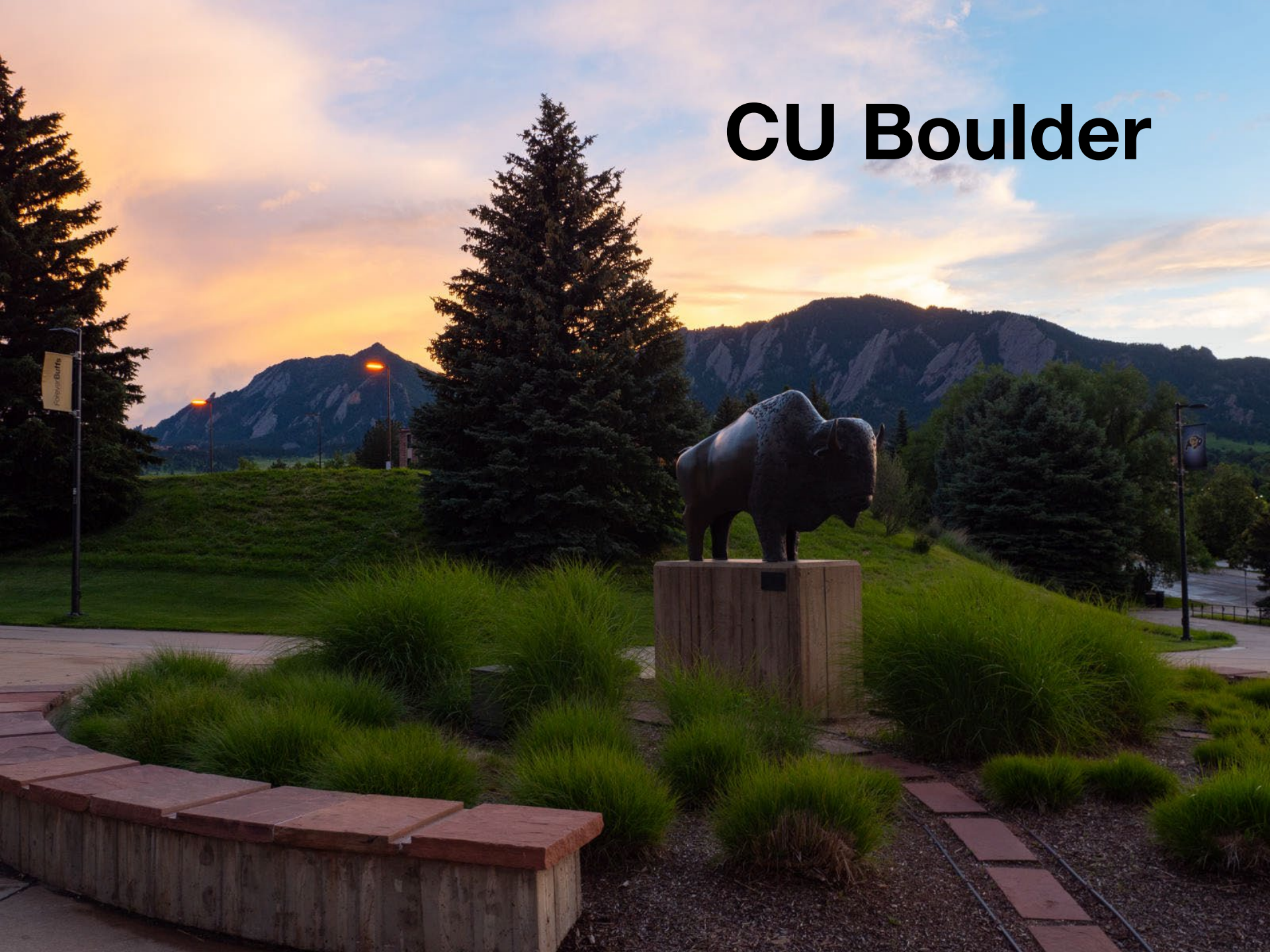


Introduction

- What is included in this presentation?
 - Campus summary information
 - Services and resources for:
 - Prospective students
 - Newly enrolled students
 - Parents
 - 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
 - No person shall be subject to discrimination on basis of national origin
 - Does not require all documents to be translated into other languages
 - 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:
 - University of Colorado Boulder Police Department
 - Office of Institutional Equity and Compliance
 - Student Affairs, including Health and Wellness Services
 - Parking and Transportation
 - Enrollment Management
 - International English Center (Continuing Education)

CU Boulder: Summary (Cont.)

- Enrollment Management Marketing and Communications team now centralized and includes two Spanish-fluent communicators
 - Responsible for creating and developing materials in Spanish
 - Salary adjusted to compensate for this skill
 - 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:
 - Diversity and Inclusion Visit Experience recruitment presentation
 - New student and parent flyer
 - YouVisit Virtual Campus Tour (also available in Mandarin)
 - Be Prepared recruitment flyer
 - Boettcher Scholars event materials
 - 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)

CU Boulder: Services and Resources (Cont.)

New Student Orientation

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

Financial Aid

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

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
 - All job descriptions include *“Preference for candidates who can speak Spanish or another language that serves program scholars and families”*
 - 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)
 - Recently purchased interpretation equipment, including 30 headsets
- Materials and Communication
 - Send bilingual monthly newsletters (September to May) and outreach flyers to prospective students and families
 - Communicate with families in preferred language
 - Maintain regular contact with Spanish language media (Univision, Radio Tigre)
 - Adding Spanish translation to website (anticipated completion 06/2024)

UCCS: Services and Resources (Cont.)

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)
 - All registrar webpages will include Google Translate language selection
 - Update will include name coach software implementation to allow campus faculty and staff to correctly pronounce a student's name

CU Denver



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
 - Group recommended purchase of website translation software
 - 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)
 - Phase 1 implementation: Admissions, Bursar, Financial Aid, Lynx Central, Office of Diversity, and Registrar web pages
 - Student groups and community members identified to serve as “editors”
 - Editors will spot check and review translated webpages for accuracy
- Next steps
 - Develop sustainable process to translate PDF documents, flyers, and forms
 - Identify schools, colleges, and units for Phase 2 implementation
 - Expand languages to include Vietnamese translation

CU Denver: Services and Resources

Application and Admission

- Application question to collect data about languages spoken at home
 - Data used to send parent/guardian/family email communications in Spanish
- Admissions Information Sessions
 - 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 \(AY 24-25\)](#)