Spring 1999 Report

The Translation Center has spent much time working collaboratively with the Trial Court of the Commonwealth of Massachusetts this past year which has led to many successful programs.

Court Interpretation Program Expands to Boston

In a unique collaboration, the Translation Center, the Division of Continuing Education, the Video Instruction Program, and the Division of Continuing Education have combined to make the Center's course in Court Interpretation available via distance learning to both students at the UMass Boston and Amherst campuses and to selected interpreters qualified by the Trial Court.

Taught by Visiting Professor of Court Interpretation Corinne Cline, lectures originate each Monday evening from the Amherst campus and are sent via distance-learning equipment to Boston. Twenty students are enrolled, including 13 working on Spanish interpretation, 3 in Haitian, 2 in Portuguese, and 2 in Khmer.

The classroom is multilingual, with Professor Cline's lectures in English covering techniques of simultaneous, consecutive, and sight translation as well as the ethics of interpretation. Teaching assistants provide individual feedback in the respective languages during lab periods.

Admission to the program was highly competitive. Sixty-three applications were received, but many did not pass the screening exam. Students who successfully complete the course may take the UMass-Trial Court Interpreter Certification Exam, also authored by the Translation Center (see below). Those who pass the exam will be eligible to work in any of the 270 courts in the Commonwealth of Massachusetts.

This unique course is specifically designed to meet the immediate needs of the Trial Court and to develop a large pool of qualified interpreters for the future. The Court Interpretation Courses are sponsored by a grant from the Trial Court of the Commonwealth of Massachusetts.

Translation Center Completes Certification Exam in Spanish

The Translation Center has completed and administered the first official Court Interpreter Certification Exam in Spanish-English interpretation. The exam development was sponsored by the Trial Court and involved the collaboration of many people, including Edwin Gentzler and Corinne Cline from the Translation Center, Juan Zamora and Howard Boudreau from the Spanish Department, several state and national consultants, and representatives from the Trial Court.

One of the national reviewers felt that the exam developed by the University of Massachusetts was superior to the Federal Exam; which was developed by the University of Arizona at a much higher cost.

The exam consists of a screening exam which tests language competence; a written exam which tests grammar, terminology, written translation, and ethics; and an oral exam which tests simultaneous, consecutive, and sight translation. Only those who pass the written exam are admitted to the oral portion.
Spanish Courses Set to Expand to Holyoke, Worcester, and Dorchester

The Translation Center has just completed a highly successful program of Spanish for Court Employees in Springfield, Massachusetts. Over 100 court employees learned Spanish in a series of courses taught last year.

Classes were developed and taught by UMass Assistant Professor of Spanish Michael Fast and by Teaching Assistant Erik Olmsted. The classes were designed to teach a very functional Spanish that employees need in their everyday interactions with the non-English speaking public.

At the request of the Trial Court, the classes have been revised into a ten week course entitled "Survival Spanish" and will be offered statewide this Spring. The first three cities to receive the program will be Holyoke, Worcester, and Dorchester; areas with a critical need for Spanish instruction.

With the help of Professor Javier Cevallos, Chair of the Spanish Department at UMass Amherst, the Center has arranged for instructors affiliated with the UMass Boston Latin American Studies Program and with Quinsigmon Community College in Worcester to teach the spring sections. The Spanish classes are sponsored by a grant from the Trial Court of the Commonwealth of Massachusetts.

Lecture Tour of Brazil

Edwin Gentzler, Director of the Translation Center, recently returned from a lecture tour of Brazil, where he delivered keynote addresses at two conferences.

August 25-27, 1998, Gentzler traveled to Porto Alegre, Brazil, where he delivered a talk on "Translation and Canon" to ABEA, the American Studies Association of Brazil. The theme of the conference included translation and transculturalization. Several of the panels were devoted to translation topics, showing how translation studies is relevant to other disciplines.

Gentzler's paper discussed two models of translation in canon formation: a traditional model, in which translation is thought to be of only minor importance in canon formation, and more recent theories, including those by scholars in Brazil, the Czech Republic, and emerging nations, which show that translations play an integral part in canon formation.

September 4-7, 1998, Gentzler traveled to São Paulo, Brazil, where he gave the keynote address to the first Brazilian International Translator's Forum, sponsored by ABRAPT, the Brazilian Association for Translation Scholars. His lecture was on "Translation, Power, and the Tricky Business of Deconstruction," arguing that some of the more avant-garde theories of translation reduce the complexity of the translation process in order to achieve certain socio-political effects.

Gentzler also visited the University of Santa Catarina in Florianópolis, Brazil, giving one lecture and meeting students in the English Department. He was recently invited to serve on the Advisory Board of one of the leading translation journals in Brazil titled Cadernos de Tradução, also published at the University of Santa Catarina.

Speaking Fluently, of course

The demand for interpretation services at the Translation Center has been growing over the past few months. We are proud to announce that Tibetan was recently added to our list of available languages for interpretation. Thanks to the Everywoman's Center for giving us a contact in the Tibetan community. The greatest demand has been for Khmer, Haitian Creole, Greek, Romanian, Portuguese, and Vietnamese. We provide interpretation services for many private clients as well as agencies such as the Social Security Administration, Kaiser Permanente, Elaine Rehabilitation, and the Franklin Medical Center.
New Faces

Shawn Lindholm has joined the Translation Center as a full-time Administrative Assistant. She has been on the UMass campus for 6 years and brings a wealth of information regarding the day-to-day operation of the University. Her background is in French, and she has taken Professor Dan Martin's Interpretation courses at UMass. She looks forward to the challenge of working with the many languages serviced by the Translation Center.

Arriving in January for a semester's internship is Otto Knoop from the School of Translation and Interpreting in Maastricht, Netherlands. In addition to taking courses, Otto will spend 20 hours per week at the Translation Center. His primary language is Dutch, with secondary skills in English and French, and a specialization in science/technology.

Business Growth Continues

The Translation Center continues to develop new clients and work with valued returning clients. The Center works with small local firms as well as large multinational corporations, several state and national government agencies, social service organizations, schools, law firms, and many private individuals. Languages most in demand at the Center are Spanish and Portuguese, as might be expected, followed by Japanese, Chinese, Russian, Khmer, Haitian Creole, Vietnamese, French, and German. According to the 1990 US Census, Massachusetts has had the highest percentage increase in non-English speaking citizens of any state in the nation. We are also getting increasing calls for "lesser known languages," including Lao, Thai, Malaysian, Hmong, and even recently Tibetan.

Highlights of recent projects include:

Soaring with RE/MAX.

The Translation Center has an ongoing project with RE/MAX International, Inc., one of the world’s largest real estate companies headquartered in Greenwood Village, Colorado, to translate some of their web pages into Spanish, Portuguese, and French. Their CEO, a very dynamic leader, is sponsoring the latest attempt to become the first to fly a balloon nonstop around the world. The balloon's flight is scheduled for late December, early January, 1998-99, launching from Alice Springs, Australia. Balloonists call it "The Last Great Adventure." The Center is translating the entire balloon web site (www.remax.com/balloon) into Spanish, Portuguese, and French as well as regular updates as the trip progresses. In addition, the Center translated an educational curriculum developed by RE/MAX for use by K-12 teachers in the classroom. Topics include human adaptation (the gondola is pressurized), aeronautics, geography, and meteorology. Juan Pablo Fernández, graduate student in Physics and Astronomy, serves as project manager.

Distance Learning via the Web.

Another on-going project is the translation of monthly updates into six languages to the website for EF Enlishtown of Cambridge, MA. EF Enlishtown is one of the largest teachers of English as a foreign language in the world, having taught over 2.5 million people. They have developed Internet Educational Programs that people can access straight from their desks; allowing participants to attend class when it is most convenient for them. Their programs are affordable; EnglishLive, for example, costs only $6.00 an hour. The Center translates monthly updates of the website (www.enlishtown.com) into French, Japanese, Korean, German, Chinese, Italian. EF Enlishtown has provided the Center with html layouts, so the Center translates directly into the previously formatted pages. Corinne Oster, graduate student in Comparative Literature, is the project manager.
Six Sigma Translation Project Completed for GE

Recently completed was the translation of Six Sigma Training manuals into Chinese, Japanese and Korean for General Electric Company of Pittsfield, MA. It was by far the largest project to-date undertaken by the Translation Center, involving the translation of over 500,000 words. Several of the training manuals were revised as the project evolved, resulting in quick revisions and updates. The completed translations were sent via email to the host countries, where instructors immediately used them for employee training sessions. The project was part of a Master Alliance Agreement between UMass and GE, and the Center worked closely with UMass Project Manager Thomas Blake, Associate Dean of the College of Engineering, and GE Representatives such as Tim O’Hara, Director of Organization/Leadership Development at General Electric. Michael Cline and Edwin Gentzler from the Center served as project managers.

Selected new clients include:

Disability Determination Services (Worcester, MA)  National Technology Systems (Acton, MA)
EF Englishtown (Cambridge, MA)                  Orpheus Institute (Leuven, Belgium)
Holyoke Pediatric Associates (Holyoke, MA)      RE/MAX International (Greenwood Village, CO)
Institute of Contemporary Art (Boston, MA)     Sohre Turbomachinery, Inc. (Ware, MA)
JPS Elastomerics Corp. (Holyoke, MA)            Ultrasound Diagnostic School (Springfield, MA)
Lightspeed Productions (New Salem, MA)         U.S. Department of Agriculture (Holden, MA)
Mass. Correctional Legal Services (Boston, MA)  UMass Extension (Amherst, MA)
Marriott Hotel (Springfield, MA)

While we enjoy working with new clients, probably more valuable to the Center has been our ongoing work with old clients. Selected returning clients include:

American Carton (Lowell, MA)                    Kaiser Permanente (Amherst, MA)
Baystate Medical Center (Springfield, MA)       Law Offices of Kevin Murphy (Springfield, MA)
Children’s Hospital (Boston, MA)               Mass Mutual International (Springfield, MA)
Cooley Dickinson Hospital (Northampton, MA)    Mercy Hospital (Springfield, MA)
Digital Electronics (Marlboro, MA)              Morgan Construction Corp. (Worcester, MA)
Dow United Technologies (Wallingford, CT)       Neon Technology (Chicopee, MA)
General Electric Company (Pittsfield, MA)       Radio World International (Northampton, MA)
Harvard Translation (Cambridge, MA)             UMass Medical Center (Worcester, MA)
Il Trullo Imports (Charlton, MA)                U. S. Social Security Office (Springfield, MA)

We’ve Moved!

The Translation Center has moved into new offices in the Herter Hall building on the UMass Amherst campus. Also located in the same building are the French and Italian, Spanish and Portuguese, German, Judaic Studies, and History Departments, as well as the Foreign Language Resource Center. All parties concerned agree this is a mutually beneficial arrangement. You can now reach us between the hours of 8:45am - 4:30pm.

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<td>441 Herter Hall</td>
<td>Edwin Gentzler, Director</td>
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<td>442 Herter Hall</td>
<td>Shawn Lindholm, Admin. Asst.</td>
<td>545-2203</td>
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<td>439 Herter Hall</td>
<td>Corinne Cline, Court Interpretation</td>
<td>545-0901</td>
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New Toll Free Telephone Number!

1-877-77U-MASS

We also have a new toll-free telephone number. It's 1-877-77U-MASS or 1-877-778-6277. If you're long distance and need to reach us, please feel free to use this number. You may also continue to reach us at our old phone numbers listed below: