



EAST TENNESSEE STATE
UNIVERSITY

Policy on Limited English Proficiency

Policy Name: Policy on Limited English Proficiency

Policy Purpose

This policy specifies how East Tennessee State University (ETSU), as a recipient of federal funds, under Title VI of the Civil Rights Act of 1964, fulfills its obligation to take reasonable steps to provide Limited English Proficiency (LEP) persons with meaningful access to ETSU activities, programs, and services.

Applicability

This policy applies to ETSU faculty, staff, students, visitors, and third-party vendors.

Responsible Official, Office, and Interpretation

The Director of University Compliance is responsible for the review and revision of this policy. For questions about this policy, please contact the Office of University Compliance. The Office of University Counsel has the final authority to interpret this policy.

Defined Terms

A defined term has a specific meaning within the context of this policy.

Limited English Proficiency (LEP)

The Department of Justice defines persons with Limited English Proficiency as "those individuals who have a limited ability to read, write, speak or understand English." Because English is not the primary language of these individuals, they may have a limited ability to function in a setting where English is the primary language spoken, such as at ETSU. These individuals may be entitled to language assistance with respect to a particular type of service, benefit, or encounter.

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East Tennessee State University (ETSU) will take reasonable steps to ensure accurate and effective communication with Limited English Proficiency (LEP) persons. ETSU will provide LEP persons with language assistance resulting in an equal opportunity to participate in ETSU services, activities, programs and other benefits. ETSU will provide all interpreters, translators, and other aids needed to comply with this policy without cost to persons accessing services.

1. Language Assistance

When ETSU encounters LEP persons in the form of international students, faculty, staff, or other individuals seeking services and access to support programs, the following will apply:

- 1.1. ETSU will promptly identify the language and communication needs of an LEP person who makes himself/herself known to the institution.
- 1.2. ETSU may utilize outside language resources, such as Linguistica International, to provide LEP services.
- 1.3. The [ETSU Language and Cultural Resource Center](#) may provide LEP persons with translation and interpretation services, when appropriate, based on their needs.
- 1.4. The [ETSU Office of Disability Services](#) may provide resources for LEP persons where appropriate, including those who require American Sign Language (ASL) translation.
- 1.5. To ensure compliance under the 1964 Civil Rights Act, The ETSU Language and Cultural Resource Center and any other University department that contacts an LEP individual shall forward, on the last day of every month, all records of LEP contacts to the [ETSU Office of University Compliance](#).
- 1.6. ETSU will conduct a regular review of the language access needs of our LEP population, as well as update and monitor the implementation of this policy and these procedures, as necessary.
- 1.7. Individuals who believe they have not been provided reasonable access to LEP services may file a complaint with the Office of University Compliance. Individuals may also file with the appropriate external agency. External agencies have deadlines to file complaints. It is an individual's responsibility to know those deadlines. Please consult directly with the external agency to determine if there is a time limitation or deadline for filing your complaint.

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Procedures

1. How to File a Title VI Complaint

Anyone who believes discrimination has occurred related to limited English proficiency (LEP) may file a complaint online with the Office of University Compliance: [Report of Discrimination, Harassment, Retaliation, Sexual Misconduct, or Divisive Concepts](#). ETSU discrimination complaints may be directed to: ETSU Title VI Coordinator, 309 Burgin Dossett Hall, 423-439-8544

2. External Agency – In addition to the University's complaint process, complaints may also be filed with the Tennessee [Attorney General's Civil Rights Enforcement Division](#).

3. Accessing Language Assistance Resources

To provide language assistance, ETSU has contracted with Linguistica International, which offers the following services in over 350 languages:

- 3.1. Telephone Interpreting (Including multi-caller support)
- 3.2. On-Site Interpretation (Specialized interpreters by industry)
- 3.3. Conference Simultaneous Interpreting
- 3.4. Secure Video Remote Interpreting (VRJ) (Android, iOS, Windows, Mac, and Linux clients available)
- 3.5. American Sign Language Interpretation (ASL) (Onsite and VRI)
- 3.6. Document Translations
- 3.7. Voiceovers, Subtitles and Multilingual Voice Talent
- 3.8. Cultural and Country Specific Training.

4. Linguistica International

Linguistica International also provides language cards to help a LEP person identify his or her primary language. The Office of University Compliance and University Counsel have made language cards available electronically to ETSU Provosts, Vice Presidents, and Deans at campus locations such as clinics, etc., for dissemination to service areas on campus and for posting in highly visible locations. Examples of these locations include:

- 4.1. Front office areas and waiting rooms, both in administrative and service areas (e.g., ETSU health services offices).
- 4.2. Faculty and staff offices.

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- 4.3. General notice boards in academic and administrative buildings.
5. Some ETSU clinical sites also advertise the free services provided by third parties to their clients. The University will also make any ETSU document available in the preferred language of an LEP beneficiary at his or her request. Linguistica International will provide document translation service.
6. A list of Translation and Interpretation Services provided by ETSU's Department of Language and Cultural Resource Center of can be found here: [ETSU Translation and Interpretation Service](#).

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Applicable Forms and Websites

[ETSU Language and Cultural Resource Center](#)

[ETSU Office of Disability Services](#)

[ETSU Office of University Compliance](#)

[ETSU Translation and Interpretation Service](#)

[Report of Discrimination, Harassment, Retaliation, Sexual Misconduct, or Divisive Concepts](#)

Authority and Revisions

Authority: T.C.A. § 49-8-203; Civil Rights Act of 1964, as amended, Title VI implementing regulations, and Executive Order 13166.

Previous Policy: TBR Policy Limited English Proficiency: G-130

The ETSU Board of Trustees is charged with policy making pursuant to TCA § 49-8-203, et seq. On March 24, 2017, the Board delegated its authority to ETSU's President to establish certain policies and procedures for educational program and other operations of the University, including this policy. The delegation of authority and required process for revision to this policy can be found on the [Policy Development and Rule Making Policy webpage](#).

To suggest a revision to this policy, please contact the responsible official indicated in this policy. Before a substantive change to the policy section may take effect, the requested changes must be: (1) approved by the responsible office; (2) reviewed by the Office of University Counsel for legal sufficiency; (3) posted for public comment; (4) approved by either Academic Council or University Council; and (5) approved by ETSU's President.