

HELLO

ALO

مرحباً

안녕하세요

হ্যালো

ЗДРАВСТВУЙТЕ

您好

HOLA

BONJOUR

بيلو

NYC Public Schools Speak Your Language

Presented by:
Office of Language Access
Division of Family, Community, and
Student Empowerment

WHAT DO NYC
PARENTS SPEAK?

我說中文

HABLO
ESPAÑOL

আমি বাংলায়
কথা বলি

MWEN PALE
KREYÒL

میری زبان
اردو ہے

JE PARLE
FRANÇAIS

أنا أتحدث
العربية

Я ГОВОРЮ
ПО-РУССКИ

저는 한국말을
합니다

Agenda

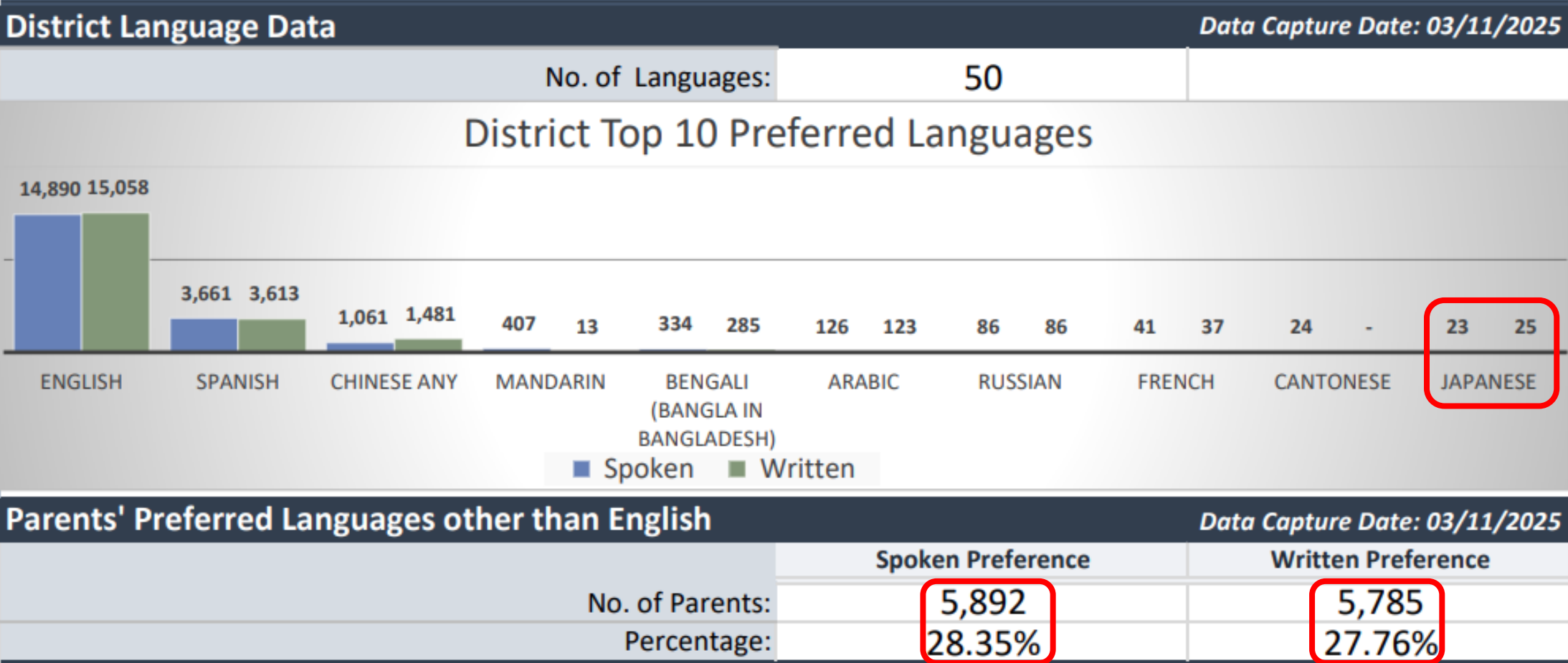
1. NYC Public Schools Background
2. Our Commitment to NYCPS Families
3. [Schools.nyc.gov/Hello](https://schools.nyc.gov>Hello)
4. Raising Awareness in our Communities
5. Questions

NYCPS Background



- 1.05+ million students
- 1,600+ schools
- 180+ languages spoken
- Approximately 40% of NYCPS households speak a language other than English at home.
- NYCPS' top 10 covered languages besides English are:
 - Arabic, Bangla, Cantonese, French, Haitian Creole, Korean, Mandarin, Russian, Spanish, Urdu
 - Written translations are also available in both Traditional and Simplified Chinese.
- The Office of Language Access (OLA) is dedicated to supporting both NYCPS staff and families by providing the resources necessary for effective communication in languages other than English.

District 15 Preferred Languages



Our Commitment to NYCPS Families

Office of Language Access (OLA)

OLA supports NYCPS with translation and interpretation services for families whose preferred language is other than English.

- **Translation Team**, our largest department, provides written translation services in the ten non-English languages, and works in close collaboration with our contracted vendor to extend services for languages beyond the capacity of our internal resources.
- **Interpretation Team** works with our contracted interpretation vendors to ensure schools receive services for in-person, virtual and over-the-phone for parent engagements.
- **Outreach & Data Integration Team** focuses on promoting equitable language access services to schools and empowering NYCPS parents to understand and advocate for their language access rights.

Our Commitment to NYCPS Families

Office of Language Access (OLA)

OLA continues to pursue innovation and partnerships to be the nation's leader of language access in schools. OLA...

- Collaborates with advocates to identify needs and address language barriers in our ever-changing communities.
- Engages parent leaders to enhance the message of language access to our communities.
- Pursues innovative ways to engage with and receive feedback from families.
 - Online portals
 - Emails, robocalls, text, direct mailers
- Leverages technology to continuously:
 - Enhances the interpretation experience for families (e.g., virtual meetings).
 - Ensures translation quality (e.g., professional translation tools).
 - Keeps a pulse of citywide parent language data and translation and interpretation service outputs.

Our Commitment to NYCPS Families

NYCPS' **FREE** language services include:

- Interpretation for all types of meetings and interactions with NYCPS staff.
- Translation of general documents into the NYCPS' top 10 covered languages. Examples of general documents include:
 - Parent newsletters
 - Event flyers
- Translation of individualized documents into a parent's preferred language, upon request. Examples of individualized documents include:
 - IEPs (Individualized Education Programs)
 - Section 504 Plans (medical accommodations)
 - Foreign Transcripts



Schools.nyc.gov



Navigating the NYCPS Website:

- The NYCPS website can be automatically translated by selecting your language on the top part of any page using the Google Translate feature.

Please note:

- Automated translations are not intended to replace human translators and are provided as a service to users of the website.
- Some content (such as images, videos, animations, etc.) may not be translated due to the limitations of the translation software.

Schools.nyc.gov/Hello

[Enrollment](#) ▾[Find a School](#)[Learning](#) ▾[School Life](#) ▾[Get Involved](#) ▾[Calendar](#)[TeachHub](#)[Employees](#)[Select Language](#) ▾
Powered by Translate[Home](#) ▸ [School Life](#) ▸ [School Environment](#) ▸ [NYC Public Schools Speak Your Language](#)

NYC Public Schools Speak Your Language!

HELLO! مرحباً! হ্যালো! 您好! BONJOUR! ALO! 안녕하세요 ЗДРАВСТВУЙТЕ ¡HOLA! بيلو!



Schools.nyc.gov/Hello

Helpful Resources

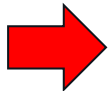
Print Me:

You may print and cut out an "I Speak" card, in ten languages, to request language assistance services when communicating with NYC Public School staff.

Multilingual "I Speak" Cards

[Arabic](#)| [Bangla](#)| [Cantonese](#)| [French](#)| [Haitian Creole](#)| [Korean](#) | [Mandarin](#)| [Russian](#)| [Spanish](#)| [Urdu](#)

Language Access for NYCPS Families brochure advises families of the availability of language assistance services. You may also request one at your school!



Language Access for NYCPS Families Brochure

Connect to other NYC Public Schools resources in your language:

Health Forms and Notices

Special Education Communications

Early Childhood Communications

Enrollment Forms

Language Access for NYCPS Families Brochure

紐約市公立學校 說您的語言

所有紐約市的公立學校都為想以英語以外其他語言溝通的學生提供教師和翻譯服務。如果您希望與您的孩子、或將您的孩子送到公立學校教員處、或是通過網址 schools.nyc.gov/hello 獲得更多語言文和資源。

您下面的 I Speak Cantonese/Mandarin (我說廣東話/我說國語) 卡片可幫您在前往紐約市的公立學校與教員見面時,以粵語或國語卡片,告知您的語言需求。

Les écoles publiques de NYC parlent votre langue

Toutes les écoles publiques de NYC fournissent des services de traduction et d'interprétation aux familles qui préfèrent communiquer dans une langue autre que l'anglais. Si vous avez besoin d'une aide linguistique, contactez le chef d'établissement de l'école de votre enfant ou votre coordinateur ou coordinateur des parents, ou allez sur schools.nyc.gov/hello pour obtenir du soutien et des ressources linguistiques supplémentaires.

Coupez la carte « I Speak French » (Je parle français) ci-dessous et apportez-la avec vous lorsque vous venez dans une école publique ou un bureau du système des Écoles publiques de NYC pour demander de l'aide en français.

Lekòl Leta Vil Nuyòk lèt ou pale a

Tout lekòl leta NYC ofrè sèvis tradiksyon ak entèprètasyon pou fami ki prefere komini nan youn lòt lang ki pa anglè. Si w bezwen èd nan lekòl, kontakte dirèktò ouwa koordinatè paran lekòl ou, ou aye ale sou schools.nyc.gov/hello pou jwenn sipò ak lò resous pou lang.

Decoupez kart "I Speak Haitian Creole" (Mwen pale Kreyòl) ki pa a egzèpl la avèk ou pou w mande èd nan lekòl ou pale a li w ale nan lekòl leta NYC ouwa biwo sistèm Lekòl leta Vil Nuyòk.



**I SPEAK
CANTONESE/MANDARIN**

我說廣東話 / 我說國語



I SPEAK FRENCH

JE PARLE FRANÇAIS



**I SPEAK
HAITIAN CREOLE**

MWEN PALE KREYÒL

Schools.nyc.gov/Hello

Request Language Services

Families may complete the Translation and Interpretation Services Request Form to request language services.

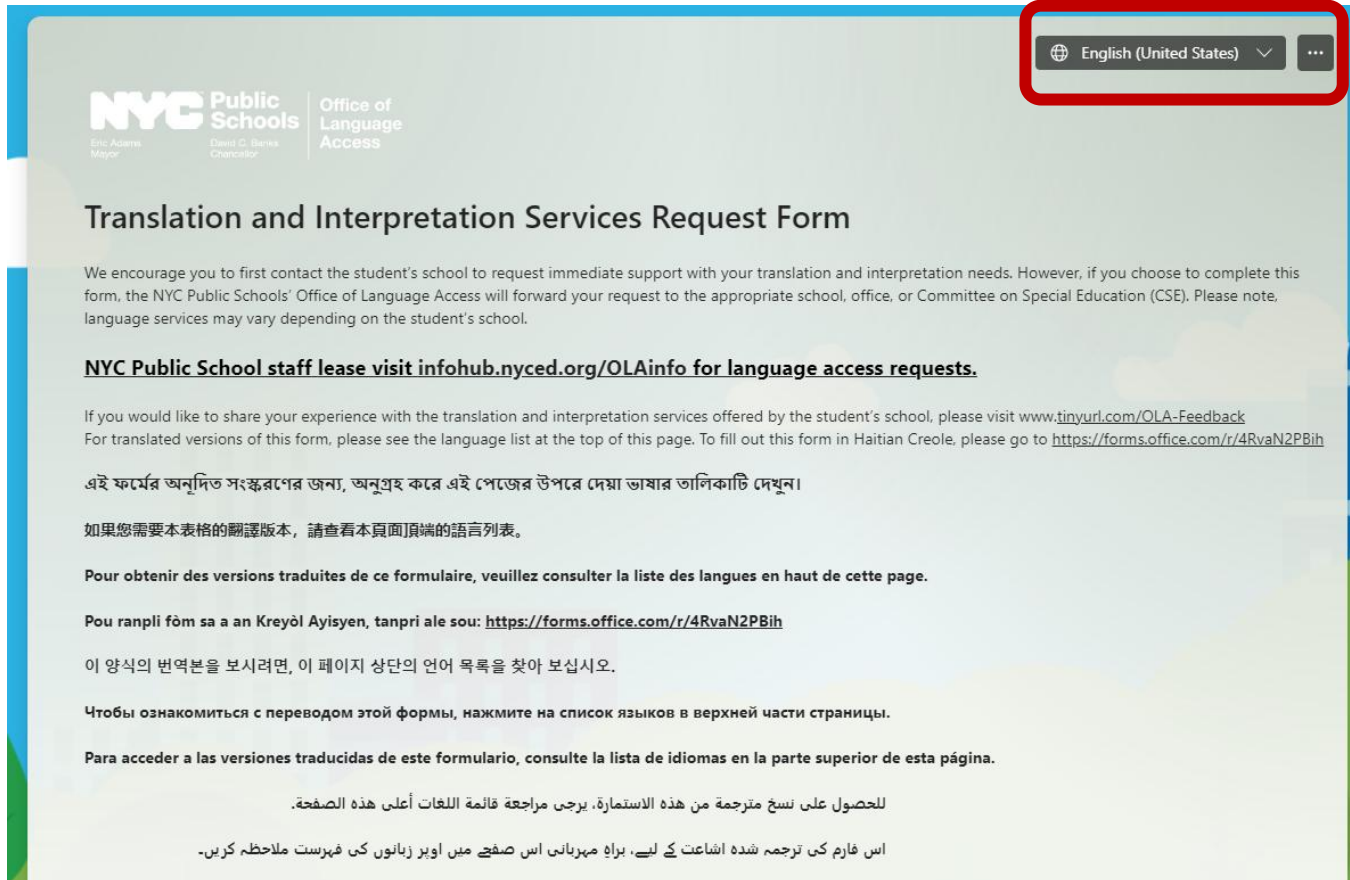
The NYC Public Schools' Office of Language Access (OLA) will forward your request to the appropriate school, office or Committee on Special Education (CSE).

The Translation and Interpretation Services Request form is available in the following languages:

Arabic, Bangla, Chinese (Simplified), Chinese (Traditional), English, French, Haitian Creole,
Korean, Russian, Spanish, Urdu

Please note, language assistance services may vary depending on the type of school the student attends. Families can also call 311 to make a request for language assistance services. Over-the-phone interpretation is available in over 200 languages.

Schools.nyc.gov/Hello



NYC Public Schools Office of Language Access
Eric Adams Mayor David C. Banks Chancellor

Translation and Interpretation Services Request Form

We encourage you to first contact the student's school to request immediate support with your translation and interpretation needs. However, if you choose to complete this form, the NYC Public Schools' Office of Language Access will forward your request to the appropriate school, office, or Committee on Special Education (CSE). Please note, language services may vary depending on the student's school.

NYC Public School staff lease visit infohub.nyced.org/OLAinfo for language access requests.

If you would like to share your experience with the translation and interpretation services offered by the student's school, please visit www.tinyurl.com/OLA-Feedback
For translated versions of this form, please see the language list at the top of this page. To fill out this form in Haitian Creole, please go to <https://forms.office.com/r/4RvaN2PBih>

এই ফর্মের অনূদিত সংস্করণের জন্য, অনুগ্রহ করে এই পেজের উপরে দেয়া ভাষার তালিকাটি দেখুন।

如果您需要本表格的翻譯版本，請查看本頁面頂端的語言列表。

Pour obtenir des versions traduites de ce formulaire, veuillez consulter la liste des langues en haut de cette page.

Pou ranpli fòm sa a an Kreyòl Ayisyen, tanpri ale sou: <https://forms.office.com/r/4RvaN2PBih>

이 양식의 번역본을 보시려면, 이 페이지 상단의 언어 목록을 찾아 보십시오.

Чтобы ознакомиться с переводом этой формы, нажмите на список языков в верхней части страницы.

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للحصول على نسخ مترجمة من هذه الاستمارة، يرجى مراجعة قائمة اللغات أعلى هذه الصفحة.

اس فارم کی ترجمہ شدہ اشاعت کے لیے، براہ مہربانی اس صفحے میں اوپر زبانوں کی فہرست ملاحظہ کریں۔

Request Language Services:

1. Parents should contact their student's school for languages assistance services **FIRST**.
2. Alternatively, you may request services via the **Translation and Interpretation Services Request Form**.
 - Your request will be forwarded to your student's school/program.
 - The form is available in the NYCPS' 10 languages.



tinyurl.com/TI-Request

Schools.nyc.gov/Hello

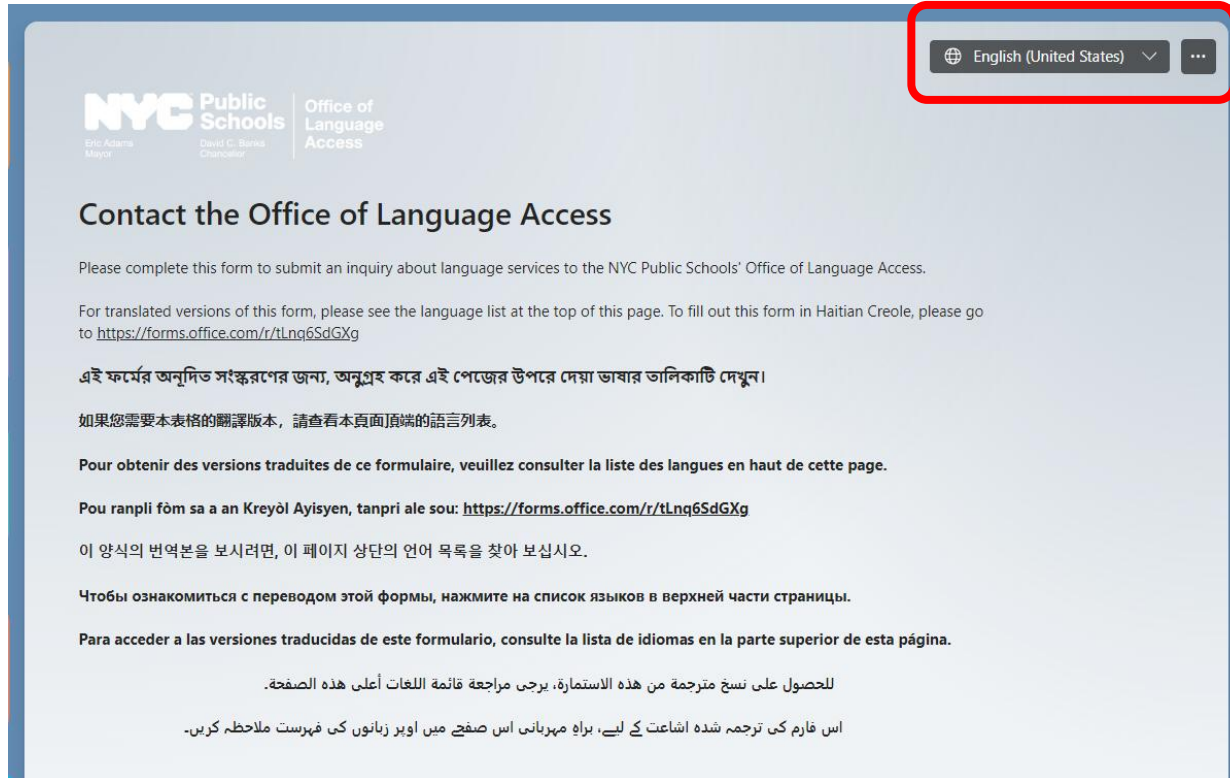
Connect with OLA

If you or someone you know needs help receiving information or communicating with a school staff member in a language other than English, please tell your school's principal or parent coordinator, call 311 or visit [Contact OLA.](#)

The [Contact OLA](#) form is available in the following languages:

[Arabic](#), [Bangla](#), [Chinese \(Simplified\)](#), [Chinese \(Traditional\)](#), [English](#), [French](#), [Haitian Creole](#),
[Korean](#), [Russian](#), [Spanish](#), [Urdu](#)

Schools.nyc.gov/Hello



NYC Public Schools Office of Language Access

Eric Adams Mayor David C. Banks Chancellor

Contact the Office of Language Access

Please complete this form to submit an inquiry about language services to the NYC Public Schools' Office of Language Access.

For translated versions of this form, please see the language list at the top of this page. To fill out this form in Haitian Creole, please go to <https://forms.office.com/r/tLnq6SdGXg>

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Do you have additional questions about the NYCPS' language assistance services?

1. Complete the **Contact the Office of Language Access** form.
2. Your inquiry will be addressed accordingly.
3. The form is available in the NYCPS' 10 languages.



tinyurl.com/ContactOLA

Schools.nyc.gov/Hello

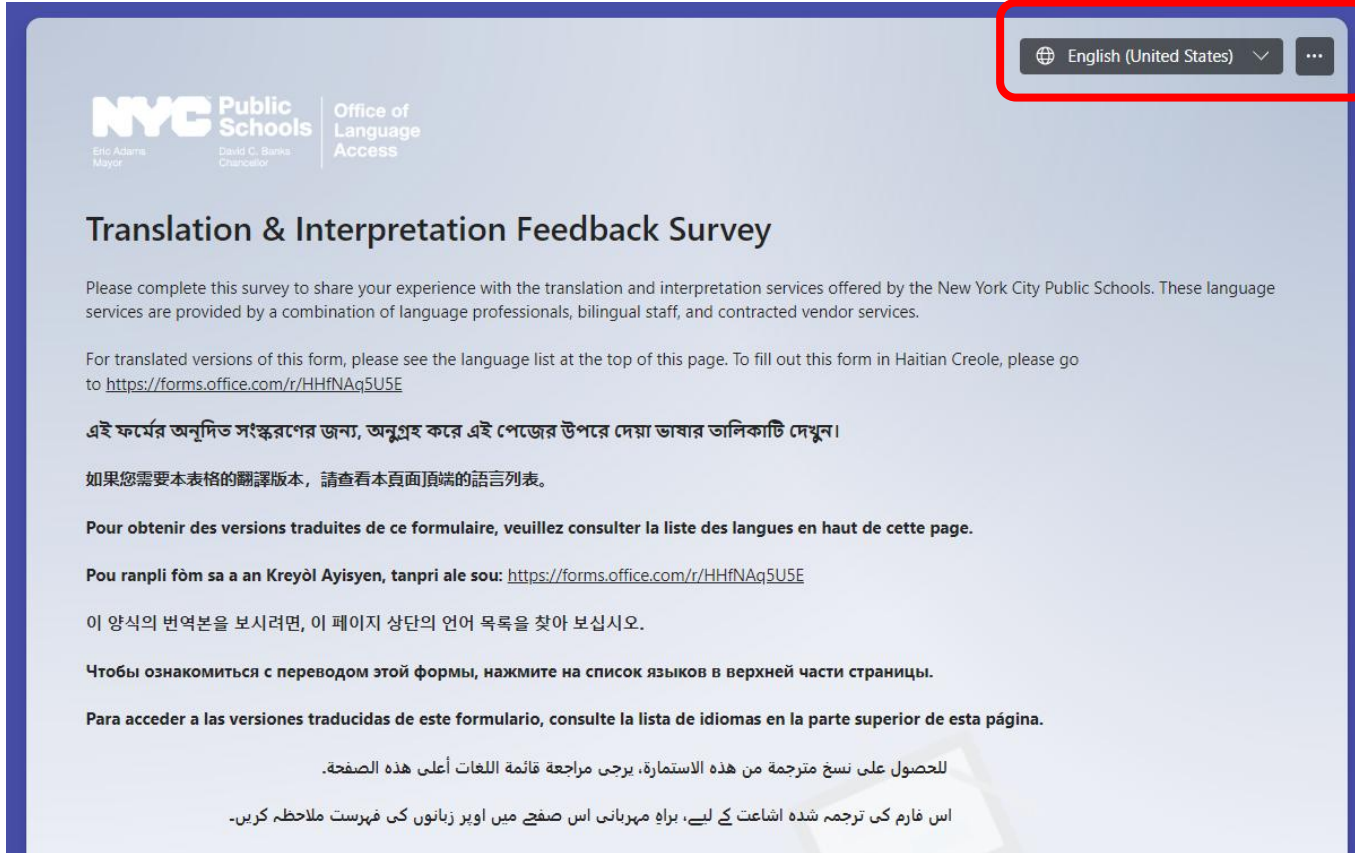
Share your Experience with the NYCPS Language Assistance Services

You may also provide feedback on the NYC Public Schools' language services by completing our **Translation & Interpretation Feedback Survey** or calling 311.

The Translation & Interpretation Feedback Survey is available in the following languages:

Arabic, Bangla, Chinese (Simplified), Chinese (Traditional), English, French, Haitian Creole, Korean, Russian, Spanish, Urdu

Schools.nyc.gov/Hello



NYC Public Schools Office of Language Access

Translation & Interpretation Feedback Survey

Please complete this survey to share your experience with the translation and interpretation services offered by the New York City Public Schools. These language services are provided by a combination of language professionals, bilingual staff, and contracted vendor services.

For translated versions of this form, please see the language list at the top of this page. To fill out this form in Haitian Creole, please go to <https://forms.office.com/r/HHfNAq5U5E>

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Let us know how your student's school is doing:

1. Complete the **Translation & Interpretation Feedback Form**.
2. Your inquiry will be addressed accordingly.
3. The form is available in the NYCPS' 10 languages.



tinyurl.com/OLA-Feedback

Schools.nyc.gov/Hello

Sign Language Interpretation Services

For sign language interpretation services, please contact your school's parent coordinator or the Office of Sign Language Interpreting Services at OSLIS@schools.nyc.gov.



Need Sign Language?
See a school staff member for
assistance.

Schools.nyc.gov/Hello

Having Difficulties Obtaining Language Assistance Services?

If you are having difficulties obtaining language assistance, learn how to [Get Help](#) or [File a Complaint](#).



Raising Awareness in Our Communities

Advertisement

- Schools
- Grocery Stores
- Laundromats
- Nail/Hair and Barber Salons
- Pharmacies

Direct Parent outreach

- Robocalls
- Emails
- Text messages
- Postcards



Request free translation of documents and interpreters for meetings at your student's school.

To learn more or to provide feedback, contact your school, visit **[schools.nyc.gov/Hello](https://schools.nyc.gov>Hello)** or call **311**.



QUESTIONS

**Let us know how
your student's
school is doing!**



tinyurl.com/OLA-Feedback