Heritage speakers in healthcare interpreting: A case study in virtual training

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Objectives:

1. Learn about the unique benefits of a flipped asynchronous learning environment for preparing heritage speakers to enter the field of medical interpreting.

2. Identify the critical elements of this curriculum and how to customize it to students’ particular needs.

3. Learn about the frequent challenges encountered in a virtual learning environment for this purpose and strategies for overcoming these challenges.
HERITAGE SPEAKER
Definition of heritage speaker

Refers to a person who has learned a language informally by being exposed to it at home as opposed to having learned it formally in a school setting. It may be their native tongue – the language they identify as being their primary language – but more often than not, their heritage language becomes secondary to English, the language in which they receive their formal education and is used the most in their daily life outside the home. (Language Testing International)
Consistently exceptional care is our promise.
Vision for LAS

.....accessible, seamless, top notch interpreting for our patients and staff

Staff: Manager, Assistant, x 1 FT Interpreter
Interpreter Training Program
Dual-role interpreters (17 now) and 13 in training
Why I want to be a medical interpreter....
Interpreter Training Timeline

- ACTFL language proficiency screening test
- 3-month introductory online class
- 72-hour on-site class
Interpreter Training Timeline

- Shadowing sessions
- Preceptorships
- Practice written and oral tests
- National Certification test (CCHI)
Time dedication

5 hrs/week

20 hrs/month

60 hr course
Homework Assignments
On-line class, what?!
Objective 1:

Learn about the unique benefits of a flipped asynchronous learning environment for preparing heritage speakers to enter the field of medical interpreting.
What is a flipped classroom?
Synchronous vs. Asynchronous

**Synchronous learning**: Involves in-classroom and/or online studies. Everyone is learning together at the same time—“real time”. Whether online or in the classroom.

**Asynchronous learning**: The material is delivered online via web-based platforms, email, online forums, and message boards. Students work at their own pace and on their own time.
BENEFITS OF ASYNCHRONOUS TRAINING FOR INSTRUCTORS
BENEFITS OF ASYNCHRONOUS TRAINING FOR STUDENTS

- Work 40 hrs plus
- Multiple varying schedules
- Family obligations
- Different learning paces
- Different learning styles
• Group discussions
• Student can enter platform any time of day or night
• Instructor can respond to student input, questions and assignments
• Students can interact with each other and start building community
Objective 2: Identify the critical elements of this curriculum and how to customize it to students’ particular needs.
A little tour.....

- https://app.schoology.com/course/1832609700/materials
Critical Elements

Videos

Group Discussions

Audible

Podcasts
What I will be incorporating in my journey, including this interpreter program, ... is to persevere and push through all the adversities that pop up ... most of all to put forth the effort and work and not just expect success.

One thing that really inspired me... and that I plan on using in my journey is to learn how to take criticism and not let it set me behind.

That being said the lesson I will apply in my journey as a medical interpreter is putting devotion and always giving it my all. Karla talks about how her journey was never easy; she is a great example to look back on when times get difficult and remember that we can all make it.

Tengo que recordar que siempre hay una joya al final del camino.
Discussions helped!
Schoology Tour
Objective 3:

Learn about the frequent challenges encountered in a virtual learning environment for this purpose and strategies for overcoming these challenges.
LESSONS LEARNED
PROCRASTINATION

CHALLENGE

STRATEGY

Assignments: Article on procrastination & Videos, assignments on time management & accountability
Difficulties submitting homework

Synchronous class via zoom to demo platform
Schoology has no mechanism for uploading audio or video clips

Switch to Canvas or other platform that does
Group coherence & connection wanes after classes

On-going group discussions on platform re preceptorships & shadowing
Schoology Gradebook hard to navigate

Switch to more user-friendly platform
## CLASS EVALUATION

### Confidence in Abilities

As a result of this class, I have more confidence in my ability to....

<table>
<thead>
<tr>
<th>Task</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Neutral</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shadow a speaker in Spanish</td>
<td>5%</td>
<td>--</td>
<td>5%</td>
<td>30%</td>
<td>60%</td>
</tr>
<tr>
<td>Paraphrase a speaker in Spanish</td>
<td>5%</td>
<td>--</td>
<td>10%</td>
<td>45%</td>
<td>40%</td>
</tr>
<tr>
<td>Interpret simultaneously</td>
<td>5%</td>
<td></td>
<td>20%</td>
<td>40%</td>
<td>35%</td>
</tr>
<tr>
<td>Identify, research, and learn new terminology in English and Spanish</td>
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<td></td>
<td>30%</td>
<td>70%</td>
</tr>
<tr>
<td></td>
<td>Not at all</td>
<td>Very little</td>
<td>Somewhat</td>
<td>To a great extent</td>
<td></td>
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<tr>
<td>-----------------------------------------------------------------</td>
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<td>-------------</td>
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<td>------------------</td>
<td></td>
</tr>
<tr>
<td>Your sense of community with your classmates</td>
<td></td>
<td></td>
<td>30%</td>
<td>70%</td>
<td></td>
</tr>
<tr>
<td>Your pride in your bilingualism</td>
<td></td>
<td></td>
<td>5%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Your understanding of what is required in order to be a professional interpreter</td>
<td></td>
<td></td>
<td>5%</td>
<td>95%</td>
<td></td>
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<tr>
<td>Your appreciation for the profession</td>
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<td></td>
<td>95%</td>
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<tr>
<td>Your commitment to improving your Spanish language fluency</td>
<td></td>
<td></td>
<td>5%</td>
<td>95%</td>
<td></td>
</tr>
<tr>
<td>Your study habits</td>
<td>--</td>
<td>--</td>
<td>35%</td>
<td>65%</td>
<td></td>
</tr>
<tr>
<td>Your time management skills</td>
<td>--</td>
<td>5%</td>
<td>35%</td>
<td>60%</td>
<td></td>
</tr>
</tbody>
</table>
My take-away was....
Feelings....
Thank you!

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