



Intro Interpreting II Medical-14847

TRAI-2272

S1 2021 Section 5400 2 Credits 06/07/2021 to 07/11/2021 Modified 05/20/2021

Course Meetings

Meeting Days

Meeting Times

Meeting Location

Online

Welcome and Instructor Information

Instructor: Dr. Natalia Noland

Email: natalia.noland@hccs.edu

Office: Northline, Room 321

Phone: 17137182457

Website: <https://learning.hccs.edu/faculty/natalia.noland> (<https://learning.hccs.edu/faculty/natalia.noland>)

What's Exciting About This Course

Medical interpreters are a bridge of communication between health providers and non-English speaking patients whose lives depend on their interpretation skills and professionalism. You are entering a very fulfilling and rewarding profession. This course will provide you with the knowledge and skills necessary to become a professional medical interpreter.

My Personal Welcome

Welcome to Introduction to Interpreting II (Medical)! I am very excited to facilitate your final preparation to become a professional medical interpreter. In this course you will apply your knowledge to the medical interpretation field. This course will provide you with all the tools and strategies to succeed.

Preferred Method of Contact

Please use Canvas email to contact me. Canvas email messages tell me in which class you are enrolled. This information is very helpful to me in determining how best to respond to your message. That's why I strongly prefer that you use Canvas email. It's for you!

I will respond to your email within 24 hours.

You can also email me at natalia.noland@hccs.edu

You may also contact the Translation & Interpretation Department personnel listed below:

Program Coordinator: Natalia Noland, natalia.noland@hccs.edu, 713-718-2457

Division Chair: Ken Hernandez, kenneth.hernandez@hccs.edu, 713-718-2468

Office Hours

Monday, Tuesday, Wednesday, Thursday, 9:30 AM to 10:45 AM

Course Overview

Course Description

This course focuses on interpretation of medical content, from English into a target language (Spanish/French/Chinese/Mandarin/Russian/Arabic, etc.) and vice versa, presenting linguistic, cultural, and subject-related issues affecting meaning transfer from one language to another.

Requisites

TRAI 1371, 1373.

Translation and Interpretation Department Website:

<https://www.hccs.edu/programs/areas-of-study/business/translation--interpretation/> (<https://www.hccs.edu/programs/areas-of-study/business/translation--interpretation/>)

Core Curriculum Objectives (CCOs)

Secretary's Commission Addressing Necessary Skills (SCANS)

The Secretary's Commission on Achieving Necessary Skills (SCANS) was appointed by the U.S. Secretary of Labor to determine the skills that U. S. employers want most in entry-level employees. The commission identified seven skills, (motivation to learn, basic skills, communication, teamwork, critical thinking, career development and leadership). These workplace competencies and foundation skills have been designed into this course and into the curriculum for each program of study.

Student Learning Outcomes and Objectives

Program Student Learning Outcomes (PSLOs)

Can be found at:

<https://learning.hccs.edu/programs/translation-interpretation> (<https://learning.hccs.edu/programs/translation-interpretation>)

Course Student Learning Outcomes (CSLOs)

Upon completion of TRAI 2272, the student will be able to:

1. Identify barriers to understanding that can occur between English-speaking

- clinical providers and LEP patients and approaches to overcoming those barriers;
2. Identify the specific roles of the interpreter and the appropriate use of each role;
 3. Demonstrate understanding of the Interpreter Code of Ethics, the Standards of Practice of the International Medical Interpreters Association and the various legislative guidelines for interpretation;
 4. Perform competent medical interpretation using note - taking skills.

Learning Objectives

Learning Objectives for each CSLO can be found at <https://learning.hccs.edu/programs/translation-interpretation/course-student-learning-objectives> (<https://learning.hccs.edu/programs/translation-interpretation/course-student-learning-objectives>)

1. Identify the basic principles of medical interpretation
2. Apply the basic principles of medical interpretation when interpreting a medical encounter between a patient and a doctor.
3. Recognize the register in the communication between a patient and a doctor.
4. Evaluate the skills required to perform a competent medical interpretation.
5. Apply note taking skills when performing a consecutive interpretation
6. Examine the National Code of Ethics for Interpreters in Health Care

Departmental Practices and Procedures

It is strongly recommended that students of this course ensure that their major is listed as Translation & Interpretation and that you notify the school of which certificate or degree plan you are following.

This program includes an Internship class, TRAI 2376. Students must complete at least 75% of the Certificate courses before enrolling in this course. Once you have met the requirements, you will contact the Natalia Noland, natalia.noland@hccs.edu, 713-718-2457 to get the permission code to enroll in this class. This course will include Internship rotations to practice skills taught in the program.

Department Specific Instructor and Student Responsibilities

Instructor's responsibilities:

- to provide all the manuals for the required software as well as other instructional materials where necessary
- provide explanations for all the assignments
- inform students in timely manner of the internship processes and policies.
- advise students of professor's office hours for individual consultations if necessary

Student's responsibilities:

- attend classes in person or online
- keep communication flow with your professors regarding all academic matters
- comply with submission deadlines
- have good command of Microsoft Office
- read and comprehend software manuals and other required materials
- comply with the program requirement regarding CAT tools and other electronic equipment
- to register and complete the requirements in CareerHub before the internship class starts
- register and complete the required assessments of external providers before the internship class starts.

Program-Specific Student Success Information : Student Success

The skills taught in this course as well as in the whole program are based on ISO Translation and Interpretation Standards to prepare the students to meet the industry expectations. To be successful, students should:

- Understand that everything taught will be useful in their profession.
- Communicate with their instructor on a regular basis.
- Ask questions when they have them. Remember: the worst question is the one that has never been asked!
- Pay attention to detail.
- Be punctual in submitting your assignments and discussion posts.

Instructional Materials and Resources

Instructional Materials

There is no textbook for this course. All necessary materials will be posted in Canvas.

[Add Instructional Materials Here](#)

Course Requirements

Assignments, Exams, and Activities

Type	Weight	Topic	Notes
Written Assignments (Discussions)	10%		As TRAI 2272 is an interpretation class, the only written assignments will be discussions.
Quizzes	10%		There are no exams in this class only quizzes
Online Activities	20%		This is an online class. Students are expected to actively participate in the online activities, practice exercises and group activities. Students will be given interpretation assignments from English into their target language and vice versa to apply and practice the strategies and skills learned.
Final Exam	40%	Interpreting with note-taking	The final exam will be held during the last class (week 8) and will consist of the following: Interpreting with note-taking: students will interpret consecutively a fragment of a recording of an interaction between a patient and a doctor at the doctor's office and complete a self-evaluation. Students will be assessed in their ability to perform competent medical interpretation using note-taking skills
Final Quiz	20%	Multiple Choice Quiz	Students will take a Multiple Choice Quiz which will assess their mastery of the objectives covered in this class
Extra Credit			Describe the assignment here.

Grading Formula

Grade	Range	Notes
A	90-100	
B	80-90	
C	70-80	
D	60-70	
F	<60	

* Instructor's Practices and Procedures

Incomplete Policy

In order to receive a grade of Incomplete ("I"), a student must have completed at least 50% of the work in the course. In all cases, the instructor reserves the right to decline a student's request to receive a grade of Incomplete.

Missed Assignments/Make-Up Policy

Assignments have been developed that will enhance your learning. All assignments will be discussed in detail during the semester. All assignments will have a due date, which will be clearly stated in Canvas. Late assignment will not be accepted unless a student can provide proof of extenuating circumstances.

Academic Integrity

Here's the link to the HCC information about academic integrity (Scholastic Dishonesty and Violation of Academic Scholastic Dishonesty and Grievance):

<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-procedures/>
(<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-procedures/>)

Attendance Procedures

Even though this is an online class (WW), the students should strive to attend virtual sessions or watch the recordings posted by the instructor, and they need to log into Canvas **regularly**. Never attending students or students who decide to withdraw, should withdraw themselves; otherwise, they will get an FX grade – F due to absences. If students miss the first 12.5% of any course (i.e. the period before the Official Date of Record/Approve Roster date) HCC will drop them due to non-attendance. Students need to attend the first day of class and to log on to online classes on the first day of class. **THIS IS A STATE OF TEXAS POLICY.**

Student Conduct

No student may disrupt or otherwise interfere with any educational activity being performed by a member of the college district. In addition, no student may interfere with his/her fellow students' right to pursue their academic goals to the fullest in an atmosphere appropriate to a community of scholars. Any student failing to abide by appropriate standards of conduct during online activities may be required by the instructor or another college official to leave that day's activity. The student has the right to return to the next activity, provided the student has met with the appropriate department chair and/or dean of students, as applicable, or unless otherwise instructed.

Instructor's Course-Specific Information

The students can expect grades and feedback after they submit coursework in a week. Late submissions will result in 100 points penalty. Important notice: Translation and Interpretation students are **NOT** allowed to use Tutoring services as they need to be responsible for the translated texts they produce.

Devices

Electronic devices will be used in this class for educational purposes only.

Faculty Statement about Student Success

To be successful in this class, the students need

1. to pay attention to detail, take part in or watch virtual sessions, and practice, practice, practice skills taught.
2. to be punctual and not to leave completion of the assignments till the last day.
3. to ask for help or additional explanations if needed.

Faculty-Specific Information Regarding Canvas

This course section will use Canvas (<https://eagleonline.hccs.edu> (<https://eagleonline.hccs.edu>)) to supplement in-class assignments, exams, and activities.

HCCS Open Lab locations may be used to access the Internet and Canvas. For best performance, Canvas should be used on the current or first previous major release of Chrome, Firefox, Edge, or Safari. Because it's built using web standards, Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser.

Canvas only requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

Instructional Modalities

Online Anytime (WW)

Traditional online course without scheduled meetings

Social Justice Statement

Houston Community College is committed to furthering the cause of social justice in our community and beyond. HCC does not discriminate on the basis of race, color, religion, sex, gender identity and expression, national origin, age, disability, sexual orientation, or veteran status. I fully support that commitment and, as such, will work to maintain a positive learning environment based upon open communication, mutual respect, and non-discrimination. In this course, we share in the creation and maintenance of a positive and safe learning environment. Part of this process includes acknowledging and embracing the differences among us in order to establish and reinforce that each one of us matters. I appreciate your suggestions about how to best maintain this environment of respect. If you experience any type of discrimination, please contact me and/or the Office of Institutional Equity at 713-718-8271.

HCC Policies and Information

HCC Grading System

HCC uses the following standard grading system:

Grade	Grade Interpretation	Grade Points
A	Excellent (90-100)	4
B	Good (80-89)	3
C	Fair (70-79)	2

Grade	Grade Interpretation	Grade Points
D	Passing (60-69), except in developmental courses.	1
F	Failing (59 and below)	0
FX	Failing due to non-attendance	0
W	Withdrawn	0
I	Incomplete	0
AUD	Audit	0
IP	In Progress. Given only in certain developmental courses. A student must re-enroll to receive credit.	0
COM	Completed. Given in non-credit and continuing education courses.	0

Link to Policies in Student Handbook

Here's the link to the HCC Student Handbook <https://www.hccs.edu/resources-for/current-students/student-handbook/> (<https://www.hccs.edu/resources-for/current-students/student-handbook/>) In it you will find information about the following:

- Academic Information
- Academic Support
- Attendance, Repeating Courses, and Withdrawal
- Career Planning and Job Search
- Childcare
- disAbility Support Services
- Electronic Devices
- Equal Educational Opportunity
- Financial Aid TV (FATV)
- General Student Complaints
- Grade of FX
- Incomplete Grades
- International Student Services
- Health Awareness
- Libraries/Bookstore
- Police Services & Campus Safety
- Student Life at HCC
- Student Rights and Responsibilities
- Student Services
- Testing
- Transfer Planning
- Veteran Services

Link to HCC Academic Integrity Statement

<https://www.hccs.edu/resources-for/faculty/student-conduct-resources-for-faculty/> (<https://www.hccs.edu/resources-for/faculty/student-conduct-resources-for-faculty/>)

Campus Carry Link

Here's the link to the HCC information about Campus Carry:

<https://www.hccs.edu/departments/police/campus-carry/> (<https://www.hccs.edu/departments/police/campus-carry/>)

HCC Email Policy

When communicating via email, HCC requires students to communicate only through the HCC email system to protect your privacy. If you have not activated your HCC student email account, you can go to [HCC Eagle ID](https://www.hccs.edu/resources-for/current-students/student-e-maileagle-id/) (<https://www.hccs.edu/resources-for/current-students/student-e-maileagle-id/>) and activate it now. You may also use Canvas Inbox to communicate.

Office of Institutional Equity

Use the link below to access the HCC Office of Institutional Equity, Inclusion, and Engagement (<https://www.hccs.edu/departments/institutional-equity/>) (<https://www.hccs.edu/departments/institutional-equity/>)

Ability Services

HCC strives to make all learning experiences as accessible as possible. If you anticipate or experience academic barriers based on your disability (including long and short term conditions, mental health, chronic or temporary medical conditions), please meet with a campus Abilities Counselor as soon as possible in order to establish reasonable accommodations. Reasonable accommodations are established through an interactive process between you, your instructor(s) and Ability Services. It is the policy and practice of HCC to create inclusive and accessible learning environments consistent with federal and state law. For more information, please go to <https://www.hccs.edu/support-services/ability-services/> (<https://www.hccs.edu/support-services/ability-services/>)

Title IX

Houston Community College is committed to cultivating an environment free from inappropriate conduct of a sexual or gender-based nature including sex discrimination, sexual assault, sexual harassment, and sexual violence. Sex discrimination includes all forms of sexual and gender-based misconduct and violates an individual's fundamental rights and personal dignity. Title IX prohibits discrimination on the basis of sex-including pregnancy and parental status in educational programs and activities. If you require an accommodation due to pregnancy please contact an Abilities Services Counselor. The Director of EEO/Compliance is designated as the Title IX Coordinator and Section 504 Coordinator. All inquiries concerning HCC policies, compliance with applicable laws, statutes, and regulations (such as Title VI, Title IX, and Section 504), and complaints may be directed to:

David Cross
Director EEO/Compliance
Office of Institutional Equity & Diversity
3100 Main
(713) 718-8271
Houston, TX 77266-7517 or Institutional.Equity@hccs.edu (<mailto:Institutional.Equity@hccs.edu>)

<http://www.hccs.edu/departments/institutional-equity/title-ix-know-your-rights/> (<http://www.hccs.edu/departments/institutional-equity/title-ix-know-your-rights/>)

Office of the Dean of Students

Contact the office of the Dean of Students to seek assistance in determining the correct complaint procedure to follow or to identify the appropriate academic dean or supervisor for informal resolution of complaints.

<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-complaints/speak-with-the-dean-of-students/> (<https://www.hccs.edu/about-hcc/procedures/student-rights-policies--procedures/student-complaints/speak-with-the-dean-of-students/>)

Student Success

Expect to spend at least twice as many hours per week outside of class as you do in class studying the course content. Additional time will be required for written assignments. The assignments provided will help you use your study hours wisely.

Successful completion of this course requires a combination of the following:

- Reading the textbook
- Attending class in person and/or online
- Completing assignments
- Participating in class activities

There is no short cut for success in this course; it requires reading (and probably re-reading) and studying the material using the course objectives as a guide.

Canvas Learning Management System

Canvas is HCC's Learning Management System (LMS), and can be accessed at the following URL:

<https://eagleonline.hccs.edu> (<https://eagleonline.hccs.edu>)

HCCS Open Lab locations may be used to access the Internet and Canvas. For best performance, Canvas should be used on the current or first previous major release of Chrome, Firefox, Edge, or Safari. Because it's built using web standards, Canvas runs on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser.

Canvas only requires an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up to date with the latest recommended security updates and upgrades.

HCC Online Information and Policies

Here is the link to information about HCC Online classes, which includes access to the required Online Information Class Preview for all fully online classes: <http://www.hccs.edu/online/> (<http://www.hccs.edu/online/>)

Scoring Rubrics, Sample Assignments, etc.

Look in Canvas for the scoring rubrics for assignments, samples of class assignments, and other information to assist you in the course. <https://eagleonline.hccs.edu/login/ldap> (<https://eagleonline.hccs.edu/login/ldap>)

Instructor and Student Responsibilities

As your Instructor, it is my responsibility to:

- Provide the grading scale and detailed grading formula explaining how student grades are to be derived
- Facilitate an effective learning environment through learner-centered instructional techniques
- Provide a description of any special projects or assignments
- Inform students of policies such as attendance, withdrawal, tardiness, and making up assignments
- Provide the course outline and class calendar that will include a description of any special projects or assignments
- Arrange to meet with individual students during office hours, and before and after class as required

As a student, it is your responsibility to:

- Attend class in person and/or online
- Participate actively by reviewing course material, interacting with classmates, and responding promptly in your communication with me
- Read and comprehend the textbook
- Complete the required assignments and exams
- Ask for help when there is a question or problem
- Keep copies of all paperwork, including this syllabus, handouts, and all assignments
- Be aware of and comply with academic honesty policies in the [HCCS Student Handbook](http://www.hccs.edu/resources-for/current-students/student-handbook/) (<http://www.hccs.edu/resources-for/current-students/student-handbook/>)

Sensitive or Mature Course Content

In this college-level course, we may occasionally discuss sensitive or mature content. All members of the classroom environment, from your instructor to your fellow students, are expected to handle potentially controversial subjects with respect and consideration for one another's varied experiences and values.

EGLS3

The EGLS³ ([Evaluation for Greater Learning Student Survey System \(http://www.hccs.edu/resources-for/current-students/egls3-evaluate-your-professors/\)](http://www.hccs.edu/resources-for/current-students/egls3-evaluate-your-professors/)) will be available for most courses near the end of the term until finals start. This brief survey will give invaluable information to your faculty about their teaching. Results are anonymous and will be available to faculty and division chairs after the end of the term. EGLS³ surveys are only available for the Fall and Spring semesters. -EGLS3 surveys are not offered during the Summer semester due to logistical constraints.

<http://www.hccs.edu/resources-for/current-students/egls3-evaluate-your-professors/> (<http://www.hccs.edu/resources-for/current-students/egls3-evaluate-your-professors/>)

Housing and Food Assistance for Students

Any student who faces challenges securing their foods or housing and believes this may affect their performance in the course is urged to contact the Dean of Students at their college for support. Furthermore, please notify the professor if you are comfortable in doing so.

This will enable HCC to provide any resources that HCC may possess.

Student Resources

Tutoring

HCC provides free, confidential, and convenient academic support, including writing critiques, to HCC students in an online environment and on campus. Tutoring is provided by HCC personnel in order to ensure that it is contextual and appropriate. Visit the [HCC Tutoring Services \(http://www.hccs.edu/resources-for/current-students/tutoring/\)](http://www.hccs.edu/resources-for/current-students/tutoring/) website for services provided.

Libraries

The HCC Library System consists of 9 libraries and 6 Electronic Resource Centers (ERCs) that are inviting places to study and collaborate on projects. Librarians are available both at the libraries and online to show you how to locate and use the resources you need. The libraries maintain a large selection of electronic resources as well as collections of books, magazines, newspapers, and audiovisual materials. The portal to all libraries' resources and services is the HCCS library web page at <http://library.hccs.edu> (<http://library.hccs.edu/>).

Supplementary Instruction

Supplemental Instruction is an academic enrichment and support program that uses peer-assisted study sessions to improve student retention and success in historically difficult courses. Peer Support is provided by students who have already succeeded in completion of the specified course, and who earned a grade of A or B. Find details at <http://www.hccs.edu/resources-for/current-students/supplemental-instruction/> (<http://www.hccs.edu/resources-for/current-students/supplemental-instruction/>).

Resources for Students:

<https://www.hccs.edu/resources-for/current-students/communicable-diseases/resources-for-students/>
(<https://www.hccs.edu/resources-for/current-students/communicable-diseases/resources-for-students/>)

Basic Needs Resources:

<https://www.hccs.edu/support-services/counseling/hcc-cares/basic-needs-resources/> (<https://www.hccs.edu/support-services/counseling/hcc-cares/basic-needs-resources/>)

Student Basic Needs Application:

https://hccs.co1.qualtrics.com/jfe/form/SV_25WyNx7NwMRz1FH
(https://hccs.co1.qualtrics.com/jfe/form/SV_25WyNx7NwMRz1FH)

COVID-19

Here's the link to the HCC information about COVID-19:

<https://www.hccs.edu/resources-for/current-students/communicable-diseases/> (<https://www.hccs.edu/resources-for/current-students/communicable-diseases/>)

Course Calendar

Syllabus Modifications

The instructor reserves the right to modify the syllabus at any time during the semester and will promptly notify students in writing, typically by e-mail, of any such changes.

Week	Dates	Topic / Assignments Due
1	6/7-13	Syllabus, Establishing Personal Objectives; Medical Communication and Medical Interpretation as a Profession (Expectations); Medical Interpreter Code of Ethics; Professional Conduct; Interpreting Skills: Memory, Note-Taking, Presentation 6/10 - Official Day of Record
2	6/14-20	Cultural Brokering and Patient Advocacy; Neutrality vs. Empathy; Interpreting Skills: Note-Taking; Voice Training; Rapport with the Audience. The Nuts and Bolts of Professional Medical Interpretation; Self-Care and Stress Management, Time Management; Knowing Your Limits; Note- Taking Exchange
3	6/21-27	Medical Interpretation History and Legislature; Interpreting Skills: Self-Practice, Self-Assessment, Peer Review; Communication in Medical Field;
4	6/28-7/4	Self-Practice, Self-Assessment, Peer Review 6/28 - Last day to withdraw
5	7/5-11	Final Exam Week

Additional Information

Departmental/Program Information

Add Content Here

Process for Expressing Concerns about the Course

If you have concerns about any aspect of this course, please reach out to your instructor for assistance first. If your instructor is not able to assist you, then you may wish to contact the Department Chair:

Ken Hernandez, kenneth.hernandez@hccs.edu, 713-718-2468