Home for Trainers Webinar Workgroup – Trainers Needs Assessment Survey Results

SUMMARY

During the months of August and September 2012, the NCIHC Home for Trainers Webinar Group launched a survey to understand the needs of Interpreter Trainers, so that we could use responses as a needs assessment to guide our decision-making about the sort of training most urgently needed by interpreter trainers.

The survey asked interpreter trainers about their pressing and future needs to better meet the new National Standards for Interpreter Training. The purpose was to set up a series of webinars with pertinent instructional opportunities and related resources to help interpreter trainers improve training content, methods and techniques.

Some 150 healthcare interpreter trainers responded to the survey, 85% of whom also work as medical interpreters or managers of interpreting services.

The topics of greatest interest to interpreter trainers for <u>their own training</u> and which they are most likely to attend are:
- **Interpreting skills**
- **Language and communication**
- **Culture**
- **Decision-making**
- **Professional practice**

Trainers want to learn more about the following topics (which they are already teaching):
- Decision-making
- Translation in the interpreting context
- Cultural brokering

The modalities of training of greatest interest to trainers are:
- Skills-building exercises
- Training technologies
- Presentation methods

About 36% of respondents provided names of experts who could be called upon to train the trainers as part of the Home for Trainers initiative, and almost half of respondents (47%) self-identified as capable of rendering training for trainers. NCIHC has now identified more than 120 interpreter trainers who could potentially become Trainers of Trainers (ToT). The information collected will be subject to analysis to determine expertise in the specific topics determined as priorities by respondents, to offer *exceptionally competent* ToT.

Similarly, respondents provided a great many suggestions that need to be studied to determine future courses of action. In general, the response obtained to the survey was above expectations in quantity and enthusiasm. The healthcare interpreter training community is eagerly awaiting the initiation of the Home for Trainers initiative and respondents stated that they would become engaged and are looking forward to participating in the upcoming webinars.

Profile of respondents

The survey consists of 149 respondents self-identified as healthcare interpreter trainers. Initially, 164 individuals started filling out the survey but 15 dropped after Q1, which required respondents to be interpreter trainers or closely connected to interpreter trainers. Additionally, up to 20 more respondents declined to answer some of the later questions in the survey. Responses are tabulated on the actual number responding to any specific individual question at any given time.

85% of trainers who responded the survey also work as medical **interpreters or managers** of interpreting services:
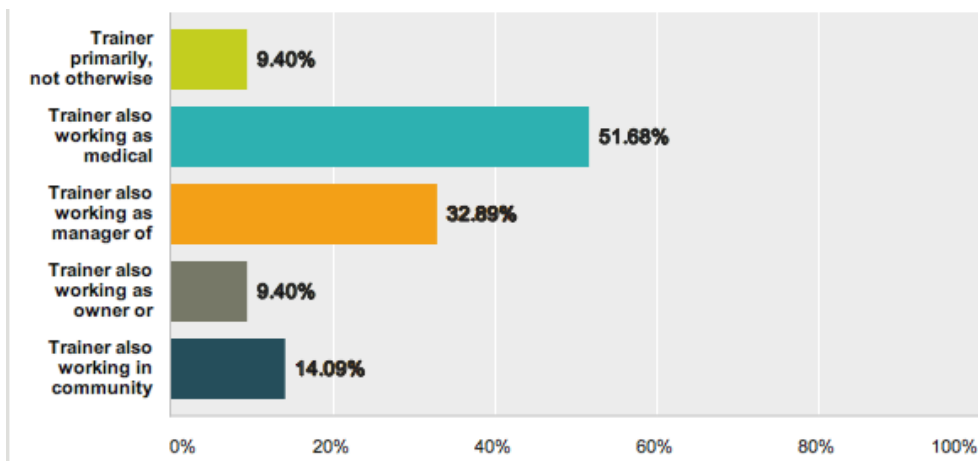> 52% are medical interpreters (#77)
> 33% are managers or owners of interpreting services (#49)
> 14% work in community or healthcare settings but **not** as medical interpreters (#21)
> 9% are **primarily trainers** and not otherwise working in the interpreting field (#14)

[The Sum of responses is > 100% as some respondents marked more than one option.]

It is also worth mentioning that about 20% of respondents (#31) are trainers who **also work** as:
- Translators x 6
- Non-healthcare Interpreters (court x 2, conference x 1, other x 2)
- Proficiency and language testers x5
- Teachers/Professors x4
- Training agency x 2
- IT and web development (language agency)
- And one each Consultant, Researcher and Masters student

Topics of Interest to Interpreter Trainers
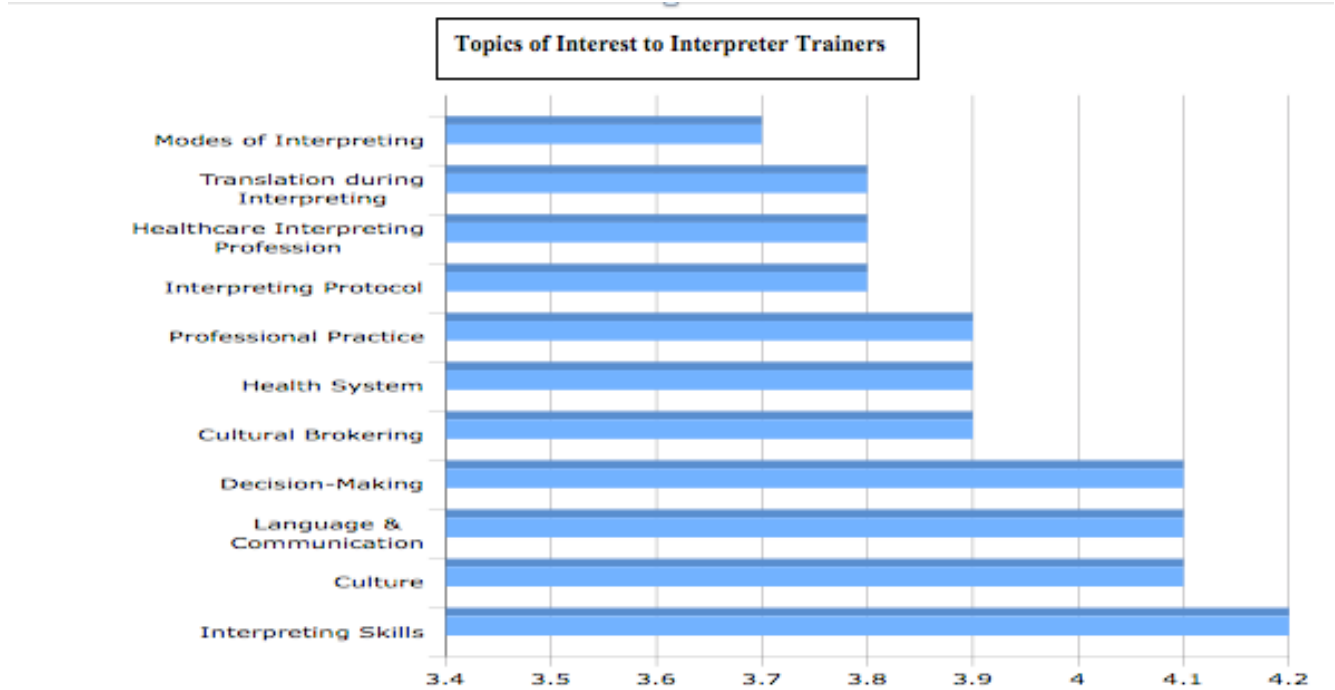
Topics of Interest to Interpreter Trainers			Useful & very useful	Usefulness # of respondents		
#	Topic	Rating	%	Yes+	Maybe	No
146	Interpreting Skills	4.2	77 %	112	18	16
145	Culture	4.1	71 %	103	23	19
147	Language & Communication	4.1	75 %	111	22	14
145	Decision-Making	4.1	75 %	108	23	14
144	Cultural Brokering	3.9	65 %	93	32	19
146	Health System	3.9	67 %	98	26	22
144	Professional Practice	3.9	69 %	100	22	22
146	Interpreting Protocol	3.8	61 %	90	31	25
147	Healthcare Interpreting Profession	3.8	60 %	88	31	28
146	Translation during Interpreting	3.8	64 %	93	31	22
145	Modes of Interpreting	3.7	62 %	90	23	32

Topics Most Likely to Attend

Topics from Most Likely to Attend (lower rating) to Least Likely to Attend (higher rating).			
	Rating Average	**Most likely**	**Least likely**
Interpreting skills	4.46	54	15
Professional practice	5.41	42	24
Language and communication	5.44	49	31
Interpreting protocols	5.67	32	25
Culture	5.74	38	29
Decision-making.	5.85	39	36
The healthcare interpreting profession	5.96	40	40
Cultural brokering.	6.14	28	30
Health system	6.46	32	50
Modes of interpreting.	7.36	21	61
Translation in the interpreting context	7.51	20	64

| Modalities of Training of Interest to Trainers |
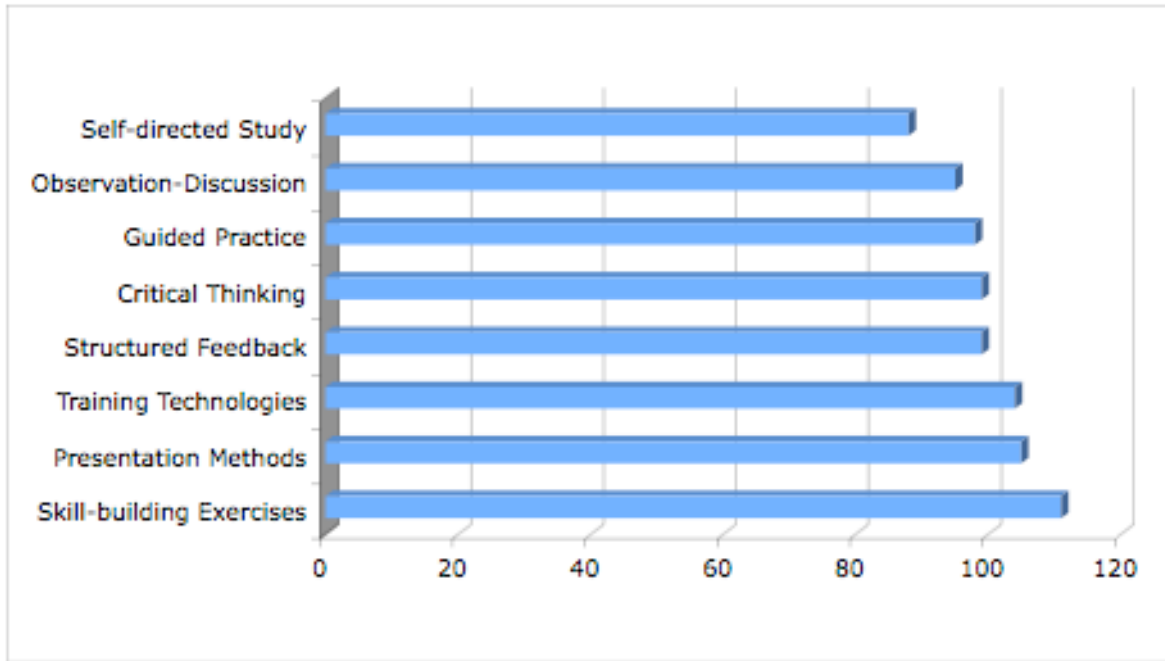
Modalities of Training of Interest to Trainers			Likely to attend training			
			%	#		
#	Topic	Rating		Yes+	Maybe	No
131	Skill-building Exercises	4.3	85 %	111	10	10
130	Training Technologies	4.3	80 %	104	18	8
131	Presentation Methods	4.2	80 %	105	14	12
131	Structured Feedback	4.2	76 %	99	23	9
129	Guided Practice	4.1	76 %	98	21	10
131	Critical Thinking	4.1	76 %	99	22	10
131	Observation-Discussion	3.9	73 %	95	21	15
131	Self-directed Study	3.8	67 %	88	27	15
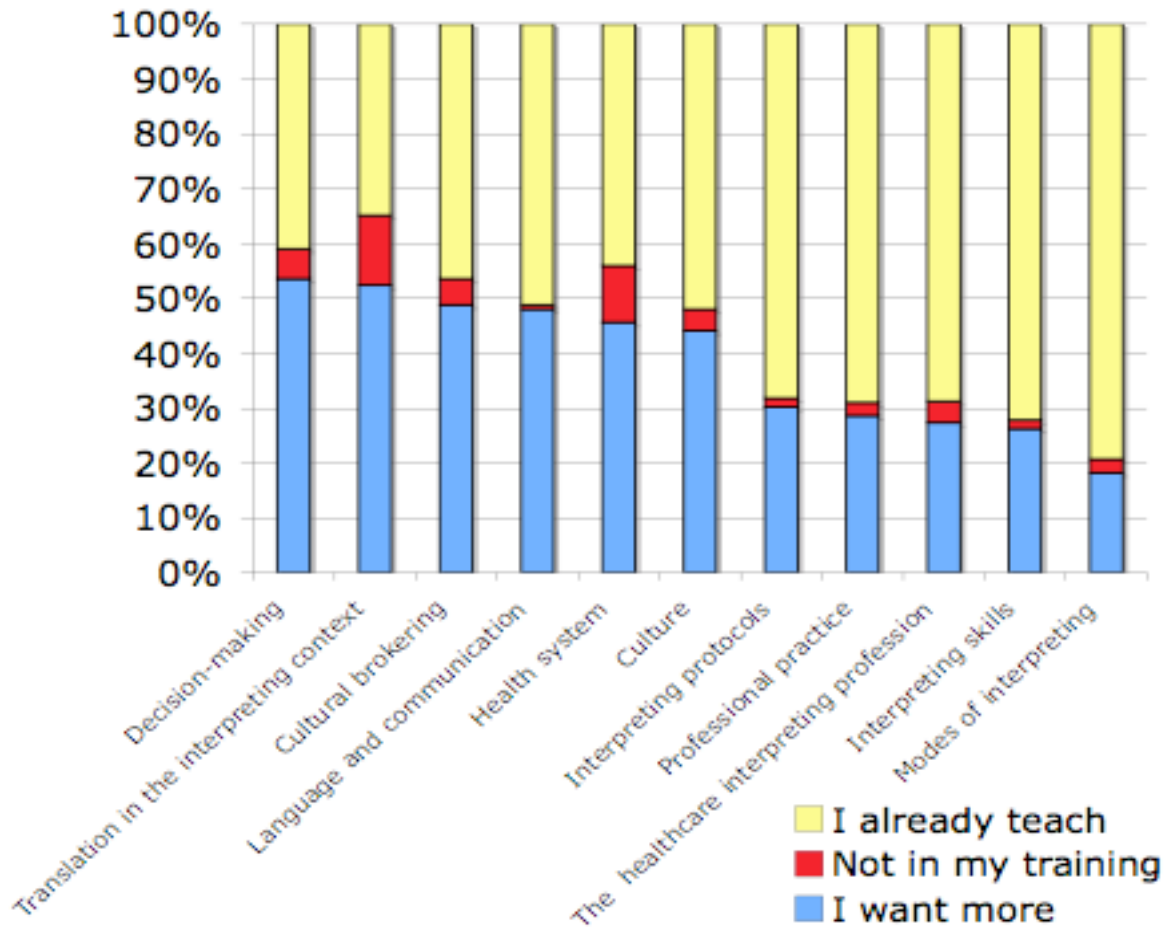
\	I want more	Not in my training	I already teach
Decision-making	68	7	52
Translation in the interpreting context	66	16	44
Cultural brokering	62	6	59
Language and communication	60	1	64
Health system	58	13	56
Culture	56	5	66
Interpreting protocols	38	2	86
Professional practice	36	3	87
The healthcare interpreting profession	35	5	88
Interpreting skills	33	2	91
Modes of interpreting	23	3	100

EXHIBITS (available for research purposes only by email request to trainerswebinars@ncihc.org)

Exhibit # 1   Suggestions and comments submitted by respondents

Exhibit # 2   SurveyMonkey summary

Attachments   Raw data produced by SurveyMonkey and available upon request
                       (Available at will to Webinar Workgroup members via Dropbox)