Montgomery County Public Schools
Office of Communications
Language Assistance Services Unit
Rockville, Maryland

Translation Request System Reference Manual

Español ♦ 中文 ♦ Français ♦ Việt Nam ♦ 한국어 ♦ አማርኛ ♦ Русский ♦ Português

Tagalog ♦ فارسی ♦ اردو ♦ **ihndI** ♦ عربي ♦ Kreyòl ♦ 日本語 ♦ বাংলা ♦ Bahasa Indonesia ♦ עברית

Translation Request System Reference Manual

Overview of the Translation Management System

The Montgomery County Public Schools (MCPS) Translation Management System (TMS) is a multifaceted and multilayered package of software programs and services supported by dedicated infrastructure and powered by WorldServer™ by SDL. The two primary systems within the TMS are the TMS proper, which manages and supports translation projects from the initial submission to the release of the finalized, formatted version of the translation project; and the Translation Request System (TRS), which allows clients to submit material for translation, monitor the translation process, and receive finalized, formatted versions of translation projects. Part of the TMS is a document repository, archiving originals, raw translations, and post processed documents.

Translation in Montgomery County Public Schools

Over a period of 25 years, Montgomery County Public Schools (MCPS) moved from handwritten translated documents to a state of the art translation management system (TMS) that controls processes and content from initial submissions to final, publishable documents. Schools and offices can now use the translation request system (TRS) component of the TMS to submit requests, monitor progress on a submission, and download final documents for publication. This system is managed by the Language Assistance Services Unit.

Even before the submission of a document for translation, there are important steps to assure that the final product communicates the intended message accurately and comprehensibly. The content should be written in clear, succinct, unambiguous language with correct spelling and grammar. The document should be formatted so that meaningful units are not divided among various segments of text. These two guidelines will help to provide high-quality translations and reusable segments of text to improve the translation of future documents assuring consistency among similar documents and various iterations of a single document that is repeated periodically.

Once an English-language document is ready, having been through the appropriate reviews and edits, it can be submitted to the Translation Unit by means of the MCPS TRS. A requestor provides appropriate documentation and the original to be translated. The requestor then selects the date the project is due and the language or languages needed. If there are any changes associated with the project or a change of due date, the Publications Manager will contact the requestor.

The translation management system (TMS) provides the project manager and system administrators with information and allows them to manage changes in due dates (when necessary), the quality of original documents to be translated, the assignment of personnel to specific translation jobs and functions, the final formatting of documents, and the dissemination of documents for publication. During the process, requestors can monitor where documents are in the translation cycle. Once documents are disseminated for publication, requestors can download completed, formatted translations of their original to release to the public. The TMS also allows for close collaboration with Editorial, Graphics, and Publication Services and the Web Services Team for documents that are to be published in print or on the web.

TMS Vocabulary

Asset	An individual document whether an original for translation or a translation of the same original
Locale	A language
Target Locale	A language into which a document is to be translated
Project	A group of assets submitted for translation into a particular language
Project group	A group of languages for which the same project was submitted in a single request; this is actually called "project" in the TRS
Source	English original to be translated
Translation coordinator	A person designated by the school principal or office administrator to submit and monitor translation requests using the TRS and to communicate local needs, concerns, and questions to Translation Unit staff
Translation Memory (TM)	A database of segments that have been translated, edited and approved; this can be leveraged in the translation process to make use of material that is identical or similar to that contained in previous translations, improving turn-around time, accuracy, and consistency among documents and translators
Translator	A person who takes text in one language and creates text in another language to convey the message of the original text in a way that is linguistically and culturally appropriate in the target language

Preparing Documents for Efficient Translation

Content and Language

Whether or not a document is to be translated, write as clearly and accessibly as possible.
1. If MCPSese or educationalese is essential, be sure to explain terms and concepts for the layperson.
2. Try to keep a consistent vocabulary (a variety of vocabulary for the same concepts is poetic in literature, but confusing in informational writing).
3. Avoid cultural allusions and idiomatic turns of phrase, which may be inaccessible to proficient English speakers from other cultural backgrounds and may well be untranslatable.
4. The more you can repeat the same phraseology when repeating the same concepts and content, within and among documents, the more consistent your message will be in English and in translation. This will also help leverage Translation Memory (TM), increasing the efficiency of translations.

Formatting in Microsoft Word

The most important concept when formatting a document, whether for translation or not, but especially for translation, is to **keep meaningful segments of content together**.

1. Use tables and text boxes for columns or inserts. Do NOT use tabs to separate parts of sentences that go across rows.
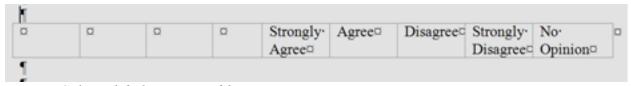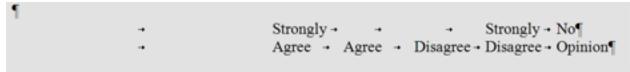

Figure: Column labels using a table.

Instead of

Figure: Column labels using tabs.

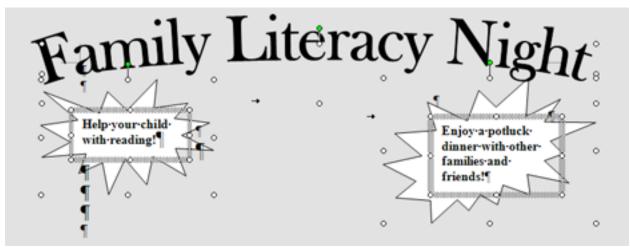| Segments using tables	Segments using tabs
Strongly Agree	Strongly{1}Strongly{2}No
Agree	Agree{3}Agree{4}Disagree{5}Disagree{6}Opinion
Disagree	
Strongly Disagree	
No Opinion	

Figure: Graphic with text using text boxes.

Instead of

Figure: Graphic with text using tabs.

Segments using textboxes	Segments using tabs
Enjoy a potluck dinner with other families and friends!	Enjoy a potluck
Help your child with reading!	Help your child[{1} dinner with other[1]
	with reading!
	{2}families and
	friends.

In addition to making it easier to split your text into translatable segments, it will make it easier to edit your text in English as well!

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[1] The place holders {#} indicate formatting changes in a text. They will limit the reusability of segments for future documents, but are better than disjoint segments.

2. When you need to divide a meaningful unit between rows of text, use margins or, if necessary, soft returns. Do NOT use hard returns within a meaningful unit of text. For a soft return, hold the <Shift> key as you strike the <Enter> key.

Figure: Text formatted across rows for visual interest using soft returns.

Instead of

Figure: Text formatted across rows for visual interest using hard returns.

Segments using soft returns	Segments using hard returns
Come join the fun!	Come join the fun!
Join us to {1}CELEBRATE {2}the accomplishments of the past year at {3}YOUR LOCAL SCHOOL.[2]	Join us to
	CELEBRATE
	the accomplishments of the past year at
	YOUR LOCAL SCHOOL.

The previous examples demonstrated how to avoid the most common mistakes with the most drastic conclusions. If you remember that most important concept when formatting a document, whether for translation or not, but especially for translation, is to **keep meaningful segments of content together**, you should be able to prepare text that segments easily for translation and is easier to manipulate for editing in English as well.

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[2] The place holders {#} indicate formatting changes in a text. They will limit the reusability of segments for future documents, but are better than disjoint segments.

Translation Request System

Logging into the Translation Request System

The URL for the Montgomery County Public Schools Translation Request System (TRS) is https://tms.mcpsmd.org/ws/transport/login. Your user identification for the TRS is the same MELT ID you use to sign onto your computer or sign into Outlook. Your password will be provided by LASU, via e-mail.

To change your password:
1. Log into the TRS.
2. Click on the <My Account> tab on the home page.
3. Type your old password into the <Old Password> field.
4. Type your new password into the <New Password> field.
5. TYPE your new password again into the <Confirm Password> field. While cutting and pasting may be quicker, if you made a typo the first time, you will repeat it without having any opportunity to catch the error and may find that your password does not work.
6. Click the <Save> button at the bottom of the page.
7. If you have any problems with your log-in credentials, contact the publications manager, María E. Escobar, via e-mail at Maria_E_Escobar@mcpsmd.org, OR the LASU administrative secretary, Sandra Rodriguez, via e-mail at Sandra_Rodriguez@mcpsmd.org.

Making a Request with the MCPS TRS

Completing MCPS Form 311-1: Request for Written Translations

Although this form will be phased out, it is still needed as the vehicle for payment for outside contractors. For the time being this form is required to make any request for a written translation. The form must be filled out and saved on your computer so that it can be uploaded into the TRS.
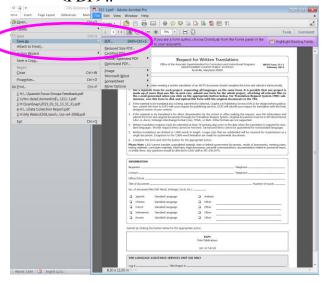
1. Go to the MPCS web site.
2. Type 311-1 in the <Search> text box at the top right-hand corner of the page and click the <SEARCH> button.

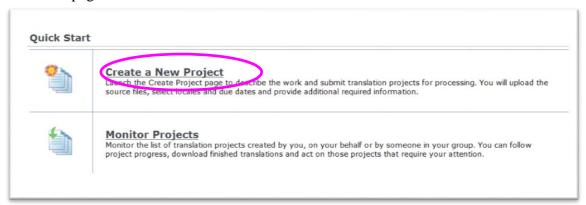3. Click the MCPS link to 311-1: Request for Written Translations.

4. Fill out the form and save it in your computer, by going to <FILE>, <SAVE AS>, <PDF>..
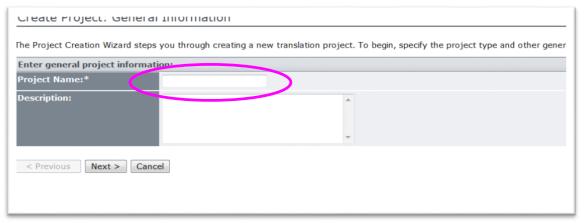
5. Use a unique descriptive name, such as "FamilyLiteracyNight."

6. If you have any problems preparing MCPS Form 311-1 for submission, contact the LASU at 301-230-5474. Someone will be happy to talk you through the process.

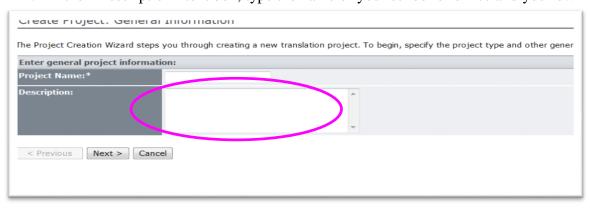**Uploading MCPS Form 311-1 to the TRS**

1. After you have prepared your document for translation and completed MCPS Form 311-1, log into the TRS.

2. Click the <Create a New Project> link under <Quick Start> in the lower left hand area of the page.
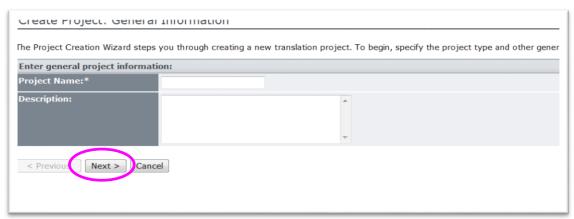
Quick Start

Create a New Project
Launch the Create Project page to describe the work and submit translation projects for processing. You will upload the source files, select locales and due dates and provide additional required information.

Monitor Projects
Monitor the list of translation projects created by you, on your behalf or by someone in your group. You can follow project progress, download finished translations and act on those projects that require your attention.

3. In the <Project Name> text box, type a descriptive name for this project.

Create Project: General Information

The Project Creation Wizard steps you through creating a new translation project. To begin, specify the project type and other gener

Enter general project information:

Project Name:*	
Description:	

< Previous   Next >   Cancel

4. In the <Description> text box, type the name of your school or office and your own name.

Create Project: General Information

The Project Creation Wizard steps you through creating a new translation project. To begin, specify the project type and other gener

Enter general project information:

Project Name:*	
Description:	

< Previous   Next >   Cancel
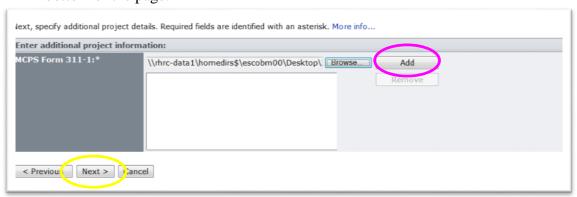
5. Click the <Next> button.

6. On the <Additional Information> page, click the <Browse> button and navigate to the MCPS Form 311-1 you specifically completed for this project.

7. Once the file is selected, click on the <Add> button, then click the <Next> button at the bottom of the page.

8. On the <Due Date and Locales> page you will give the relevant information for your request.

9. Select a due date.

a. If the due date is the same for all of the desired languages, type the desired due date in the <Due Date> text box OR click the calendar icon beside the <Due Date> text box and navigate to select your desired due date.

b. If the due date for the various languages you require is different, check the <Set due date per locale> check box and select your locales.

10. To select a locale, highlight the name of the desired language in the <Available Locales> box and click the right pointing button to move the language into the <Selected Locales> box. If you wish to unselect any particular language, highlight the name of that language in the <Selected Locales> box and click the left-pointing arrow to move the language back into the <Available Locales> box. You can select various locales by holding the <Ctrl> button on your keyboard as you highlight each of the desired languages. You can also move languages from one box to the other by double clicking on the name of the language. If you chose to set the due date by locale, you may use the process under 8.a. above to select the due date for each locale in the text boxes to the right of each language name.

11. Once all languages and due dates are selected, click on the <Next> button.

12. On the <Files to Be Translated> page you will upload the material you want translated. If you have multiple files for this project, check the <Expand zipped files> check box, otherwise leave the check box blank.

13. Use the <Browse> button to navigate to each file you wish to upload. As you select each file, click the <Add> button. Unfortunately, it is not possible to select multiple files before clicking the <Add> button, so this process is required for each file you wish to upload.

14. You may choose to click the <Analyze Files…> button. This will give you a <Word Count> for each of the documents you have uploaded into the system and a total <Word Count> for the job you are submitting. This is a count of English original words. The total job is the total <Word Count> times the number of languages you have requested.

15. Once you have loaded all of the desired documents for the particular project, click the <Create Project> button.

16. You should get a message indicating the number of projects created (your project times the number of languages requested). You should also get a message indicating that your project has been successfully created and giving you a project ID number that you can use to track the project and communicate about the project with the Translation Unit. Other summary information is also provided.

17. After reviewing the summary information for your project, click the <OK> button. This will put you on the <Projects> page of the TRS.

Changes to Project Due Dates

When Changes Are Necessary

Due to the work loads at the Translation Unit and the limited availability of contract translators and proofreaders, there will be times when the LASU manager will have to suggest a change to the requested due date for a particular project.

The Translation Unit assigns the following priorities to jobs:

1. Emergency communications to the whole MCPS community.
2. Emergency communications from schools.
3. Systemwide or school responses to tragedies.
4. Systemwide communications to the MCPS community.
5. Urgent information about Individualized Education Programs, 504 Plans, and suspensions. Invitations and normal follow-up letters do NOT fall in this category.
6. Schoolwide communications to parents and community about achievement, health, or safety.
7. Teacher communications to parents about achievement, health, or safety.

Frequently Asked Questions

Can my source document be in a language other than English?
Not at present.

Can I have a document translated into any language I need?
The Language Assistance Services Unit has resources to respond promptly to requests for our top six languages: Spanish, French, Amharic, Chinese, Vietnamese, and Korean.

What fees are charged back to the schools and offices?
Schools and offices are not charged for this service.

Who has access to the Translation Request System (TRS)?
Each school and office throughout the district has selected a Translation Coordinator. Each site may have more than one translation coordinator. To assign a new translation coordinator, contact the LASU manager, María Elena Escobar on Outlook.

Can other staff at my work have access to TRS?
Yes. Each work site may have several translation coordinators depending on the amount of documents produce. For questions, contact the LASU manager, María Elena Escobar.

What are the benefits of using TRS?
Translations done through TRS are saved in memory, so recurrent projects will take less time to translate than when they are done manually. Besides that, most of our projects are translated and proofread by professionals, which guaranteed the quality of the final product.

How do I obtain access to TRS?
By e-mailing the LASU manager, María Elena Escobar.

Will I need training to use TRS?
The process is very easy to follow, but if you feel you need extra training, please contact the LASU manager, María Elena Escobar.

Am I limited to a particular format for the documents I submit for translation?
TRS supports MS word, excel, and power point documents, as well as, InDesign and HTML publications.

Can I access the TRS from my home computer?
Yes. TRS is a web based system, available on any computer with internet access.

What if I have other questions?
For general questions about submitting translation requests and administrative issues, contact the LASU manager, María Elena Escobar on Outlook.

How can I give you feedback on my experience with TRS?
You may do by sending an e-mail to the LASU manager, María Elena Escobar

How do I find out who my school or office translation coordinator is?
Visit http://www.montgomeryschoolsmd.org/departments/lasu/lasu-coordinators.aspx for more information.

Does every school or office have a translation coordinator?
Yes. If your work site has not yet selected a translation coordinator, please contact the LASU manager, María Elena Escobar.

Can I submit confidential letters for translation?
Yes. The TMS is a closed, secure system, so we can maintain confidentiality.

What do I do if I am leaving my role as translation coordinator for a particular school or office?
Contact María Elena Escobar on Outlook and inform her of the changes.