



## Language Access Plan

### Section 1: Purpose

UNC Greensboro is committed to ensuring effective communication and meaningful public access to its external-facing services and programs by persons with limited English proficiency. Limited English Proficient (LEP) persons are individuals who do not speak English as their primary language and cannot speak, read, write, or understand the English language at a level that allows them to effectively participate in University programs and activities. This language access plan outlines UNC Greensboro's procedures for providing interpretation and translation services for LEP persons participating in the University's external-facing programs and activities, in accordance with Title VI of the Civil Rights Act of 1964.

### Section 2: Language Context

The United States Census Bureau estimated that in 2022, 15.6 percent (%) of Greensboro, North Carolina's population, age five or older, had a language other than English spoken at home.<sup>1</sup> The most prevalent other languages spoken in Guilford County include Spanish, Vietnamese, Arabic, other Indo-European languages, Chinese, and other Asian languages.<sup>2</sup>

Additionally, UNC Greensboro's [Center for New North Carolinians](#) (CNNC) serves approximately 1,450 immigrants and refugees yearly through its programs and services. The most common languages the CNNC encounters are Spanish, Arabic, French, Vietnamese, and Jarai or Rhade. The U.S. government's [LEP webpage](#) provides additional resources to identify language needs.

### Section 3: Access Plan

#### A. Language Assistance Resources

UNC Greensboro is uniquely positioned to utilize language assistance resources provided by the CNNC [Interpreter Access Project](#) which maintains a pool of trained interpreters in various languages that can be hired to provide interpretation and translation services. Interpretation is the act of orally restating words in a different language, and translation is the written conversion of words from one language to another.

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<sup>1</sup> United States Census Bureau [Quickfacts](#).

<https://www.census.gov/quickfacts/fact/table/greensborocitynorthcarolina,US/POP815222#POP815222>

<sup>2</sup> See [Language Data for North Carolina Counties](#). <https://evaluation.ces.ncsu.edu/wp-content/uploads/2023/06/ACSDT5Y2021.C16001-LEP.xlsx>

## B. Language Access Procedures

UNC Greensboro departments are responsible for ensuring that interpretation or translation services are provided for departmental programs as required by law. University software can assist with document translation. To schedule an interpreter, University departments may email requests to the CNNC Interpreter Access Project at [iap@uncg.edu](mailto:iap@uncg.edu). Requests for interpreters should include the language needed, date, start time, and duration. Please contact the [Interpreter Access Project](#) if you have additional questions.

### **Section 4: Distribution of Plan and Staff Training**

This plan will be distributed to UNC Greensboro staff via the Discriminatory Conduct Policy and will be available on the University Compliance webpage. The University Compliance Director will also include information about non-discrimination and language access requirements as part of compliance trainings on campus.

### **Section 5: Notice to LEP Persons**

University departments are responsible for providing notice of the availability of free language assistance to their program beneficiaries. UNC Greensboro will also post this Language Access Plan on multiple publicly available University webpages.

LEP persons who wish to file a discrimination complaint with the University may submit the [Discrimination Complaint Form](#) or contact the University Compliance Director at [compliance@uncg.edu](mailto:compliance@uncg.edu) or 336-256-0492. Individuals may also file a complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL) at [crcl@hq.dhs.gov](mailto:crcl@hq.dhs.gov). More information about filing a complaint with CRCL can be found at <http://www.dhs.gov/crcl>.

### **Section 6: Evaluation and Revisions**

UNC Greensboro will regularly monitor and evaluate the effectiveness of this Language Access Plan and make updates and revisions when necessary. This process will include consultation with CNNC staff and other University departments.

*Effective March 7, 2024*