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**Cc:** [OAIC Staff](#)  
**Subject:** OAIC Support for the Division  
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Hello Extension colleagues,

As you probably know, the Office of Access, Inclusion and Compliance (OAIC) is currently undergoing a transition. In addition to this transition, the number of requests for support that have been coming in has been greatly increasing and has gotten to be extremely high. While it is very exciting to see our colleagues doing good outreach work and wanting to utilize OAIC services to support our underserved communities, we have also exceeded our capacity to meet demand.

Given the volume of requests, we need to make some changes so that we can meet our priority obligations. This will include implementing some temporary limits on the work we perform while working toward process improvements. In order to support our ability to prioritize our work, incoming requests (with limited exceptions) will be reviewed and approved by the Institute Directors with support from program leadership prior to OAIC providing services.

For language access requests:

- Only translations and interpretations into our **high need languages**, Spanish and Hmoob (Hmong), will be processed (exceptions for other languages may be made on a case-by-case basis).
- All final text for translations must be provided at least **20 business days** in advance for each 1,500 words requested in both an editable word text table and PDF format. **RUSH translations** will not be an option.
- OAIC must have interpretation event **dates, materials and details at least 20 business days** prior to an event for us to coordinate requested interpretation support.
- Confirmation that at least one person has requested interpretation support for each event date and time must be provided to OAIC at least **five business days before** the event for us to continue support.
  - If no individuals have requested interpretation by 5 business days before your event please notify OAIC so we may cancel interpreters at no cost.
  - For interpreted events canceled with less than 5 business days' notice to OAIC, the **program will be charged** applicable cancellation fees.
- In-person interpretation services from OAIC will be the exception. Please work to set up virtual interpretation when possible.
- If you know or can find a local vendor to work with (at your cost), please review [our guidance here first](#), then feel free to do so, and send an email to OAIC to share the name and contact information for the person you are working with. Please check with us when possible **before translating with a vendor** at your cost as your material might be already translated in part or whole. When materials are complete, put the translations and vendor details/process in your electronic civil rights folder and recording results.

During this time, we will be focusing on process improvement, identifying criteria by which to prioritize requests, enhancing technology solutions and increasing support capacity.

If you have questions, please contact [oaic@extension.wisc.edu](mailto:oaic@extension.wisc.edu). We will respond as quickly as we can and appreciate your patience and understanding.

Thank you,

the OAIC team