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Interviewing, Translation and Interpretation Services (ITIS) at Collaborative Data Services (CDS)

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- ITIS is staffed by two translators and three on-call reviewers. For a brief overview of their credentials see *Meet the CDS ITIS Team* below.
- To submit a translation request, fill out an intake form on <https://redcap.link/fhcctranslationrequest>. We will respond within 1 business day.
- CDS hourly rates are \$46.50 for Fred Hutch-based investigators, and \$64.17 for Consortium investigators. We also provide services for outside organizations.
- ITIS provides in-house **English-Spanish** translation and interpretation services.
- CDS facilitates translation into **Languages Other than Spanish** through vetted external vendors and charges a service fee — corresponding to 1 to 4 hours of work — that is based on the scope of the work.
- Estimates below are based on translations that use common research terminology in consent forms —for example, consent, participation, risks, benefits and research terminology such as randomization etc. Consent forms that use complex medical and scientific terminology are more challenging and thus more expensive to translate.
- For interpreting services in other languages, ITIS will facilitate this through an established external provider.

Collaborative Data Services (CDS) is a CCSG-supported Shared Resource at the Fred Hutch, providing strategic services in the design and implementation of scientific studies. It offers the following services to the Fred Hutch Consortium: Project Management, Custom Programming, REDCap EDC Development, in-house Bilingual research English/Spanish Interviewing, Qualitative Interviewing, Translation and Interpretation, Data Operations, and Nutrition Assessment. Visit fredhutch.org/cds for more details.

In-house English/Spanish translation

- CDS ITIS offers in-house Spanish translation following the industry standard of 500 words per hour and charges by the hour.
- AI translation is used to reduce costs while increasing productivity and consistency. The translation workflow includes human editing, post-editing and a QC check.
 - **Editing Step:** AI-enabled translation is completed, the translator adapts the text to the local language (for example, Colombian vs. Mexican Spanish) and culture.
 - **Post-Editing Step:** The draft translation is fully proofread against the original. Changes are made to terminology, punctuation, stylistic consistency, grammar and spelling.
 - **Quality Control Step:** Text is reviewed to identify and correct any issues that may have been overlooked in the previous stages.

Table 1. Estimate based on current costs (FY25) for an English to Spanish translation based on a 3,000-word (~10 pages) document

| Document name: <i>Consent form</i> | Internal Fred Hutch Rates \$46.50/hour | Consortium Rates \$64.17/hour |
|------------------------------------|---|----------------------------------|
| Word Count | 3000 | 3000 |
| Translation @ 500 words/hour | 6 | 6 |
| Editing hours | 3 | 3 |
| Post editing | 3 | 3 |
| Quality control | 1.5 | 1.5 |
| Project management | 1 | 1 |
| Total | \$674.25 | \$930.46 |

Translation from English into Languages other than Spanish

- CDS ITIS uses the external vendors Smartling, LanguageLine, and SmartCat, who provide different service packages. See Table 2 below.
- CDS ITIS will advise clients on the most appropriate vendor/service package depending on their needs.
- CDS ITIS liaises with vendors and manages the project from start to delivery of the translated document.
- CDS ITIS charges a small service fee (approx. 1 - 4 hours of project management time) depending on the complexity of the project.

Table 2. Comparison of external vendor costs and services

| Name | Smartling | LanguageLine | SmartCat |
|------------------------------------|---|--|---|
| URL | https://www.smartling.com/ | https://www.language.com/ | https://smartcat.com/ |
| Market Experience | 15 years | 42 years | 9 years |
| Certificate of Translation | Provided at no cost upon request | Provided at no cost upon request | May incur a fee at the discretion of the translator |
| Minimum charge per document | None | Spanish: \$99.00 Other languages: \$125 | None |
| Service Fee | 10% service fee | 10% project management fee of invoice value | 10% service fee |
| Additional Services | <ul style="list-style-type: none"> - Proofreading - Formatting: \$65 per hour | <ul style="list-style-type: none"> - Proofreading: \$65 per hour - Formatting: \$55 per hour | <ul style="list-style-type: none"> - Rate per word includes translation, editing and proofreading - Formatting: Cost varies by document |

Table 3. Per word translation rates of the commonly spoken languages in WA

| Target Language | Smartling | | LanguageLine | | SmartCat |
|----------------------|-------------------|--------|-------------------|--------|----------|
| | Human Translation | AIHT * | Human Translation | AIHT * | TEP** |
| Russian | \$0.16 | \$0.12 | \$0.20 | \$0.15 | \$0.16 |
| Vietnamese | \$0.21 | \$0.13 | \$0.18 | \$0.15 | \$0.15 |
| Japanese | \$0.24 | \$0.15 | \$0.26 | \$0.20 | \$0.22 |
| Korean | \$0.24 | \$0.13 | \$0.20 | \$0.15 | \$0.27 |
| Chinese (Simplified) | \$0.14 | \$0.12 | \$0.16 | \$0.14 | \$0.15 |

*AI + Human Review

**TEP: Translation + Editing + Proofreading

Table 4. Current cost of an informed consent document in the most spoken languages in WA based on a 3,000-word (~10 pages) document.

| Target language | Smartling | | LanguageLine | | SmartCat |
|--------------------|-------------------|--------|--------------|-------|----------|
| | Human Translation | AIHT * | TEP** | AIHT* | TEP** |
| Russian | \$480 | \$360 | \$600 | \$450 | \$480 |
| Vietnamese | \$630 | \$390 | \$540 | \$450 | \$450 |
| Japanese | \$720 | \$450 | \$780 | \$600 | \$660 |
| Korean | \$720 | \$390 | \$600 | \$450 | \$810 |
| Simplified Chinese | \$420 | \$360 | \$480 | \$420 | \$450 |

*AI + Human Review

**TEP: Translation + Editing + Proofreading

Meet the CDS ITIS Team

Ángela María Carvajal, Project Coordinator/Translator

Angelia is a native Spanish speaker from Colombia and holds a bachelor's degree in modern Languages Teaching with a Minor in Translation. She has completed training in medical interpretation through MITS. She has lived in the United States for over seven years, during which time she has had the opportunity to obtain a certificate in Spanish-English Translation from the University of Arizona and a localization certificate with the University of Washington. She is a certified Document Translator by WA DSHS. Angela has been employed at Fred Hutch Cancer Center for 4 years as a project coordinator, translator and bilingual interviewer.

Juan Pablo Piedrahita, Translator

Juan Pablo came to Seattle in 1999 to pursue his degree in Audio Production and has been living in Seattle ever since. Hailing from Colombia, he was fortunate to learn English starting at five years old. Since childhood, his love of reading gave him a taste for literature and writing in both languages, and this path led him to work in localization in the tech industry in 2006. In 2012, he branched out to interpretation and later translation, where he's been working ever since. He is a DSHS certified translator and interpreter, and also the newest member of the CDS ITIS team at Fred Hutch.

Adriana Nodal-Tarafa, Reviewer (English – Spanish)

She has been lending her bilingual voice to bridge cultural differences for over a decade. She has done this mainly through translating everything from science-based information for the public to software UI, comics, subtitles, video games, and novels. Adriana is a WA DSHS Certified Medical interpreter and translator, and a WA Court certified interpreter. She has worked as a translator/reviewer at Fred Hutch for nearly 4 years. Adriana also serves as a King County Public Health Language Access Project Manager in Localization and Translation. Other related work includes: Interpreter Coordinator, Research Interviewer, and Bilingual Cancer Educator.

M. Celeste Espina Criolani, on-call Smartcat Reviewer (English – Spanish)

Born in Argentina and has lived in Spain since 2013. She is an editor and translator with 9 years of experience in the fields of education and health. She is experienced translating into European (Spain), Latin American and US Spanish. Celeste holds a degree in English Studies and an associate degree in music composition.

Jehane Newton, on-call Smartcat Reviewer (Spanish – English)

She is an experienced bilingual Spanish to English, and French to English translator, proofreader and copy editor and she specializes in marketing, technical, and legal texts. Jehane holds a translation certificate from Spanish to English and French. Living in Spain for over 18 years has enabled her to perfect her language skills and offer a professional translation, proofreading, copy-editing, and post-editing service. The service includes proofreading and editing translations for business and academic work written by non-native English speakers to ensure accuracy and fluency.