National Aeronautics and Space Administration

# Language Access Plan 2011

## Office of Diversity and Equal Opportunity September 2011

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**LANGUAGE ACCESS PLAN UNDER EXECUTIVE ORDER 13166, IMPROVING ACCESS TO SERVICES FOR PERSONS WITH LIMITED ENGLISH PROFICIENCY**

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National Aeronautics and Space Administration Office of Diversity and Equal Opportunity Washington, DC 20546

Brenda R. Manuel Associate Administrator for Diversity and Equal Opportunity

NAME AND TITLE OF RESPONSIBLE OFFICIAL

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Charles F. Bolden, Jr. Administrator

SIGNATURE DATE

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## Executive Summary

Under Executive Order 13166, ""Improving Access to Services for Persons with Limited English Proficiency," (2000) NASA, as a Federal agency, is required to take steps to provide meaningful access to its programs and activities to members of the public who are limited in their English proficiency (LEP). At NASA, this would include: NASA onsite Visitors' Centers; emergency evacuation signage; education and awareness opportunities, for example, programs designed to inspire the next generation of scientists, engineers, and explorers, such as astronaut appearances and remarks at schools; international partner delegations; and guided tours of NASA Centers.

NASA has developed this Language Access Plan (LAP), an update to its 2000 LAP, to meet the objectives of Executive Order 13166. NASA has appointed the Director, Program Planning and Evaluation Division (PPE), Office of Diversity and Equal Opportunity (ODEO) to serve as the Agency's Language Access or LEP Coordinator and lead for an Agency LEP Working Group. The following Agency organizations (and their Center counterparts) are deemed key Agency stakeholders because of their roles and responsibilities in Agency programs and activities most likely to include LEP program participants:

- Office of the Chief Information Officer
- Office of Communications
- Office of Education
- Office of International and Interagency Relations

Each NASA Center also has named an LEP Coordinator who is responsible for working in partnership with Center stakeholders, e.g., communications and information technology (IT). Just as at the Agency level, the Center Coordinator, in partnership with stakeholders, will be responsible for developing and overseeing implementation of a Center LAP, consistent with the Agency LAP, except that Centers are not required to form formal LEP Groups.

The Office of International and Interagency Relations (OIIR) Resources Management Division manages the Agency-wide interpretation/translation service and visa processing contract. With appropriate funding, use of this established interpretation/translation contract service is available to HQ and all NASA Centers to support these requirements.

It is anticipated that, through interpretation and translation services, NASA will take steps to ensure meaningful access for LEP persons to the following programs and activities, among others:

 NASA Web site pages, with special emphasis given to mission-oriented information, for example, current missions and planning.  Visitors' Centers written information (i.e., signage relating to exhibits, displays, and emergency evacuation procedures).  Notices advising prospective participants in NASA-conducted educational and training programs and activities of the availability of language assistance services.

NASA has prepared this LAP and will implement it in the spirit of Executive Order 13166. That is, the Agency will hold to the same standards as Federal civil rights laws, and with an eye toward serving an ever-growing and ever more diverse population.

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# NASA Policy Statement on language Access for limited English Proficient (lEP) Persons

As guided by Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," NASA's commitment to equal opportunity includes the Agency's efforts to ensure that all members of the public who wish to participate in Agency-conducted programs and activities have an equal opportunity to do so. Whether patrons of our Visitors' Centers, participants in guided tours of our Centers, or students being inspired by our Astronaut corps to become a part of the next generation of explorers, we welcome all.

As part of this commitment, we seek to ensure that people who, as a result of national origin, are limited in their English proficiency have meaningful access to participate in NASA programs and activities. It is, therefore, NASA's policy to seek to provide accessibility to its programs regardless of English language proficiency. Under this policy and to the maximum extent practical, NASA will provide language assistance services to Limited English Proficient (LEP) persons who wish to participate in NASA-conducted programs and activities. We have established an Agency Language Access Plan (LAP), which outlines the strategies and actions we will take on an ongoing basis to address the language assistance needs of LEP persons participating in NASA programs and activities. The LAP sets forth the requirements and procedures to be followed in implementing this policy, as well as enables us to review our programs and activities with the goal of improving accessibility.

This policy and our LAP are an integral part of NASA's efforts to serve as a model for the Nation in providing the widest possible dissemination of our activities and the results of our work as we are required to do under our founding legislation.

Charles F. Bolden, Jr.
NASA Administrator

9/13/11
Date

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# Introduction

UnderExecutiveOrder13166,“ImprovingAccesstoServicesforPersonswithLimitedEnglishProficiency,”(2000) NASA,asaFederalagency,isrequiredtotakestepstoprovidemeaningfulaccesstoitsprogramsandactivitiesto membersofthepublicwhoarelimitedintheirEnglishproficiency(LEP). ItisnoteworthythatNASA’scharter uniquelyrequirestheAgencytoprovidethewidestpossibledisseminationofinformationonitsactivities. (Section 203(a)(3)oftheNationalAeronauticsandSpaceActof1958,asamended) Therefore,accommodationofthe languageassistanceneedsofLEPpersonsisnotonlyconsistentwiththerequirementsoftheExecutiveOrder,but italsohelpsNASAtomeetitsobligationsundertheSpaceActof1958.

Throughoutits53-yearhistory,NASAhasenjoyedgreatsuccessincommunicatingwiththepublic. Scientific breakthroughsandspaceexplorationachievementshavebeenpublicizedthroughavarietyofmedia,fromradio, newspapers,andtelevision,totoday’ssocialnetworkingsitesandonlinepublications. Aswemoveforwardinthis newmillennium,achangingworldhasexpandedNASA'scharterforpublicoutreach. ExecutiveOrder13166 challengesustoensuregreateraccesstoourprogramsand,indeed,toourstoryasanAgency.

TheprimarypurposeoftheExecutiveOrderinregardstoFederallyconductedprogramsistobetterensurethat peopleforwhomEnglishisnotafirstlanguage,peoplewhomaybesaidtobe“limited” intheirEnglish proficiency,maystillenjoymeaningfulaccesstotheprogramsandservicesofferedbyFederalagencies. NASAhasdevelopedthisLAPtomeettheobjectivesofExecutiveOrder13166. TheplanisconsistentwithU.S. DepartmentofJustice(DOJ)guidanceemphasizingthat,toavoiddiscriminationagainstLEPpersonsongroundsof nationalorigin,Federalagenciesmusttakeadequatestepstoensurethatpeoplewhoarenotproficientin English caneffectivelyparticipateinandbenefitfromitsconductedprogramsandactivities.

Furthermore,theExecutiveOrdermakesitclearthatpersonsshouldexpecttoreceivethelanguageassistance necessarytoaffordthemmeaningfulaccesstoFederallyconductedprogramsandactivities,freeofcharge. The concernisnotwithemployeesorcontractorsofFederalagenciesbutratherwithmembersofthepublicaffected byorseekingtoparticipateinaprogramorserviceprovidedbytheAgency. AtNASA,thismightmeanany numberofprogramsoractivitiesprovidedbytheAgency. Someexampleswouldinclude:

-NASAonsiteVisitors’Centers

-Educationalandawarenessopportunities

-NASAofficials’remarksorappearances

-GuidedtoursofNASACenters

ThisLAPupdatehasbeenpreparedinthespiritoftheExecutiveOrder’schallengetoFederalagenciesandwitha goalofservinganever-expandinganddiversepopulation.

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## NASA’s Language Access Implementation Plan

U.S.DepartmentofJustice(DOJ)guidanceonlanguageaccessassessmentandplanningunderExecutiveOrder 13166identifiesthekeycomponentsoflanguageaccessself-assessmentsandimplementationplans.[1]The elementsoftheself-assessmentroughlyapproximatethekeycomponentsofalanguageaccessimplementation plan,asidentifiedbyDOJ.[2] NASAutilizedthisguidanceshapingtheLanguageAccessPlant hatfollows.

### 1. Officials Charged with Implementing the Plan

#### a. Agency Level

***i. Agency LEP Coordinator***

TheDirector,ProgramPlanningandEvaluationDivision(PPE),OfficeofDiversityandEqualOpportunity(ODEO), shallserveastheAgency’sLanguageAccessorLEPCoordinator. ThePPEDirectorreportsdirectlytotheAgency’s AssociateAdministrator(AA)forDiversityandEqualOpportunity,thehighestrankingdiversityandEqual Opportunity(EO)officialatNASA.Inturn,theAA,ODEO,reportsdirectlytotheNASAAdministrator.

TheAgencyLEPCoordinatorhasthefollowingmainrolesandresponsibilities:

- DevelopmentandoversightofAgencylanguageaccesspolicydirectives,plan,andprocedurestoprovide meaningfulaccesstoLEPpersons.
- Oversight,performance,andimplementationofthelanguageaccessplan.
- CoordinationofanAgency-levelLEPWorkingGroupofkeystakeholders(asdefinedinthissection)to assistincreatingandimplementinglanguageaccessproceduresfortheAgency.
- InterfaceandcoordinationwiththeOfficeofInternationalandIntergovernmentalRelationsonthe Agency’smanagementofitsinterpretationandtranslationservices.

ThefollowingAgencyorganizations(andtheirCentercounterparts)arekeyAgencystakeholdersbecauseoftheir rolesandresponsibilitiesinAgencyprogramsandactivitiesmostlikelytoincludeLEPprogramparticipants:

- OfficeoftheChiefInformationOfficer
- OfficeofCommunications
- OfficeofEducation
- OfficeofInternationalandInteragencyRelations

[1]U.S.DepartmentofJustice,CivilRightsDivision,FederalCompliance andCoordinationSection,

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“LanguageAccessAssessmentandPlanningToolforFederallyConductedandFederallyAssistedPrograms,”(May2011)(LanguageAccessPlanningTool).

[2]ThesixelementsareasfollowsIdentifyingandAccessing LEPCommunities;3)ProvidingLanguageAssistanceServices;4)TrainingStaffonPoliciesandProcedures; 5)ProvidingNoticeofLanguageAssistanceServices;and6)Monitoring,EvaluatingandUpdating.DOJ,LanguageAccess PlanningTool,Sec.II,p.3.

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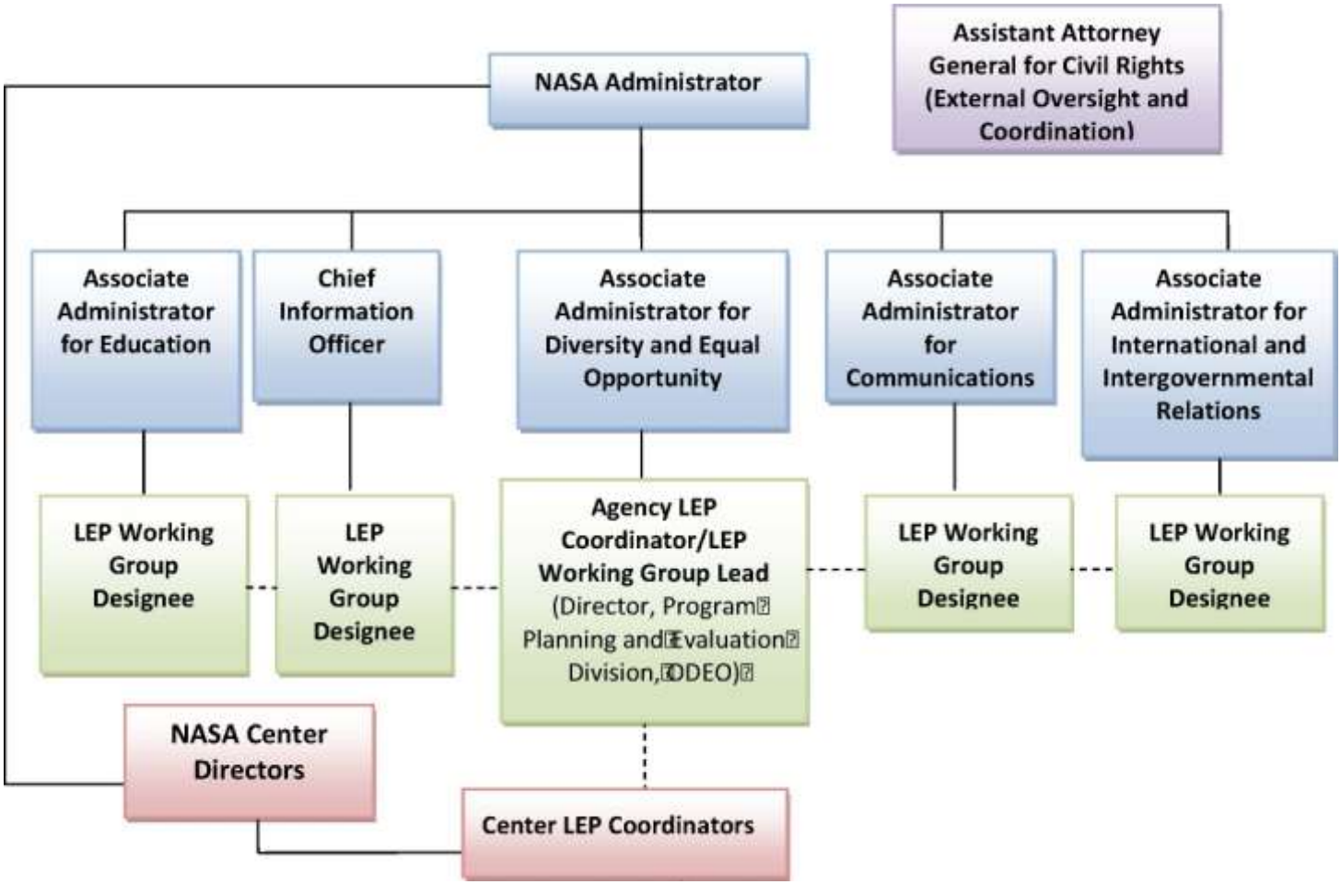
***ii. Agency Chains of Command for Authority***

Thechainsofcommandforauthorityandoversightareshowninthechartbelow.Theorganizationalchartshows




coextensiveresponsibilityandcoordinationwithotheragencies,NASAAgencyoffices,andCenters.*

*EachCenterPlanshallincludeasimilarorganizationchart.

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**b. Center Level**

EachNASACenterhasnamedanLEPCoordinator(seeObjectives,Timeframes,andBenchmarksbelow).[3]Center LAPsshoulddetailthechainsofcommandforauthorityandoversight.CenterLEPCoordinatorsareresponsible for:

- DevelopingandoverseeingimplementationofaCenterLAP,consistentwiththeAgencyLAP.
- CommunicatingwiththeCenterDirectorandothertopCentermanagementonthedevelopmentand implementationoftheplan.
- Seekingtheneededresourcesforplandeployment.
- Identifyingqualifiedinterpretersandtranslatorstobeincludedinaninterpreterdatabase.
- InterfacingwiththeAgencyOfficeofInternationalandIntergovernmentalRelations,Resources ManagementDivision,whichadministerstheAgency'sinterpretation/translationservicescontractto makethenecessaryarrangementstosupportproposedLEPactivities,onanas-neededbasis.
- EnsuringappropriatetrainingisprovidedtoCenterstaffwithrolesandresponsibilitiesundertheplan.
- MonitoringtheCenterplan'sprogressandperiodicallyreportingtotheAgencyLEPCoordinator.

## 2. Services, Benefits, and Activities Provided Directly to the Public: How NASA Interacts with LEP Communities:

NASA'sconductedprogramsandactivitiesgenerallyfallunderfourmainareas: CommunicationsandPublic Outreach,EducationProgramsandActivities,InternationalandInteragencyRelations,andNASAVisitors'Centers, eachassociatedwiththeAgencyorganizationeachidentifiedasakeystakeholder,i.e.amemberofNASA'sLEP WorkingGroup.

**a. Communications and Public Outreach**

NASAcommunicateswiththepublicthroughavarietyofmedia,withtheAgency'sWebsitesservingasapre-eminentmeansofinformingandengagingthepubliconourmissionsandresultingaccomplishments. TheOffice ofCommunicationsisresponsibleforshapingNASA'spublicmessaging,includingNASATV. TheOfficeoftheChief InformationOfficerisresponsibleforaccesstoinformationtechnologyatNASA. AnumberofotherAgencyoffices areresponsiblefordevelopmentofkeypublicdocumentsandothermaterialsofpublicinterestresidingonNASA's Webpages.

TheplanidentifiesthemainareasoffocusfortheAgencyLEPWorkingGroupinimprovingLEPaccessinthe communicationsarena,bothfromcomplianceanda"promisingpractices"perspective:

***i. NASA News Events and Public Outreach Activities.*** Thisincludespressreleases,factsheets,statusreports,and significanteventsreports,responsestomediarequestsfromnon-Englishlanguagenewsorganizations,written

[3]FornamesandcontactinformationofNASA'sLEPCoordinators

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,seeApp. B.

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languagecomponentsofdisplaysofspaceartifactsandotherexhibits,Speaker'sBureauandrelatedactivities,e.g., publiclectures,nationalconferences,technicalsymposia,IMAXmovies,andcommunityevents.

***ii. Mission Oriented Materials and Information*.** ThisincludesmaterialresidingonNASA'sWebpages,specifically informationaboutcurrentNASAmissionsandachievements,includingroboticandhumanspaceflightprograms, importantdevelopmentsinaeronautics,andotherfieldsofscienceandtechnology;forexample,NASA"SPINOFF" publications. TheLEPWorkingGroupswillfocusontheNASAHomePageandlinkstothatpage.

**iii.** ***Agency Performance and Accountability Documents***. TheseincludetheAgency'sPerformanceand AccountabilityPlansandReports,whichareintendedtoprovidetheAdministration,Congress,andmost importantly,theAmericanpublic,withadetailedandtransparentaccountingofNASA'sactivities.

***NASA TV Programming.*** NASATVprovidesvideoonCenternewsreleases(whereappropriate)toHeadquarters topostviasatellitetotelevisionnetworksfornewsbroadcasts. Italsoprovidesdailysatellitevideototelevision stationsacrossthecountrytouseinnewsstorydevelopmentandarrangesinterviewswiththepressand"live shots"forscientistsonnationalandlocaltelevisionnewsprograms.TheNASATVstaffworkswithtelevision producersormotionpictureindustrypersonnelwhoarewritingorfilmingspaceproductions,publishersverifying NASAfacts,andtoyandgamemanufacturersproducingfacsimilesofNASAproducts. Theyalsoworkwithvideo andphotoorganizationstodisseminateaerospacefootage,satelliteimagery,aerialviewsofEarth,anddigital imagesofotherplanetstakenbyourlatestplanetaryprobes.

***Ciencia@NASA (Science@NASA).*** ThisSpanishlanguageWebsiteismaintainedbyNASAHeaquarters. Spanish wasselectedbasedonthedemandexpressedbyvisitorstotheNASAWebsiteandthesizeofthepotential nationalpopulationthatwouldbenefit. Thestoriesareaimedatanadultscience-attentiveaudienceandare writtenatthehighschoolsenior/firstyearcollegelevel. Thestoriesfocusonsomeofthemoreexcitingaspectsof NASAscienceandareavailableinbothwrittenandaudioversions. BetweenMay1,2010,andMay1,2011, ***Ciencia@NASA*** published71stories. Thetotalannualreadershipwas1,382,000withamonthlyaverageof 115,000.

**b. Education Programs and Activities**

NASAEducationiscomprisedofnumerouscomponentsacrosstheagency. NASA'sCenters,MissionDirectorates, andtheOfficeofEducation(OE)aretheprimaryorganizationsencompassingtheAgency'seducationcommunity. ThecommunityalsoincludesallNASAstaffthathelpeducatethepublicontheAgency'smissionsandscientific andtechnologicaladvances.

TheAgency'scurrentEducation-relatedStrategicGoalisto"shareNASAwiththepublic,educators,andstudents toprovideopportunitiestoparticipateinourMission,fosterinnovation,andcontributetoastrongnational economy."[4]

Thisgoalencompassesnationalobjectivesthatclearlyimpact LEPindividuals,particularlyelementary andsecondaryschoolstudents. Forexample,theseobjectivesincludeprovidingNASAeducatio nalexperiences thatinspirestudentinterestandachievementinscience,techn ology,engineeringandmathematics(STEM)

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disciplinesandinforming,engaging,andinspiringthepublicbysharingNASA’smissions,challenges,andresults.In bothareas,NASAstrivestobeinclusiveofunderrepresentedandunderservedcommunities.

[4] 2011NASAStrategicPlan(February2011),p.30.

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Basedonitsstrategicgoalsandobjectives,theNASAEducationProgram’sencounterswithLEPpopulationsmay include:

- EducationalbriefstoK-12studentsandteachers.
- Educatorguides.
- Brochures,wallsheets,lithographs,slidesets.
- Videosthatincludeteacherguides.
- CDROMcollectionsandinteractiveWebsites.
- InformationregardingNASA’sinternationalprograms,includingtheInternationalGlobalLearningand ObservationstoBenefittheEnvironment(GLOBE)Program.

**c. International and Interagency Relations**

TheOfficeofInternationalandInteragencyRelations(OIIR)providesexecutiveleadershipandcoordinationforall NASAinternationalactivitiesandpartnerships,includingdirectingNASA’sinternationalrelationsandmanaging foreigntravelbyNASAemployeesamongahostofotherrolesandresponsibilities.TheOIIRResources ManagementDivisionmanagestheAgency-wideinterpretation/translationserviceandvisaprocessingcontract. Withappropriatefunding,useofthisestablishedcontractisavailabletoHQandallNASACenterstosupportthis initiative(seealsoSection4(a)(i),p.16).

**d. NASA Visitors’ Centers**

EachNASACenterhasaVisitors’Centernearoronsitethatisopentothepublic. TheVisitors’Centersprovidea hostofinformationandinteractiveexperiencesrelatingtoNASAmissions,includingdisplays,exhibits,andguided tours.ThousandsofvisitorstourNASA'stenCenterseveryday,learningaboutandexperiencingtheexcitementof aerospace. ThisincludesthousandsofguestswhohaveviewedSpaceShuttlelaunchesandovertwomillion peoplewhovisittheKennedySpaceCenterVisitors’Complexannually.ThefocusfromanLEPperspectiveison ensuringmeaningfulaccesstoallofthesepROGRAMSandactivities,includinginformationpostedonVisitors’ Center WebsitesandemergencyevacuationsignageattheCenters.

## 3. Identification and Assessment of LEP Communities

TheAgency’sassessmentofitsLEPcommunitiesisbasedontheelementofDOJ’smodelSelf-Assessment, “IdentificationandAssessmentofLEPCommunities.” ConsistentwithDOJ’sguidance,thisplanoutlines,froman Agencyperspective,anestimateofthepercentageofLEPindividualswhoareeligibletoreceiveeachservice, benefit,oractivity. ***At the Center level, LEP Coordinators shall work with key stakeholders (including the Center EO Office, if the Coordinator does not reside in that office) to develop Center plans based on the model established below (see also Objectives, Timeframes, and Benchmarks for this section).***

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**a. Estimate of Eligible LEP Individuals**

ThisPlanshowstheanalysisconductedtoassessthenumberorproportionof LEPpersonsfromeachlanguage groupintheAgency'sservicearea,i.e., thewholecountry. Dataforeachgeographicareainwhichan NASACenter islocatedisprovided. FortheAgencyornationalassessment,NASAreliedonthe*American Community Survey (ACS)* languagedataontheAmericanFactFinderWebsite,www.factfinder.census.gov, *the U.S. Department of Education* CivilRightsDataCollectionat http://ocrdata.ed.gov/,theNationalCenterforEducationStatistics, http://nces.ed.gov/fastfacts/display.asp?id=96,andt*he Federal Interagency Working Group on Limited English Proficiency Website* athttp://www.lep.gov/demog_data.html

NASAisaFederalagencyheadquarteredinWashington,D.C.withtenCenterslocatedinvirtuallyeveryregionof thecountry. ThreeNASACentersarelocatedontheWestCoast,AmesResearchCenter(California),DrydenFlight ResearchCenter(California),andJetPropulsionLaboratory(California). GoddardSpaceFlightCenter(Maryland), KennedySpaceCenter(Florida),LangleyResearchCenter(Virginia),NASAHeadquarters,Washington,D.C.are locatedontheEastCoast. IntheSoutheast,wehaveMarshallSpaceFlightCenter(Alabama),NASAShared ServicesCenter(Mississippi),andStennisSpaceCenter(Mississippi).IntheMid-west,wehaveGlennResearch Center(Ohio). JohnsonSpaceCenter(Texas)anditsWhiteSandsLaboratory(NewMexico)arelocatedinthe Southwest. Asmentioned***, it will be necessary for each Center to conduct its own analysis of the number and proportion of LEP persons it serves or is likely to encounter in its own region of the country.***

AttheAgencylevel,wecan,however,makesomepreliminaryobservationsaboutthescopeofNASA'scompliance responsibilitiesnationwide. Tobeginwith,Englishisthepredominantlanguageoftheunitedstates. Accordingto theU.S.CensusBureau'sAmericanCommunitySurvey(ACS)datafor2005-2009,91.4percentofallU.S.residents agefiveorolderspeakEnglish"verywell."EightypercentofallU.S.residentsspeakonlyEnglish,and19.6percent speakalanguageotherthanEnglish.Ofthese,8.6percentspeakEnglishlessthan"verywell."

Accordingtothe2007ACSdata,1.6percentofallU.S.residentsagefiveorolderspeakEnglish"notatall." This populationtotaledapproximately4,494,991,or8percentofthetotalpopulationofpersonsfiveorolderwhose primarylanguagewasotherthanEnglish.[5]

# Theseindividualscannotspeak,read,writeorunderstandthe English languageatalevelthatwouldpermitthemtobenefitfromNASA-conductedprogramsandactivities.

OfspeakersoflanguagesotherthanEnglish,therearesomecleartrends. Over61percentofallspeakersofother languagesareSpanishspeakers.While71percentofthesealsospeakEnglish"well"or"verywell," over29 percentspeakEnglish"notwell"or"notatall." Asimilartrendistrueforspeakersof Chinese,thesecondmost widelyspokenlanguageotherthanEnglish(70percentofChinesespeakersalsospeakEnglish"well"or"very well," but30percentspeakEnglish"notwell"or"notatall.") Thetrenddoesnothold,however,forthethird mostcommonnon-EnglishlanguagespokenintheU.S.: Tagalog. OnlysevenpercentofspeakersofTagalogspeak English"notwell"or"notatall." Thechartonthefollowingpageshowsthepercentagesofthetop25languages otherthanEnglishspokenintheUnitedStates.

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[5] ACS Language Census 2007, Table 1, "Population 5 Years and Older Who Spoke a Language Other Than English at Home by Language Group and English-Speaking Ability: 2007" in Language Use in the United States: 2007, Issued April 2010.

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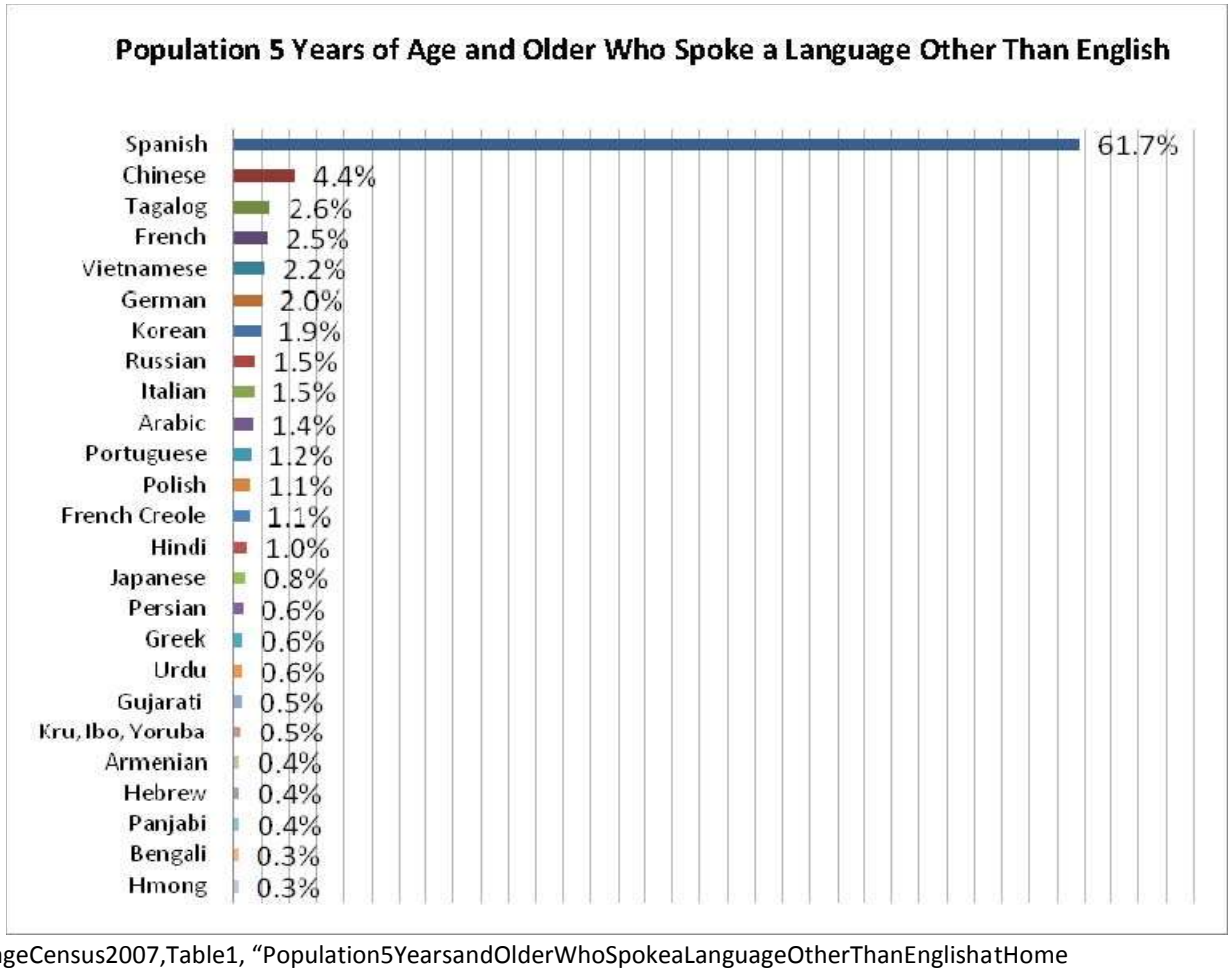


FromACSLanguageCensus2007,Table1, “Population5YearsandOlderWhoSpokeaLanguageOtherThanEnglishatHome byLanguageGroupandEnglish-SpeakingAbility:2007”inLanguageUseintheUnitedStates:2007,IssuedApril2010

LanguagesotherthanEnglishspokeninthestatesinwhichNASAhasCentersfollowsimilartrendsingeneral,with Spanishbeingthemostwidelyspokenlanguageinmostcases.InTexas,Florida,andCalifornia,Spanishspeakers makeupanoverwhelmingmajorityofspeakersotherthanEnglishspeakers,at86percent,73percent,and 67percent,respectively.LouisianaistheonlystateinwhichNASAconductsprogramswhereSpanishisthe majoritynon-Englishlanguage,butonlybyasmallmargin.Spanishisstillthemajority,at35percent,butisclosely followedbyFrench,at34percent.Thefollowingtableillustratesthetoptenlanguagesotherthan Englishspoken ineachstateinwhichNASAconductsprogramsoroutreachtothepublic,bybothnumberofspeakersand percentageoftotalspeakersoflanguagesotherthanEnglish.

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## Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Total Speakers of Languages other than English, 2008-2010

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | African lang.s |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,687 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Arabic |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129,813 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | French Creole |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,152 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Arabic |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,668 |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Italian |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,605 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | African languages |
| | | 53,166 | 4,939 | 4,917 | 4,377 | 3,705 | 3,682 | 2,660 | 2,625 | 1,495 | 1,350 |
| | | 56% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% | 1% |
| **MD** | GSFC-Greenbelt | Spanish | African languages | Chinese | French | Korean | Kru,Ibo, Yoruba | Tagalog | German | Russian | Vietna-mese |
| | | 299,225 | 60,515 | 54,869 | 47,573 | 38,832 | 29,528 | 24,686 | 21,988 | 19,102 | 16,813 |
| | | 38% | 8% | 7% | 6% | 5% | 4% | 3% | 3% | 2% | 2% |
| **OH** | GRC-Cleveland | Spanish | German | Other West Germanic languages | Chinese | French | African languages | Pennsyl-vania Dutch | Italian | Other Slavic languages | Russian |
| | | 220,860 | 56,444 | 33,120 | 31,106 | 30,891 | 23,983 | 23,306 | 19,876 | 18,251 | 14,829 |
| | | 34% | 9% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% |
| **TX** | JSC-Houston | Spanish | Vietna-mese | Chinese | German | Tagalog | French | Urdu | Korean | Arabic | Hindi |
| | | 6,338,224 | 160,434 | 83,298 | 73,455 | 57,427 | 55,723 | 49,176 | 49,123 | 45,461 | 42,238 |
| | | 86% | 2% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| **VA** | LARC-Hampton | Spanish | Korean | Chinese | Vietna-mese | Tagalog | French | Arabic | German | Persian | Urdu |
| | | 422,188 | 53,200 | 44,610 | 42,036 | 40,080 | 34,357 | 29,256 | 25,887 | 22,794 | 21,087 |
| | | 44% | 6% | 5% | 4% | 4% | 4% | 3% | 3% | 2% | 2% |

## NASA Centers' Closest School Districts: LEP Student Enrollment Data by Race/Ethnicity

| State | Center | School District | | American Indian or Alaska Native | Asian or Pacific Islander | Hispanic | Black | White | Two or more | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| **AL** | MSFC, Huntsville | Huntsville City | # of students | 5 | 135 | 855 | 25 | 35 | 0 | 1055 |
| | | | % of total students | 0.0% | 0.6% | 3.7% | 0.1% | 0.2% | 0.0% | 4.6% |
| **CA** | ARC - San Francisco | San Francisco Unified | # | 30 | 7,705 | 5,985 | 110 | 560 | 0 | 14,385 |
| | | | % | 0.2% | 14.1% | 11.0% | 0.2% | 1.0% | 0.0% | 26.3% |
| **CA** | DFRC - Lancaster | Lancaster | # | 5 | 265 | 6,330 | 40 | 140 | 0 | 6,780 |
| | | | % | 0.0% | 0.5% | 11.7% | 0.1% | 0.3% | 0.0% | 12.5% |
| **DC** | HQ - Washington | District of Columbia Public Schools | # | 5 | 300 | 2785 | 425 | 165 | 0 | 3675 |
| | | | % | 0.0% | 0.6% | 5.7% | 0.9% | 0.3% | 0.0% | 7.6% |
| **FL** | KSC - Cape | Orange | # | 50 | 1640 | 21375 | 4940 | 1600 | 0 | 29,610 |

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**Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Total Speakers of Languages other than English, 2008-2010**

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | African lang.s |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,687 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Arabic |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129,813 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | French Creole |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,152 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Arabic |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,668 |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Italian |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,605 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | African languages |
| | | 53,166 | 4,939 | 4,917 | 4,377 | 3,705 | 3,682 | 2,660 | 2,625 | 1,495 | 1,350 |
| | | 56% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% | 1% |
| **MD** | GSFC-Greenbelt | Spanish | African languages | Chinese | French | Korean | Kru,Ibo, Yoruba | Tagalog | German | Russian | Vietna-mese |
| | | 299,225 | 60,515 | 54,869 | 47,573 | 38,832 | 29,528 | 24,686 | 21,988 | 19,102 | 16,813 |
| | | 38% | 8% | 7% | 6% | 5% | 4% | 3% | 3% | 2% | 2% |
| **OH** | GRC-Cleveland | Spanish | German | Other West Germanic languages | Chinese | French | African languages | Pennsyl-vania Dutch | Italian | Other Slavic languages | Russian |
| | | 220,860 | 56,444 | 33,120 | 31,106 | 30,891 | 23,983 | 23,306 | 19,876 | 18,251 | 14,829 |
| | | 34% | 9% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% |
| **TX** | JSC-Houston | Spanish | Vietna-mese | Chinese | German | Tagalog | French | Urdu | Korean | Arabic | Hindi |
| | | 6,338,224 | 160,434 | 83,298 | 73,455 | 57,427 | 55,723 | 49,176 | 49,123 | 45,461 | 42,238 |
| | | 86% | 2% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| **VA** | LARC-Hampton | Spanish | Korean | Chinese | Vietna-mese | Tagalog | French | Arabic | German | Persian | Urdu |
| | | 422,188 | 53,200 | 44,610 | 42,036 | 40,080 | 34,357 | 29,256 | 25,887 | 22,794 | 21,087 |
| | | 44% | 6% | 5% | 4% | 4% | 4% | 3% | 3% | 2% | 2% |

**NASA Centers' Closest School Districts: LEP Student Enrollment Data by Race/Ethnicity**

| State | Center | School District | | American Indian or Alaska Native | Asian or Pacific Islander | Hispanic | Black | White | Two or more | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| **AL** | MSFC, Huntsville | Huntsville City | # of students | 5 | 135 | 855 | 25 | 35 | 0 | 1055 |
| | | | % of | 0.0% | 0.6% | 3.7% | 0.1% | 0.2% | 0.0% | 4.6% |

From"DetailedLanguagesSpokenatHomeandAbilitytoSpeakEnglishforthePopulation5YearsandOver: 2006-2008,"U.S. CensusBureau,AmericanCommunitySurvey,2006 -2008

FromtheU.S. DepartmentofEducationCivilRightsDataCollection,headcountsandpercentagesofstudents currentlyenrolledinaschoolLEPprogram,2009.

**b. Determining the Frequency with Which LEP Individuals Interact with NASA**

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DeterminingthefrequencywithwhichLEPindividualsinteractwithNASAwillbeaccomplishedthroughaCenter-by-Centeranalysistobeconductedbyeach Centerinthedevelopmentofitsown LAP. *It is expected that each Center will then use the data in Sec. 3(a) above as a point of departure for determining appropriate language assistance services for its geographic service area and describe additional analysis, e.g., frequency of contact with*

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*LEP populations.* TheAgencyWorkingGroupwillconductasimilaranalysisforAgency-levelprogramslocatedat NASAHeadquarters,forexample,NASAOfficeofEducationprogramsandactivities.

**Frequency Related Self-Assessment Questions and Guidance**

1 **What are the language groups with which your Center is likely to have the most frequent contact based on the data provided above? [Note: It is just as important to focus on those language groups in the local area of your Center with the largest percentages reporting that English is spoken "not well" or "not at all" as it is to focus on the largest language groups in general.]**

2 **How frequent are those contacts relative to the programs and activities identified in Section 2 above, i.e., what are the points of contact where LEP persons interact with the Agency or Center the most frequently?**

3 **Does the frequency of contact vary by language group? If so does this make a difference in program delivery? How?**

4 **Do the Center's public outreach efforts have an impact on the number of LEP persons participating in the Center's programs? If so, what is the impact? What are the implications for ensuring meaningful access to programs and activities, if any?**

5 **What language assistance, e.g., interpretation, translation, needs to be provided to LEP persons for each point of contact? (See Section 4 below.)**

## 4. Language Assistance Services

TheAgencyLEPWorkingGroup,whichiscomprisedofkeyAgencystakeholdersorAgencyOrganizationswithLEP relatedrolesandresponsibilities,andeachNASACentershallconsidertheappropriatebalanceofwritten translationsandorallanguageassistanceneededtoensuremeaningfulaccesstotheAgency'sservices,benefits, andactivities.

**a. Agency-wide Translation Contract**

***i. The Office of International and Interagency Relations***

TheOfficeofInternationalandInteragencyRelations(OIIR)providesexecutiveleadershipandcoordinationforall NASAinternationalactivitiesandpartnerships,includingdirectingNASA'sinternationalrelationsandmanagingthe NASAExportControlProgramandforeigntravelbyNASAemployees,amongahostofotherrolesand responsibilities.

TheOIIRResourcesManagementDivisionisresponsibleforOIIR'sinternaloperations,includingbudget, personnel,IT,spaceplanning,andadministrativesupportforNASA'soverseasrepresentatives.ThisDivisionalso managestheAgency-wideinterpretation/translationserviceandvisaprocessingcontract. ThecurrentNASA interpretation/translationserviceisthroughacontractwithSchreiberTranslations,Inc.(STI)toprovide translation,interpretation,andRussianvisaprocessingservices.

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TheservicesareavailabletoHQandallNASACenters.Useoftheserviceissubjecttoavailabilityoffundingforthe AgencyOrganizationorCenterrequestingtheservice. TheAgencyLEPWorkingGroupshalltakeappropriatesteps toensurethattheneedforfundingforsuchservicesisfullycommunicatedtotopAgencyleadershipandthat effortsaremadetosecureincreasedfunding,asneeded. ***However, Centers should address the following questions in their plans:***

- ***What resources are needed to provide the language assistance services?***

- ***What is the funding source?***

- ***Are efforts to obtain additional funding necessary? If so, what steps will need to be taken?***

## Procedures for Utilizing Translation and Interpretation Services

Toobtaintranslationandinterpretationservices,therequestingorganizationor CentercompletesaNASAForm1681,RequestforInterpretation/TranslationServices, specifyingexactlywhatformofinterpretationortranslationisneeded.OncetheOIIR ResourcesManagementDivisionreceivesthecompletedNF1681andthenecessary fundingarrangementsareconfirmed,itwillworkwiththerequestingAgency organizationorNASACentertoprocesstherequestasquicklyandefficientlyas possible.

**To the extent that NASA Centers use language-assistance resources that are not provided by the Agency, Center LAPs should explain the procedures for accessing these services and the steps taken to ensure the competency of interpreters and translation services used. The Center LAP should address:**

1. WhichCenterstaffmayneedtoaccesslanguageassistanceservicesandwhen, forexample,badgingofficepersonnel,Visitors'Centerstaff?

2. HowandthroughwhomdoesCenterstaffaccessthelanguageassistance services?

3. Howtheacquisitionofservicesiscoordinated(forexample,willonestaff membercoordinatelanguageservicesfortheCenterorwillitbethe responsibilityofeachorganizationtohandlelanguageassistance)?

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***ii. Johnson Space Center***

JohnsonSpaceCenter(JSC),homeoftheAgency'sAstronautProgram,hasaseparatecontractwithTechTrans International(TTI).TTIprovidesexperttranslators,interpreters,languageinstructors,andlogisticsspecialiststo supportJSC'slanguageassistanceneeds.TheuseofTTI'sservicesissubjecttoavailabilityoffundingfortheJSC componentrequestingtheservice.

**b. Translation**

Translationisthereplacementofwrittentextfromonelanguagetoanother. WithdueconsiderationtoDOJ's Self-AssessmentandPlanningToolguidance,AgencyorganizationsandNASACentersshallmakedecisionsabout whatdocumentsorpublicationstotranslateandinwhatlanguages.

***Addressing Translation Needs***

TheAgencyandCenterLEPWorkingGroupswillprovidesupportandguidancetoAgency organizationsandCenterorganizationsindeterminingtranslationrelatedpriorities. Asageneral matter,however,AgencyorganizationsandCentersshallgivepriorityconsiderationtothe following:

1. Signsorpostersannouncing(bothonsiteandonlineasappropriate)theavailabilityoflanguage assistanceservicesforprospectiveparticipantsinAgencyeventsattendedbymembersofthe publicandatNASAVisitors'Centers. Forexample,noticesadvisingprospectiveparticipantsin NASA-conductededucationalandtrainingprogramsandactivitiesoftheavailabilityof languageassistanceservices(seealsoSection5below).

2. UpdatedcontentonAgencyorCenterWebsitesisalsoupdatedinnon-Englishlanguages (prioritycon siderationshouldbegiventocontentreferencedabove,e.g.,informationof interesttothegeneralpublicregardingNASAmissions,strategicandperformance accountabilityreports,andlanguagesmostlikelytobeencounteredintheU.S.)

3. Translationofhard-copyAgencyorCenterpublications,includingAgencyandCenterplans, reports,andpublicationshighlightingNASA'smissionsandaccomplishments.(Ideally,the translatedversionofadocumentshouldbereleasedwhentheEnglishlanguageversionis released. Ifthisisnotpossibleorwouldsubstantiallydelayreleaseoftheenglishversion,the translatedversionshouldbedistributedassoonaspossibleafterthedistributionoftheEnglish languageversion.)

4. Visitors'Center-relatedwritteninformation,especiallysignagerelatingtoexhibits,displays, andemergencyevacuationprocedures.

5. ClosecoordinationwithpartnersinAgencyorCentereventsheldonsiteoroffsiteatwhichLEP individualsarelikelytobeparticipantstodeterminewhethertranslationserviceswillbe neededforwrittenmaterialsassociatedwiththeeventandifso,inwhichlanguagestranslation isneeded.

6. TranslationsareperformedconsistentwiththisLEPPlan. Forexample,aNASAForm1681, RequestforInterpretation/TranslationServicesisfiledwiththeOIIRResourcesManagement Division,specifyingexactlywhattranslationisneeded.

7. SupportandassistancearerequestedfromtheAgencyorCenterLEPCoordinator,asneeded.

**RELEASED - Printed documents may be obsolete; validate prior to use.**

Interpretationistherenderingofamessagespokeninonelanguageintooneormorelanguagesandcantake placeinperson,telephonically,orviainternetorvideointerpreting. WithdueconsiderationtoDOJ'sSelf-AssessmentandPlanningToolguidance,AgencyorganizationsandNASACentersshallmakedecisionsaboutwhen toprovideinterpretationassistanceandhowtoprovidethatassistanceinatimelyandeffectivemanner, appropriatetothecircumstance. Eachorganizationshalltakeappropriatestepstoensurethatitmakes reasonableeffortstoprovidelanguageassistanceasneededforinpersoncontactwithLEPindividuals.

**Addressing Interpretation Needs**

TheAgencyandCenterLEPWorkingGroupsshallprovidesupportandguidancetoAgency organizationsandCenterorganizationsindeterminginterpretationrelatedpriorities. Asageneral matter,however,AgencyorganizationsandCentersshallgivepriorityconsiderationtothefollowing:

1. LEPpersonswhoare:

a. partofofficialdelegationsseekingassistanceinbadgingorotherofficialbusinessonsite
b. patronsoftheVisitors'Center
c. participatinginCentertours
d. participatingorwantingtoparticipateinNASA-sponsorededucationalevents
e. contactingtheCentertelephonically

2. AstandardizedprocessinplacetoensuretimelyandeffectiveresponsivenesstoLEPpersons seekingverbalassistanceorinformation. Ingeneraltheprocesstobeusedwillbethatstatedin Section4(a)(i)(p.17)ofthisplan.However,ifspecialcircumstancesariseinwhichthose procedureswillnotsuffice,itistheobligationoftheAgencyOrganizationorCenterorganizationto contacttheAgencyorCenterLEPCoordinatorforassistance.

3. CoordinationwithpartnersinAgencyeventsheldonsiteoroffsiteatwhichLEPindividualsare likelytobeparticipantstodeterminewhetherinterpretationserviceswillbeneededfortheevent andifso,inwhichlanguagesinterpretationisneeded.

4. SupportandassistanceisrequestedfromtheAgencyorCenterLEPCoordinator,asappropriate.
5. Giveconsiderationto:

a. Determiningthelanguageofcallersbyprovidingpromptsforthecallersinseverallanguages thatdirectthecallerstoanoperatorthatspeakstheirlanguage. Anotherpossibilityis providingbilingualormultilingualreceptionists.

b. Determiningthenativelanguageofunexpectedvisitorsbyusinglanguageidentification cards(or"Ispeakcards"),whichinviteLEPpersonstoidentifytheirlanguageneedstostaff. TheFederalGovernmenthasmadethesecardsavailableat http://www.usdoj.gov/crt/cor/13166.htm. Also,thereisahostofinformationandservices availablethroughhttp://www.lep.gov/.

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## 5. Notice of Availability of Free Language Service to LEP Persons

EachNASACenter,includingHeadquarters,shallinformthetargetaudiencesofitsconductedprogramsand activities,throughoralorwrittennoticeintherelevantprimarylanguage,thatfreelanguageassistanceis available.

**Providing Notice of LEP Services**

Indecidinghownoticewillbeprovidedtointendedbeneficiaries,Agencyorganizationsand Centersshouldconsider:

1. HowwillyourorganizationorCenternotifyintendedbeneficiariesoftheavailabilityof services,benefits,andactivitiesintheirnativelanguage?

2. Whatistheappropriatemixofwrittenandoralnotices? Pleaseconsiderthatalthough mostlanguageshaveawrittenform,somelanguages,suchasHmong,areprimarilyspoken and,therefore,themosteffectivemeansofcommunicationmaybeoral.

3. Relatedtotheabovequestionis,whatistheappropriatemixofprint,television,internet, orothermediafornotices? Possibleavenuesfornoticesincludepublic-service announcements,specificannouncementsforspecificevents,internet-providednotice,and writtenonsitenoticesinotherlanguages.

4. AretherelocalorganizationsthatassistLEPpersonswhomaywanttoworkwithyour organizationtoassistincommunicatingtheavailabilityofservicestoLEPindividuals? Workingwithorganizationsrepresentingtheinterestsof LEPindividuals,including community-basedorganizations,maybeoneofthemeasuresthatorganizationsuseto maketheavailabilityoflanguageserviceskownntoLEPindividuals.

## 6. Collaboration with LEP Communities and Other Stakeholders

OrganizationsexternaltoNASAthathavesignificantcontactwithLEPpersons,suchasschools,religious organizations,communitygroups,andgroupsworkingwithnewimmigrants,canpotentiallybeveryhelpfulin linkingLEPpersonstotheAgency’sprogramsanditslanguageassistanceservices.

LEPCollaboration

Herearesomeself-assessmenttypequestionsdesignedtohelpyouingatheringfeedbackand involvingoutsideentitiesorindividualsinyourlanguageaccessreviewprocess.

1. WhowithinyourAgencyorganizationorCenterinteractswithLEPcommunitiesandother stakeholders,suchasadvocacygroups,civilrightsorganizations,andotherFederalagencies?

2. Whichstakeholdergroupsorindividualshaveyouconsultedwith? Whatfeedbackhaveyou received?

3. Howhaveyouutilizedthefeedbacktoenhancetheeffectivenessofyourlanguageaccessprogram andthelanguageassistanceservicesyouprovide?

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## 7. Training Staff on Policies and Procedures

AgencyandCenterstaffwithLEProlesandresponsibilitiesasidentifiedinthisplanmustbeawareoftheir obligationtoprovidemeaningfulaccessforLEPpersonstoAgencyservices,benefits,andactivities.Asstated,this willinclude,ataminimum,theNASADiversityandEqualOpportunity,Education,OfficeoftheChiefInformation Officer,Communications,andOfficeofInternationalandInteragencyRelationscommunities. However,other staff,forexample,securitystaffintheNASACenterbadgingofficesmaypotentiallyinteractorcommunicatewith LEPindividuals. Therefore,traininginsomeformisnecessaryatboththeAgencyandCenterlevels,andshouldbe reflectedinCenterplans.

**Training Considerations**

1. IsstaffawareoftheAgency/CenterLEPplananditspoliciesandprocedures?

2. Isinformationonlanguageaccesspoliciesand LEPissuesincludedinmandatory trainingcurriculumfornewsupervisors,managers,andemployees?

3. Hasnecessarytrainingbeenprovidedtostaffthataremostlikelytointeractwith LEPpersonsin thecourseofcarryingouttheirnormalrolesandresponsibilities? Doesstaffknowwhoto contactwhentheyneedlanguageassistance? Themorefrequentthecontactwith LEPpersons, thegreatertheneedforin-depthtraining.

4. Trainingshouldexplainhowstaffcanidentifythelanguageneedsofan LEPindividual,access andprovidethenecessarylanguageassistanceservices,workwithinterpreters,request documenttranslations,andtracktheuseoflanguageassistanceservices.

5. WhileindividualswithlittleornocontactwithLEPpersonsmayonlyhavetobeawareofthe AgencyandCenterLEPplans,managementstaffshouldbefullyawareofandunderstandthese planssothattheycanreinforcetheplans’importanceandensuretheirproperimplementation bystaff.

6. TotheextentthataCenterutilizesbilingualstaffmemberstocommunicate"in-language" with LEPindividuals,orwhoserveasinterpretersortranslators,inacollateraldutyrole,shouldbe assessedandreceiveregulartrainingonproperinterpretingandtranslationtechniques,ethics, specializedterminology,andothertopicsasneeded. Withoutperiodicassessmentandtraining, bilingualstaffmaynotbeabletoprovidethelanguageassistanceservicesnecessarytoensure LEPindividualshavemeaningfulaccesstotheAgency’sprograms.

## 8. Monitoring, Continuous Assessment, and Updating LEP Plans

NASA’sapproachtomonitoringforthisplanisasfollows.

- TheAgencyODEOincollaborationwiththeAgencyLEPWorkingGroupwillannuallymonitorCenter PlanPerformanceinregardstotheaccessibilityandqualityoflanguageassistanceactivitiesforLEP personsintheCenter’sconductedprogramsandactivities. Thiswillbeaccomplishedwithannualwritten

requeststotheCenterstoprovideinformationandoutcomesregardingeachoftheAgencyplan elements,e.g.,providinglanguageservices,collaboratingwithLEPcommunities,etc.

- TheAgencyODEOwillmodifythisplanbasedoninputandfeedbackfromtheAgencyandCenterLEP WorkingGroups,additionalguidancefromDOJonExecutiveOrder13166intheconductedprograms context,andotherinformationreceivedthattheAgencyviewsascriticaltoenhancingthisplan's effectiveness.

**Plan Monitoring: Annual Self-Assessment**

EachAgencyorganizationandCentershalldetermineannuallytheeffectivenessofitsLEPplan andwhethernewdocuments,programs,services,andactivitiesneedtobemadeaccessiblefor LEPpersons. Eachorganizationshouldconsider:

1 DoesyourCenterhaveawrittenlanguageaccesspolicyorprocedures(inadditiontothe Agency'spolicy)?[ThismaybeintheformofapolicystatementfromtheCenterDirectoror aCenterpolicydirective.]

2 WhoisresponsibleforreviewingtheLEPplanforyourorganization?

3 ArestaffwithLEProlesandresponsibilitiesunderyourCenterplanawareoftheplanand howtoimplementit?

4 AreadditionalresourcesneededtoimproveaccesstoLEPpersons? Ifso,howwillthose resourcesbeobtained?

5 Whennewprograms,services,andactivitiesareinstituted,whatstepsdoyoutaketo ensurethatLEPpersonsareprovidedmeaningfulaccesstotheseprograms,services,and activities? Howareprospectiveoractualprogramparticipantsnotifiedthatnewprograms, services,andactivitiesareavailable?

6 HowwillchangesintheLEPpopulationsserved,frequencyofencounters,andother potentialchangesbedetermined? AvitalresourceinthisevaluationprocesswillbethE proceduresdevelopedtoidentifyLEPpersonswhoneedlanguageassistance. Inaddition, youmayneedtoobtainfeedbackfromLEPpersonsontheaccesstheywereprovided.

7 DoyouobtainfeedbackfromtheLEPcommunitiesyouserveontheeffectivenessofyour languageaccessprogramandthelanguageassistanceservicesyouprovide?

8 HowoftendoyouupdateplandataontheLEPcommunitiesinyourservicearea?

9 Doyoumonitorthesystemforcollectingdataonbeneficiarysatisfactionand/or grievance/complaintfiling?

10 HaveyoureceivedanycomplaintsbecauseyourCenterdidnotprovidelanguageassistance services?

11 Overall,basedonresponsestotheforegoing,isexistinglanguageassistanceproviding

meaningfulaccessforLEPpersons?Isthereanyroomforprogramenhancement?Ifso, pleasedescribe.

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**9. Objectives and Timeframes**

| *Objective* | *Timeframe* |
|---|---|
| Agency LEP Coordinator Named | July 2011 |
| Center LEP Coordinators Named | July 2011 |
| NASA Agency and Center "Pre-Plan " Self-Assessments | August 2011 |
| Agency LAP Finalized | September 15, 2011 |
| Center LAP Development | September - December 2011 |
| Agency LEP Working Group Convened | October 2011/Quarterly |
| Working Group Charter and First-year Agenda Established | December 2011 |
| Center LAPs Finalized | December 15, 2011 |
| Training Provided to all Staff with LEP Roles and Responsibilities | January 2012 |

Theobjectivesandtimeframesreflectedbelowareabroadrenderingofthefirst-yearactionsenvisionedunder thisplan.

## Conclusion

NASAhaspreparedthisLAPandwillimplementitinthespiritofExecutiveOrder13166.Thatis,theAgencywillhold thesamestandardsasFederalcivilrightslaws,andwithagoalofservinganever-growingandevermorediverse population.

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**Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Total Speakers of Languages other than English, 2008-2010**

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | African lang.s |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,687 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Arabic |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129,813 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | French Creole |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,152 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Arabic |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,668 |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,687 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Arabic |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129,813 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | French Creole |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,152 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Arabic |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,668 |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Italian |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,605 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | African languages |
| | | 53,166 | 4,939 | 4,917 | 4,377 | 3,705 | 3,682 | 2,660 | 2,625 | 1,495 | 1,350 |
| | | 56% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% | 1% |
| **MD** | GSFC-Greenbelt | Spanish | African languages | Chinese | French | Korean | Kru,Ibo, Yoruba | Tagalog | German | Russian | Vietna-mese |
| | | 299,225 | 60,515 | 54,869 | 47,573 | 38,832 | 29,528 | 24,686 | 21,988 | 19,102 | 16,813 |
| | | 38% | 8% | 7% | 6% | 5% | 4% | 3% | 3% | 2% | 2% |
| **OH** | GRC-Clevelan | Spanish | German | Other | Chinese | French | African | Pennsyl- | Italian | Other | Russian |

## Appendix A. Self-Assessment Tool: Services to Limited English Proficient (LEP) Populations

**NASA Center**:_____

### 1. Understanding How LEP Individuals Interact with Your Center

ThefollowingseriesofquestionshelpsagenciesunderstandhowanLEPindividualmaycomeintocontact withyourCenter:

### 2. Identification and Assessment of LEP Communities

ThefollowingseriesofquestionsaimstoidentifytheLEPpopulationyouserve:

**RELEASED - Printed documents may be obsolete; validate prior to use.**

## Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Total Speakers of Languages other than English, 2008-2010

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | African lang.s |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,687 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Arabic |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129,813 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | French Creole |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,152 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Arabic |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,668 |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Italian |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,605 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | African languages |
| | | 53,166 | 4,939 | 4,917 | 4,377 | 3,705 | 3,682 | 2,660 | 2,625 | 1,495 | 1,350 |
| | | 56% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% | 1% |
| **MD** | GSFC-Greenbelt | Spanish | African languages | Chinese | French | Korean | Kru,Ibo, Yoruba | Tagalog | German | Russian | Vietna-mese |
| | | 299,225 | 60,515 | 54,869 | 47,573 | 38,832 | 29,528 | 24,686 | 21,988 | 19,102 | 16,813 |
| | | 38% | 8% | 7% | 6% | 5% | 4% | 3% | 3% | 2% | 2% |
| **OH** | GRC-Cleveland | Spanish | German | Other West Germanic languages | Chinese | French | African languages | Pennsyl-vania Dutch | Italian | Other Slavic languages | Russian |
| | | 220,860 | 56,444 | 33,120 | 31,106 | 30,891 | 23,983 | 23,306 | 19,876 | 18,251 | 14,829 |
| | | 34% | 9% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% |
| **TX** | JSC-Houston | Spanish | Vietna-mese | Chinese | German | Tagalog | French | Urdu | Korean | Arabic | Hindi |
| | | 6,338,224 | 160,434 | 83,298 | 73,455 | 57,427 | 55,723 | 49,176 | 49,123 | 45,461 | 42,238 |
| | | 86% | 2% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| **VA** | LARC-Hampton | Spanish | Korean | Chinese | Vietna-mese | Tagalog | French | Arabic | German | Persian | Urdu |
| | | 422,188 | 53,200 | 44,610 | 42,036 | 40,080 | 34,357 | 29,256 | 25,887 | 22,794 | 21,087 |
| | | 44% | 6% | 5% | 4% | 4% | 4% | 3% | 3% | 2% | 2% |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; | Spanish | French | Vietna- | Cajun | Chinese | Arabic | French | German | Tagalog | Italian |

## NASA Centers' Closest School Districts: LEP Student Enrollment Data by Race/Ethnicity

| State | Center | School District | | American Indian or Alaska Native | Asian or Pacific Islander | Hispanic | Black | White | Two or more | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| **AL** | MSFC, Huntsville | Huntsville City | # of students | 5 | 135 | 855 | 25 | 35 | 0 | 1055 |
| **MD** | GSFC-Greenbelt | Spanish | % of total students | 0.0% | 0.6% | 3.7% | 0.1% | 0.2% | 0.0% | 4.6% |
| **CA** | ARC-San Francisco | San Francisco Unified | # | 30 | 7,705 | 5,985 | 110 | 560 | 0 | 14,385 |
| | | | % | 0.2% | 14.1% | 11.0% | 0.2% | 1.0% | 0.0% | 26.3% |
| **CA** | DFRC - Lancaster | Lancaster | # | 5 | 265 | 6,330 | 40 | 140 | 0 | 6,780 |
| | | | % | 0.0% | 0.5% | 11.7% | 0.1% | 0.3% | 0.0% | 12.5% |
| **DC** | HQ - Washington | District of Columbia Public Schools | # | 5 | 300 | 2785 | 425 | 165 | 0 | 3675 |
| | | | % | [illegible] | [illegible] | 5.7% | 0.9% | 0.3% | 0.0% | 7.6% |
| **FL** | KSC - Cape | Orange | # | 50 | 1640 | 21375 | 4940 | 1600 | 0 | 29615 |

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### 3. Providing Language Assistance Services

**Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Total Speakers of Languages other than English, 2008-2010**

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | African lang.s |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,687 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Arabic |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129,813 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | French Creole |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,152 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Arabic |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,668 |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Italian |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,605 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | African languages |
| | | 53,166 | 4,939 | 4,917 | 4,377 | 3,705 | 3,682 | 2,660 | 2,625 | 1,495 | 1,350 |
| | | 56% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% | 1% |
| **MD** | GSFC-Greenbelt | Spanish | African languages | Chinese | French | Korean | Kru,Ibo, Yoruba | Tagalog | German | Russian | Vietna-mese |
| | | 299,225 | 60,515 | 54,869 | 47,573 | 38,832 | 29,528 | 24,686 | 21,988 | 19,102 | 16,813 |
| | | 38% | 8% | 7% | 6% | 5% | 4% | 3% | 3% | 2% | 2% |
| **OH** | GRC-Cleveland | Spanish | German | Other West Germanic languages | Chinese | French | African languages | Pennsyl-vania Dutch | Italian | Other Slavic languages | Russian |
| | | 220,860 | 56,444 | 33,120 | 31,106 | 30,891 | 23,983 | 23,306 | 19,876 | 18,251 | 14,829 |
| | | 34% | 9% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% |
| **TX** | JSC-Houston | Spanish | Vietna-mese | Chinese | German | Tagalog | French | Urdu | Korean | Arabic | Hindi |
| | | 6,338,224 | 160,434 | 83,298 | 73,455 | 57,427 | 55,723 | 49,176 | 49,123 | 45,461 | 42,238 |
| | | 86% | 2% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| **VA** | LARC-Hampton | Spanish | Korean | Chinese | Vietna-mese | Tagalog | French | Arabic | German | Persian | Urdu |
| | | 422,188 | 53,200 | 44,610 | 42,036 | 40,080 | 34,357 | 29,256 | 25,887 | 22,794 | 21,087 |
| | | 44% | 6% | 5% | 4% | 4% | 4% | 3% | 3% | 2% | 2% |

Thefollowingsetofquestionswillhelpyouassesshowwellyour Centerisprovidinglanguage assistanceservicestoLEPindividuals:

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## Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Total Speakers of Languages other than English, 2008-2010

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | African lang.s |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,687 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Arabic |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129,813 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | French Creole |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,152 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Arabic |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,668 |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Italian |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,605 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | African languages |
| | | 53,166 | 4,939 | 4,917 | 4,377 | 3,705 | 3,682 | 2,660 | 2,625 | 1,495 | 1,350 |
| | | 56% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% | 1% |
| **MD** | GSFC-Greenbelt | Spanish | African languages | Chinese | French | Korean | Kru,Ibo, Yoruba | Tagalog | German | Russian | Vietna-mese |
| | | 299,225 | 60,515 | 54,869 | 47,573 | 38,832 | 29,528 | 24,686 | 21,988 | 19,102 | 16,813 |
| | | 38% | 8% | 7% | 6% | 5% | 4% | 3% | 3% | 2% | 2% |
| **OH** | GRC-Cleveland | Spanish | German | Other West Germanic languages | Chinese | French | African languages | Pennsyl-vania Dutch | Italian | Other Slavic languages | Russian |
| | | 220,860 | 56,444 | 33,120 | 31,106 | 30,891 | 23,983 | 23,306 | 19,876 | 18,251 | 14,829 |
| | | 34% | 9% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% |
| **TX** | JSC-Houston | Spanish | Vietna-mese | Chinese | German | Tagalog | French | Urdu | Korean | Arabic | Hindi |
| | | 6,338,224 | 160,434 | 83,298 | 73,455 | 57,427 | 55,723 | 49,176 | 49,123 | 45,461 | 42,238 |
| | | 86% | 2% | 1% | 1% | 1% | 1% | 1% | 1% | 1% | 1% |
| **VA** | LARC-Hampton | Spanish | Korean | Chinese | Vietna-mese | Tagalog | French | Arabic | German | Persian | Urdu |
| | | 422,188 | 53,200 | 44,610 | 42,036 | 40,080 | 34,357 | 29,256 | 25,887 | 22,794 | 21,087 |
| | | 44% | 6% | 5% | 4% | 4% | 4% | 3% | 3% | 2% | 2% |

## NASA Centers' Closest School Districts: LEP Student Enrollment Data by Race/Ethnicity

| State | Center | School District | | American Indian or Alaska Native | Asian or Pacific Islander | Hispanic | Black | White | Two or more | Total |
|---|---|---|---|---|---|---|---|---|---|---|
| **AL** | MSFC, Huntsville | Huntsville City | # of students | 5 | 135 | 855 | 25 | 35 | 0 | 1055 |
| | | | % of total students | 0.0% | 0.6% | 3.7% | 0.1% | 0.2% | 0.0% | 4.6% |
| **CA** | ARC - San Francisco | San Francisco Unified | # | 30 | 7,705 | 5,985 | 110 | 560 | 0 | 14,385 |
| | | | % | 0.2% | 14.1% | 11.0% | 0.2% | 1.0% | 0.0% | 26.3% |
| **CA** | DFRC - Lancaster | Lancaster | # | 5 | 265 | 6,330 | 40 | 140 | 0 | 6,780 |
| | | | % | 0.0% | 0.5% | 11.7% | 0.1% | 0.3% | 0.0% | 12.5% |
| **DC** | HQ - Washington | District of Columbia Public Schools | # | 5 | 300 | 2785 | 425 | 165 | 0 | 3675 |
| | | | % | 0.0% | 0.6% | 5.7% | 0.9% | 0.3% | 0.0% | 7.6% |
| **FL** | KSC - Cape | Orange | # | 50 | 1640 | 21375 | 4940 | 1600 | 0 | 29,61 0 |

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|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | African lang.s |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,687 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Arabic |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129,813 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |

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## 4. Training of Staff on Policies and Procedures


| Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Tot Speakers of Languages other than English, 2008-2010 | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | Afri lang |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,68 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Ara |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | Fre Cre |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,1 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Ara |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42, |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Itali |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,6 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | Afri lang |
| | | 53,166 | 4,939 | 4,917 | 4,377 | 3,705 | 3,682 | 2,660 | 2,625 | 1,495 | 1,3 |
| | | 56% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% | 1% |
| **MD** | GSFC-Greenbelt | Spanish | African languages | Chinese | French | Korean | Kru,Ibo, Yoruba | Tagalog | German | Russian | Viet mes |
| | | 299,225 | 60,515 | 54,869 | 47,573 | 38,832 | 29,528 | 24,686 | 21,988 | 19,102 | 16, |
| | | 38% | 8% | 7% | 6% | 5% | 4% | 3% | 3% | 2% | 2% |
| **OH** | GRC-Cleveland | Spanish | German | Other West Germanic languages | Chinese | French | African languages | Pennsyl-vania Dutch | Italian | Other Slavic languages | Rus |
| | | 220,860 | 56,444 | 33,120 | 31,106 | 30,891 | 23,983 | 23,306 | 19,876 | 18,251 | 14, |


Thefollowingseriesofquestionswillhelpyouidentifywhetherstaffreceiveappropriate trainingonyourlanguageaccesspoliciesandprocedures:

**RELEASED - Printed documents may be obsolete; validate prior to use.**

| Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Tot Speakers of Languages other than English, 2008-2010 | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | Afri lang |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,68 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Ara |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | Fre Cre |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,15 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Ara |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,6 |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Itali |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,66 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | Afri lang |

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## 5. Providing Notice of Language Assistance Services


| Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Tot Speakers of Languages other than English, 2008-2010 | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | Afri lang |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,68 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Ara |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | Fre Cre |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,15 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Ara |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42,6 |


| Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Tot Speakers of Languages other than English, 2008-2010 | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

Thefollowingseriesofquestionswillhelpyouassesshowyouprovidenoticeoflanguage assistanceservicestotheLEPpopulationinyourservicearea:

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| Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Tot Speakers of Languages other than English, 2008-2010 | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | Afri lang |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,6 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Ara |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | Fre Cre |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,1 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Ara |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42, |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |

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## 6. Monitoring and Updating a Language Access Procedures, Policy, and Plan


| Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Tot Speakers of Languages other than English, 2008-2010 | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | Afri lang |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,6 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edwards/ LACA | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Ara |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |
| **DC** | HQ–Washington | Spanish | French | African languages | Amharic | Chinese | German | Italian | Portuguese | Arabic | Fre Cre |
| | | 40,766 | 8,036 | 6,606 | 3,337 | 2,675 | 2,332 | 1,417 | 1,318 | 1,175 | 1,1 |
| | | 51% | 10% | 8% | 4% | 3% | 3% | 2% | 2% | 1% | 1% |
| **FL** | KSC-Cape Canaveral | Spanish | French Creole | French | Portu-guese | German | Italian | Tagalog | Vietnamese | Chinese | Ara |
| | | 3,206,922 | 295,218 | 110,231 | 85,380 | 72,578 | 56,803 | 51,064 | 47,261 | 44,730 | 42, |
| | | 73% | 7% | 3% | 2% | 2% | 1% | 1% | 1% | 1% | 1% |
| **LA** | SSC-NSSC-MS; NewOrleans, LA | Spanish | French | Vietna-mese | Cajun | Chinese | Arabic | French Creole | German | Tagalog | Itali |
| | | 117,240 | 115,194 | 22,995 | 22,867 | 7,415 | 6,935 | 6,297 | 5,480 | 2,778 | 2,6 |
| | | 35% | 34% | 7% | 7% | 2% | 2% | 2% | 2% | 1% | 1% |
| **MS** | | Spanish | French | Choctaw | Vietna-mese | German | Chinese | Arabic | Tagalog | Hindi | Afri lang |
| | | 53,166 | 4,939 | 4,917 | 4,377 | 3,705 | 3,682 | 2,660 | 2,625 | 1,495 | 1,3 |
| | | 56% | 5% | 5% | 5% | 4% | 4% | 3% | 3% | 2% | 1% |
| **MD** | GSFC-Greenb | Spanish | African | Chinese | French | Korean | Kru lho | Tagalog | German | Russian | Viet |


Thefollowingsetofquestionswillhelpyouassesswhetheryouhaveaneffectiveprocessformonitoring andupdatingyourlanguageaccesspolicies,plan,andprocedures:

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**Prevalence of non-English Languages spoken in U.S., by State, Number of Speakers, and Percentage of Tot**
**Speakers of Languages other than English, 2008-2010**

| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **State** | **NASA Center** | **Language** | | | | | | | | | |
| **AL** | MSFC, Huntsville | Spanish | German | French | Chinese | Vietna-mese | Korean | Arabic | Hindi | Japanese | Afri lang |
| | | 107,842 | 10,019 | 7,543 | 6,971 | 5,484 | 4,546 | 3,930 | 3,283 | 3,043 | 2,68 |
| | | 60% | 6% | 4% | 4% | 3% | 3% | 2% | 2% | 2% | 1% |
| **CA** | ARC-San Francisco/ San Jose; DFRC-Edward | Spanish | Chinese | Tagalog | Vietna-mese | Korean | Persian | Armenian | Japanese | Russian | Ara |
| | | 9,531,256 | 926,918 | 706,785 | 460,203 | 347,778 | 180,269 | 174,358 | 143,291 | 142,278 | 129 |
| | | 67% | 6% | 5% | 3% | 2% | 1% | 1% | 1% | 1% | 1% |

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## Appendix B. Names and Contact Information of NASA LEP Coordinators (as of September 2011)

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THEOFFICEOFDIVERSITYANDEQUALOPPORTUNIT
Y

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