

Suzanne M. Zeng, PhD
University of Hawaii at Manoa
Center for Interpretation & Translation Studies

Curriculum Vitae

EDUCATIONAL BACKGROUND

Degrees

- Ph.D. (Chinese Linguistics) University of Hawaii at Manoa, East Asian Languages and Literatures, [REDACTED]
Dissertation Title: *A Pragmatic Look at Mandarin Interrogatives: A Speech Act Study*
- M.A. (Chinese Linguistics) University of Hawaii at Manoa, East Asian Languages and Literatures, [REDACTED]
- B.A. (World Religions; Music minor) University of Redlands, California, [REDACTED]

Certifications

- Tier 3 Court Interpreter for State of Hawaii Judiciary, [REDACTED]
- Lionbridge Certified Immigration Court Interpreter, [REDACTED]
- Certified Trainer for *Bridging the Gap for Medical Interpreters* National Medical Interpreter Training program, Cross Cultural Health Care Program, California, [REDACTED]
- Certificates in Chinese-English Simultaneous and Consecutive Interpreting. University of Hawaii at Manoa, Center for Interpretation & Translation Studies, [REDACTED]

PROFESSIONAL EXPERIENCE

- 1993-present Instructor, Center for Interpretation & Translation Studies, University of Hawaii at Manoa
- 2013-present Community Liaison, Center for Interpretation & Translation Studies, University of Hawaii at Manoa
- Jan-July 2011 Acting Director, Center for Interpretation & Translation Studies, University of Hawaii at Manoa
- 1999-present Coordinator, Summer Intensive Interpreter Training Program (6-week biennial program), Center for Interpretation & Translation Studies, University of Hawaii at Manoa
- 1987-1990 Graduate Assistant, Department of East Asian Languages and Literatures (Chinese), University of Hawaii at Manoa
- 1983-1987 Coordinator, English Program for non-English majors, Fu Jen University, Taiwan
- 1980-1987 Instructor, English Department, Fu Jen University, Taipei, Taiwan

COUNCILS / COMMITTEES

Hawaii Supreme Court Committee for Court Interpreting & Language Access Advisory Council Member (1996-present) (Subcommittee on Quality Assurance; Subcommittee on Certification)

Hawaii Department of Human Services Language Advocacy and Advisory Council Member (2013-present)

Hawaii Access to Justice Roundtable on Linguistic and Cultural Access to the Courts (2010-2013)

University of Hawaii at Manoa Language Access Coordinator (2008-present)

Office of Language Access Annual Conference Planning Committee Chair and Member (2008-2013)

Hawaii Office of Language Access Advisory Council (Governor-appointed) (2008-2011)

PRESENTATIONS & WORKSHOPS

Invited Speaker

International

Marshall Islands' Court Interpreter Workshop [May 18-21, 2015]. Republic of the Marshall Islands. Sponsored by the Ninth Circuit Judicial Council Pacific Islands Judicial Programs.

"Court Interpreting in Hawaii." Japan Association of Judicial Interpreters Symposium, [June 27, 2014]. Tokyo, Japan.

"Interpreter Training in the US--The Latest Trends" [June 11, 2014]. National Taiwan, University of Science and Technology. Taipei, Taiwan.

"The Professionalization of Court Interpreters in Hawaii" [March 22, 2014]. Aichi Gakuin University, Nagoya, Japan.

"Working with Court Interpreters." *Workshop for Legal Practitioners* [March 23, 2014]. Konan University, Kobe, Japan.

Pacific Judicial Court Interpreter Intermediate Training Workshop [Oct. 16-18, 2012]. Pohnpei, Federated States of Micronesia, for court interpreters from Chuuk, Palau, Yap, Pohnpei, Kosrae, Saipan, Guam, & American Samoa. Sponsored by the Pacific Judicial Council, headquartered at the Guam Judiciary.

Pacific Judicial Court Interpreter Intermediate Training Workshop [Oct. 3-5, 2011]. Saipan, Northern Mariannas. Sponsored by the Pacific Judicial Council, headquartered at the Guam Judiciary.

Pacific Judicial Court Interpreter Basic Training Workshop [Sept. 27-29, 2010, Sept. 23-25, 2009]. Held in Guam (2009) and Saipan (2010) for court interpreters from the courts of the Federated States of Micronesia (Chuuk, Yap, Pohnpei, Kosrae), Palau, Saipan, Guam, & American Samoa. Sponsored by the Pacific Judicial Council.

Basic Court Interpreter Training [Oct. 2008.] Sponsored by the Judiciary of Guam at the University of Guam.

Court Interpreter Training Workshop, Republic of the Marshall Islands [July 28-Aug. 1, 2008]. Sponsored by the Ninth Circuit Judicial Council Pacific Islands Judicial Programs.

Invited Speaker

National

"Understanding the Role of the Bilingual Interpreter" [Nov. 12-14, 2015]. University of Arkansas for Medical Sciences Northwest. Fayetteville, Arkansas.

"Overcoming Challenges Facing the T&I Program at the University of Hawaii" [Mar. 29, 2015]. Monterey Forum 2015: *Educating Translators, Interpreters and Localizers in an Evolving World*. Middlebury Institute of International Studies, Monterey, CA.

Invited Speaker

Local/State

Court Interpreters' Skills Building Workshop [Aug. 21-22, 2015]. Supreme Court Building, Oahu. Sponsored by the Hawaii State Judiciary, Office on Equality and Access to the Courts.

"Limited English Proficiency and Working with Interpreters" [June 5, 2015]. Catholic Charities Hawaii. Honolulu, HI.

"The Interpreter's Role in Arraignment and Plea Proceedings" [April 18, 2015]. Office on Equality and Access to the Courts. Supreme Court, Honolulu, HI.

Court Interpreters' *Basic Orientation Workshop* [Mar. 14-15, 2015]. First Judicial Circuit, Oahu. Sponsored by the Hawaii State Judiciary, Office on Equality and Access to the Courts.

"Working with Medical Interpreters" [Mar. 6, 2015]. John A. Burns School of Medicine ("JABSOM"), Honolulu, HI.

Court Interpreter *Basic Orientation Workshop* [Feb. 19-20, 2015]. Second Judicial Circuit, Maui. Sponsored by the Hawaii State Judiciary, Office on Equality and Access to the Courts (OEAC).

"Improving Court Interpreting Skills." *Courts Eliminating Language Barriers*, [Aug. 2014], Office on Equality and Access to the Courts, Hawaii Judiciary. Lihue, Kauai, Hawaii.

"Working with Medical Interpreters" [Feb. 28, 2014] John A. Burns School of Medicine ("JABSOM"), Honolulu, HI.

"Improving Court Interpreting Skills." *Courts Eliminating Language Barriers*, [Jan 16, 2014], Office on Equality and Access to the Courts. Hilo, Hawaii.

"Becoming a Medical Interpreter." *Filipino Interpreters and Translators Association*, [Sept 28, 2013], The Filipino Community Center, Waipahu, Hawaii.

"Working with Interpreters." *6th Annual Hawaii Conference on Language Access, Ola Pono: Language Access in the Community Health Setting*. [August 7-8, 2013], East-West Center, Honolulu, Hawaii.

Panel Moderator, "Assessment, Training and Program Development for Bilingual Staff Interpreters." *6th Annual Hawaii Conference on Language Access, Ola Pono: Language Access in the Community Health Setting*. [August 7-8, 2013], East-West Center, Honolulu, Hawaii.

"Becoming a Micronesian Community Interpreter" Workshop for Micronesian speakers, sponsored by the Hawaii Comprehensive Cancer Control Program. UH Cancer Research Center, Hawaii [June 17-21, 2013].

"Latest Trends in Interpreter Training." IJET-24, *The 24th International Japanese-English Translation Conference* [June 1-2, 2013]. Hawaii Imin Conference Center, Univ. of Hawaii, Honolulu, HI

"The Interpreter's Role in Arraignment and Plea Proceedings" [April 2013]. Office on Equality and Access to the Courts. Supreme Court Building, Honolulu, HI.

"Interpreting for Sex Assault & Domestic Violence" Workshop [March 15-17, 2013] Honolulu, HI Sponsored by the Violence Against Women Act and the State Judiciary.

Court Interpreter 2-day *Basic Orientation Workshop* [March 9-10, 2013]. Supreme Court, Honolulu, HI. Sponsored by the Hawaii State Judiciary.

- "Working with Limited English Patients--Avoiding Pitfalls" [Sep. 9, 2012] University of Hawaii Surgical Residency Program, Queens Medical Center, Honolulu, HI.
- "The Interpreter's Role in Arraignment and Plea Proceedings" [April 2012]. Office on Equality and Access to the Courts. Supreme Court Building, Honolulu, HI.
- Court Interpreter 2-day *Basic Orientation Workshop* [March 2012] Oahu, [February 2012] Hilo, Hawaii. Sponsored by the Hawaii State Judiciary.
- "Working with Medical Interpreters " [March 2012] John A. Burns School of Medicine ("JABSOM"), Honolulu, HI.
- Panel Moderator for "Emergency Response in Healthcare" at the *4th Annual Hawaii Conference on Language Access: "Kokua: First Responders – Addressing Language Access Needs in Emergencies"* [August 2011].
- Serving LEP Individuals Through Interpreters* [May 2009, Nov 2010, Dec. 2010, April 2011]. Sponsored by the Hawaii Office of Language Access, State-wide agency training.
- The Role of Bilingual Staff* [May 2009, Nov. 2010, Dec. 2010, April 2011]. Sponsored by the Hawaii Office of Language Access to all State agencies and organizations, Oahu, Hawaii, Kauai, Maui.
- Court Interpreter 2-day *Basic Orientation Workshop* [Annually: 2009, 2010, 2011]. Sponsored by the Hawaii State Judiciary. Honolulu, HI.
- Plenary speaker: "Medical Interpreters" at the *Cross Cultural Health Care Conference: Collaborative and Multidisciplinary Interventions* (Hyatt Regency, Honolulu, HI) [Feb. 11-12, 2010.]
- Plenary speaker: "Language Access Resources in Hawaii" at the *2nd Annual Hawaii Conference on Language Access, "Ho'opono: Plan Implementation and Promising Practices"* [Sept. 29, 2009]. State Capitol, HI.
- "Working with Interpreters in Social Work, " sponsored by Catholic Charities Hawaii [June 2009]. Honolulu, HI.
- Interpreting for Victims of Sexual Assault* [May 2, Sept. 5, 2009]. Sponsored by the Sex Abuse Treatment Center, Honolulu, HI.
- Court Interpreter Ethics Workshop, sponsored by the Hawaii State Judiciary [April 18, 2009]. Honolulu, HI.
- Working with Interpreters for Victims of Domestic Violence* [April 3, 2009]. Sponsored by the Domestic Violence Action Center.
- Interpreting for Victims of Sexual Assault* [October 26, 2008]. Sponsored by the Sex Abuse Treatment Center, Honolulu, HI
- "Conference Wrap up and Next Steps" at the *1st Annual Hawaii Conference on Language Access: Laulima – Working Together to Ensure Language Access in Hawaii* [March 28 and 29, 2008.]
- "Becoming Business-Minded" at the *1st Annual Hawaii Conference on Language Access: Laulima – Working Together to Ensure Language Access in Hawaii* [March 28 and 29, 2008].

Other Presentations

- "Reaching all Islands through HITS: Interactive Interpreter Education in Hawaii" [Mar. 28, 2015]. Monterey Forum 2015: *Educating Translators, Interpreters and Localizers in an Evolving World*. Middlebury Institute of International Studies, Monterey, CA.
- "Missing the Mark when Communicating with Limited English Proficient Clients", *23rd Conference of the National Consortium on Racial and Ethnic Fairness in the Courts* [April 27-29, 2011]. New Orleans, LA.

Guest on PBS Hawaii television program *Island Insights* on December 4, 2008 "Civil Rights and Language Access." http://www.pbshawaii.org/ourproductions/insights20081204_civil_rights.htm.

"Task-Based Translator Training, Quality Assessment, and the WWW," at the *Fourth Language International Conference* [Dec. 1998]. Shanghai, China.

"Web-Based T&I Training and Asian Languages," *International Conference of Translation and Interpretation Studies* [1998]. Vigo, Spain.

COURSES TAUGHT

Center for Interpretation & Translation Studies

- TI 401 Principles of Translation
- TI 414M Technical Translation-Mandarin (Online)
- TI 421b Chinese-English Translation
- TI 403 Introduction to Interpretation
- TI 431 Pre-Consecutive Interpretation
- TI 432 Consecutive Interpretation
- TI 441 Pre-Simultaneous Interpretation
- TI 442 Simultaneous Interpretation
- TI 405 Court Interpreting I
- TI 407 Court Interpreting II
- TI 406 Community Interpreting
- TI 408 Medical Interpreting
- TI 499 Directed Reading (ongoing)
- TI 499 Directed Studies
- TI 499 Medical Internship (with Kapiolani Medical Center, Straub, and Waikiki Health Clinic)

Courses Devised (D=Dual listed with Outreach College)

- TI 403 Introduction to Interpretation (D)
- TI 405 Court Interpreting I (D)
- TI 407 Court Interpreting II (D)
- TI 406 Community Interpreting (D)
- TI 408 Medical Interpreting (D)
- TI 499 Medical Internship (with Kapiolani Medical Center, Straub, and Waikiki Health Clinic)

East Asian Languages and Literatures

- CHN 101 Elementary Mandarin (1)
- CHN 102 Elementary Mandarin (2)
- CHN 103 Accelerated Elementary Mandarin
- CHN 201 Intermediate Mandarin (1)
- CHN 202 Intermediate Mandarin (2)
- CHN 301 Third-Level Mandarin
- CHN 311 Mandarin Conversation
- CHN 421b Chinese-English Translation

ACADEMIC PROGRAMS DEVELOPED

Summer Intensive Interpreter Training: Devised and developed a rigorous, six-week interpretation program held at the University of Hawaii every other summer, open to local, national and international participants in Japanese, Mandarin, and Korean, and now Spanish and French. Accomplished alumni have interpreted

at United Nations organizations, for foreign dignitaries, and for heads of state, such as for the President of South Africa, Peru, and the United States. 1999-present.

Community Interpreting Certification program consists of three foundational courses, a specialization course in either Medical or Court Interpreting, and an internship in one's field of choice. Upon successful completion of a written and oral exam, one may receive a Certificate in Community Interpreting. In collaboration with Outreach College and HITS interactive video service, this program began in the Fall 2015 and is offered on every island across the state.

Medical Interpreting Internships with Kapiolani Medical Center for Women and Children (KMCWC), Straub and Waikiki Health Clinic. Working closely with the Vice President of KMCWC, an intensive internship was established for students who had completed the TI 408 Medical Interpreting course work and exams to receive real life observation and practice in the field. Internship opportunities have now expanded to Queens and Kuakini Medical Center.

Continuing Education of Community Interpreters through dual-listing courses with Outreach credit programs, making it possible for practicing interpreters to sit in classes with university students and receive the education and training they need for their everyday work. These students have been a valuable addition to our classes. 1996-present.

Distance Learning

Hawaii Interactive Video Service (HITS). Began offering courses through high quality interactive video (ITV) to students located at UH campuses on the outer-island, namely in Hilo, Kona, and Maui. Courses offered: TI406 Community Interpreting, TI408 Medical Interpreting, and TI405 Court Interpreting. [2013 - present].

Web-based Instruction: Offered TI414M online to UH students and Outreach students. Course designed and taught with Dr. Jung Ying Lu-Chen. University of Hawaii.

SERVICE

University of Hawaii at Manoa (UHM)

UHM Coordinator for the Office of Language Access, Department of Health (formerly with the Department of Labor and Industrial Relations). Worked with UH Campus Coordinators under Mie Watanabe, Equal Employment Opportunity and Affirmative Action Office. [2007-2013].

Center for Interpretation and Translation Lecture Series. Helped coordinate guest speakers on various topics in Translation and Interpretation for UHM students and faculty. [Fall 2014-present].

Advisor to students majoring in Translation and Interpretation through Interdisciplinary Studies, University of Hawaii at Manoa [1997-present].

TI499 Directed Studies offered numerous times on various topics in translation and interpretation.

Community

Serve as an advisory position in assisting the Hawaii State Judiciary's Office on Equality and Access to the Courts in developing and maintaining a state-wide training and certification program for court interpreters. [1999-present].

Worked to get CITS a Testing Site for the National Board for the Certification of Medical Interpreters [2013-present].

Advisory Council member to the Hawaii Department of Human Services Language Advocacy and Advisory [2013-present].

President, Board of Directors *Ho'omaka Hou Learning Center* (translated "Fresh Start"), a non-profit organization to educate the poor, needy, disadvantaged, and marginalized in Hawai'i. [2013-present].

Access to Justice Roundtable on Linguistic and Cultural Access to the Courts [2010-2013].

Office of Language Access Annual Conference Committee [2008-2013].

Office of Language Access Advisory Council (Governor-appointed) [2008-2011].

Language Access Poster--Created a "point here" poster in 20 languages for Hawaii state agencies and non-profit institutions to hang or show to Limited English Proficient speakers in order to obtain an interpreter in their languages. [2011].

Chairman, First Annual Hawaii Conference on Language Access, East West Center, University of Hawaii at Manoa, Honolulu, HI [March 2008].

PUBLICATIONS

(In press) Invited contributor for a chapter on "Chinese Simultaneous Interpreting" for *Routledge Handbook of Chinese Translation* (expected to be released in 2017). Routledge Publishing.

Translating Vital Documents for LEP Persons, for Hawaii Civil Rights Commission and the US Department of Housing and Urban Development Partnership Initiative Project. Part of a Report published March 2013.

"Translation Techniques for English-Chinese Translation" for ZDL Books; Beijing, China, 2006.

Chinese Translation of *Gems Along the Way*, by Wayne Cordeiro, with Annie Luo. ZDL Books; Beijing, China 2001.

Chinese Translation of *Doing Church as a Team*, by Wayne Cordeiro, with Jung Ying Lu-Chen and Annie Luo, Beijing Publishing. 1999.

"Task-Based Translator Training, Quality Assessment, and the WWW," in *Conference Proceedings: Fourth Language International Conference*, Shanghai, China, Dec. 1998.

Web-Based T&I Training and Asian Languages, in *International Conference of Translation and Interpretation Studies Proceedings*, Vigo, Spain, 1998.

PROFESSIONAL ACTIVITIES

Simultaneous & Consecutive Interpreting

Legal/Court

Immigration Court Interpreter

Hawaii State Court Interpreter

U.S. District (Federal) Court Interpreter

Business & Government

International Conferences include APEC 2011, East West Center, University of Hawaii (John A. Burns School of Medicine, School of Social Work, Law School, UH Shidler College of Business), Hawaii Department of Business, Economic Development & Tourism, Hawaii Department of Education, Department of Labor and Industrial Relations, Queens Medical Center, Kapiolani Medical Center for Women & Children, Kuakini Medical Center Hawaii Association of Independent Schools, Bentley Motors, IBM, Nu Skin Corp and many more.

Translation Projects (Translated or assisted with Project Management) (samples within last few years)
Hawaii Dept of Education (various) Hawaii State Judiciary (various court documents), Honolulu Dept of Motor Vehicles (written test), Pearl Harbor (various), Honolulu Police Department (numerous vital documents), Hawaii State Civil Rights Commission, various menus (Cheesecake Factory, Cinnamons), brochures etc.

Memberships

American Translators Association (1996-present)
National Council on Interpreting in Health Care (2009-present)
International Council for the Development of Community Interpreting (2013)
National Association of Judiciary Interpreters and Translators (NAJIT) (2011-2015)
Hawaii Interpreters and Translators Association (1999-present)
ATISA American Translation and Interpreting Studies Association (2013-present)