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Evaluation Report

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1 Introduction

The Joint Training Workshops held in the participating countries were evaluated by means of two questionnaires. The first was handed out to and filled in by workshop participants at the end of the event; the second was done online three months later. Both the first and the second questionnaires had two versions – one addressed to legal professionals and interpreters and one addressed to students. In the former some questions were addressed exclusively to legal professionals and some exclusively to legal interpreters; similarly, in the latter some questions were addressed exclusively to law students and some to interpreting students. All countries used the same basic questionnaire, translated into their language, with only minor variations to the first question to reflect the different legal professions.

The first series of questions in the first questionnaire concerned the respondents' professional activities or studies. Respondents were then asked to evaluate the workshop in general and, in particular, its structure and contents, knowledge acquired, the quality of the debate, and contacts established with participants belonging to the other profession or field of study. Other questions covered the mutual understanding of the topics and problems of the two professions, the workshop's usefulness for professional practice, and whether participants expected the workshop to improve their future cooperation with colleagues of the other profession. Respondents were also asked whether and to whom they would recommend similar workshops. Finally, an open question gave respondents the opportunity to express praise, criticism or suggestions.

In the follow-up questionnaire, respondents were asked to reflect on the workshop three months later and answer questions about what they recalled about it, its usefulness, and its role in helping better understand the other profession. It also asked questions regarding any changes in professional practice and in the collaboration between legal interpreters and legal professionals since the workshop (for students these questions referred to their future professional life).

The results of the questionnaires administered in the four project countries are discussed below.

2 Austria

In Austria, a number of joint trainings were carried out at different levels: some of the training methods were piloted in a joint course of the Faculty of Law and the Centre for Translation Studies in the winter term 2018/19. This course, titled “Questioning techniques from the perspective of criminology and interpreting”, was intended for students of law and interpreting (from the MA curriculum at the Centre for Translation Studies as well as the Court and Public Service Interpreting programme offered at the Postgraduate Center of the University of Vienna); however, two recent interpreting graduates also participated. As a full course (5 sessions of 4 hours each), it was possible to cover topics more in depth, which was necessary as the law students had little to no experience questioning suspects or leading legal proceedings, and the interpreting students had little to no experience interpreting in legal settings. The experience from this course showed that the joint training for professionals could be done in a single day.

In May 2019, a joint training with law graduates doing their court practice was organised in the context of a practical training for interpreting students at the Centre for Translation Studies. While the interpreting students prepared for court proceedings and terminology in advance, this was not necessary for the court trainees, who all had real-life experience. Finally, a joint training for legal professionals and professional interpreters was held on 28 June 2019, where the training methods were successfully deployed.

All trainings were (co-)led by the lead researcher on the Vienna TransLaw project team, who is a Professor of Interpreting Studies with a background in court interpreting and procedural law. Altogether, 10 legal professionals (candidate judges, judge, court trainees), 10 professional interpreters, 12 law students, 13 interpreting students, and 1 student of both were trained in these joint trainings.

This report contains the evaluation of the joint trainings in May and June 2019. While a satisfaction survey was carried out for the Questioning techniques course, it had a different format than the surveys used for the joint trainings and its results therefore cannot be compared to those described in this report. Furthermore, as the participants were all students or very recent graduates, the course has perhaps as much in common with the Transcultural Law Clinic as it does with the joint trainings.

However, for completeness sake, we can report that the participants viewed the course very positively (13 very good, 5 good, 1 n/a), with the overwhelming majority believing what they had learned would be useful in their further studies and professional lives, and all of them said they would recommend it to others – not only to students of law or interpreting, but also to various professional groups, such as court interpreters, police, and psychologists. Both law students and interpreting students/interpreters particularly appreciated the opportunity to see the process from the perspective of the other group: law students were able to experience the challenges of interpreter-mediated communication, and interpreting students could ask questions about the questioning strategies employed, and gained a greater appreciation for the necessity of preserving these strategies in their interpretation.

2.1 Results – Legal professionals

Over the course of two joint trainings, 10 legal professionals were trained: 6 candidate judges (one of them with a completed training), and 4 court trainees. They filled in the first questionnaire after the training in May and June, respectively. The second questionnaire was administered in September-October.

2.1.1 Initial evaluation (Questionnaire 1)

The candidate judges had been training between one and a half and three years, and one had recently passed her judicial office examination after four years of training. In the course of their training, where they rotated from one position and court to another every three months, they had all led hearings at district courts and experienced interpretation in their own cases or while observing others.

Four of them said they considered the workshop to be very good on a five-point scale of very good to very bad, and two found it quite good.

Their assessment of the workshop was generally favourable (cf. Figure 1), and all agreed they would recommend it to others, specifying “legal experts”, “colleagues”, “legal experts & interpreters” and “all members of the justice system who work with interpreters”.

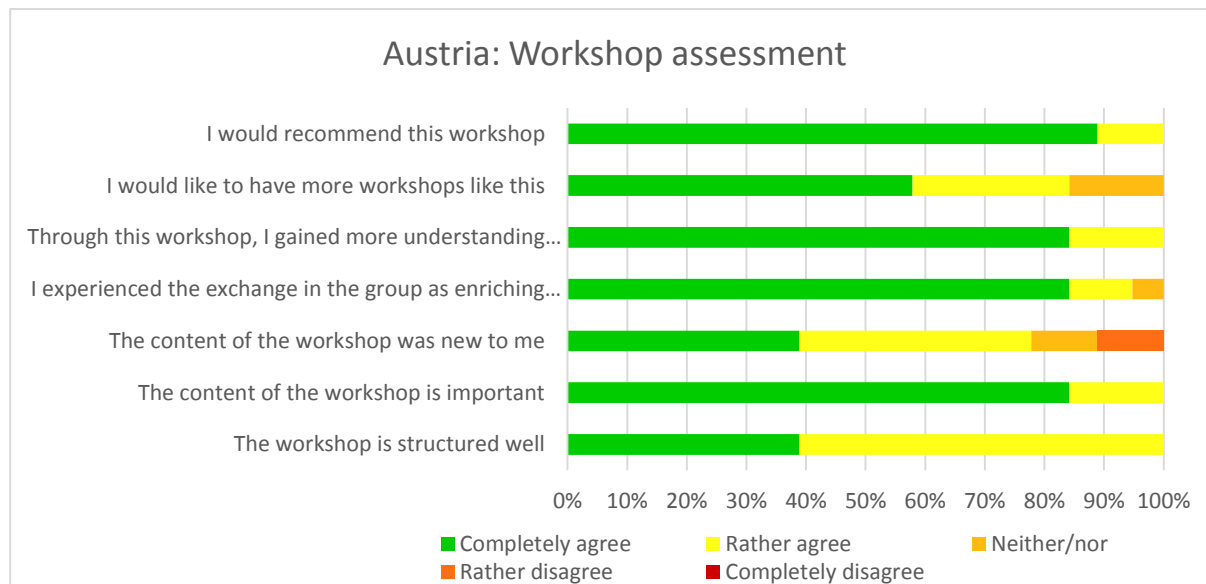


Figure 1: Overall assessment of the workshop by Austrian candidate judges

Five of them considered it very useful and one of them considered it useful for their professional activities (on a four-point scale from “very useful” to “not useful at all”). When asked to give examples of things they thought would be particularly useful for them going forward, several of them mentioned simultaneous chuchotage – a possibility they had not been aware of previously – and the awareness they had gained for the situation of interpreters. Two of them mentioned it had been helpful to reflect on the seating position of the interpreter, and two of them found the open exchange of experiences

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at the beginning very enriching. In the field for suggestions and additional comments, one suggested doing several small, prepared scenes from different trials to reflect on different situations, and the other said they found it very enriching but would have liked more structure in the middle part.

Although in the discussion, they had all said they worked with interpreters, only four of them responded to the related question, saying that they worked with interpreters once a week (1 answer) or several times a month (3 answers).

They felt that the workshop had fostered mutual understanding and would help their work with interpreters in the future (n=5, 1 N/A) (cf. Figure 2)



Figure 2: Assessment of usefulness for professional life by Austrian candidate judges

The court trainees had only recently finished their law studies and had only between 1 and 6 months of court experience. They had considerably less experience working with interpreters, which is reflected in some of their answers. They all considered the workshop very good, and their general assessment was favourable as well (cf. Figure 3).

They said they would recommend it to friends, legal professionals at the start of their career, and interpreters. They found it useful to get an idea of what to expect in terms of interpreting in their future career, and to see that simultaneous interpreting is possible.

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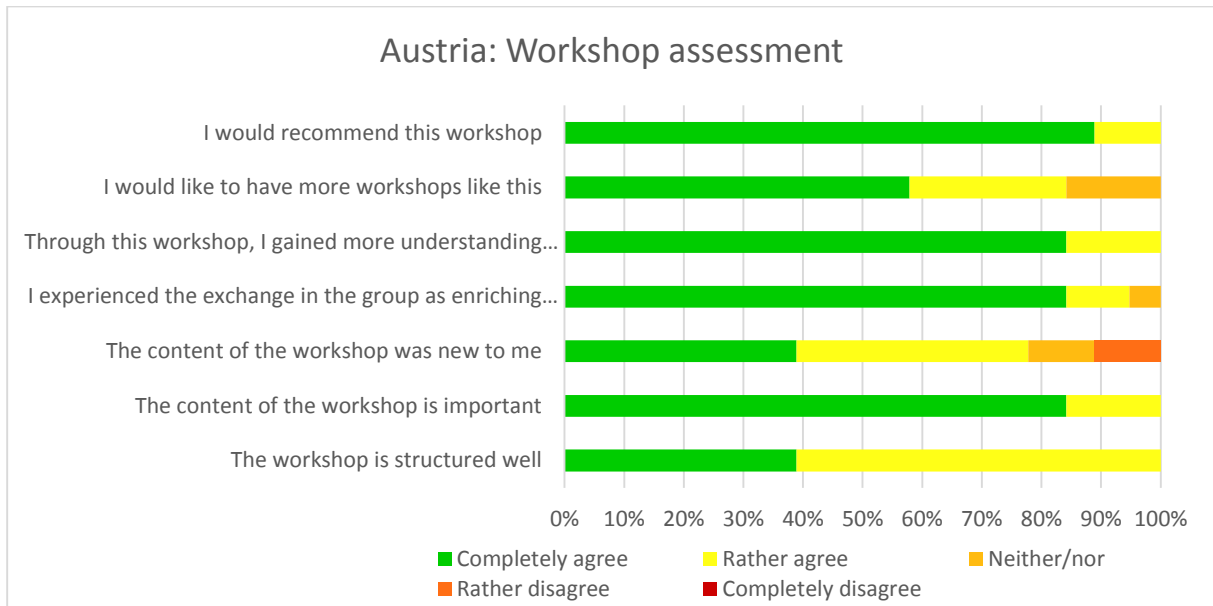


Figure 3: Overall assessment of the workshop by Austrian court trainees

Two said they worked with interpreters once a week, one several times a month and one said less frequently than once a month. This, and the fact that they were paired with interpreting students, may have influenced the somewhat poorer assessment of mutual understanding and future cooperation (cf. Figure 4).



Figure 4: Assessment of usefulness for professional life by Austrian court trainees

2.1.2 Follow up (Questionnaire 2)

7 out of the 10 legal professionals trained completed the follow-up survey, which was administered online in September-October 2019. This included 1 judge, 2 candidate judges and all 4 court trainees, one of whom had completed their traineeship in the meantime. They all said they remembered “quite a lot” of the workshop and, in retrospect, considered it “quite useful” (6) or “very useful” (1) for their work. 4 said they worked with interpreters once a week, 2 several times a month, and 1 less frequently. Overall, they felt they had gained a better understanding of the issues of legal interpreters (3 “completely agree”, 4 “rather agree”) and most said they had been able to improve their collaboration with legal interpreters (1 “completely agree”, 4 “rather agree”, 2 “neither/nor”) (cf. Figure 5). These responses were rather evenly distributed between (former) court trainees and (candidate) judges.

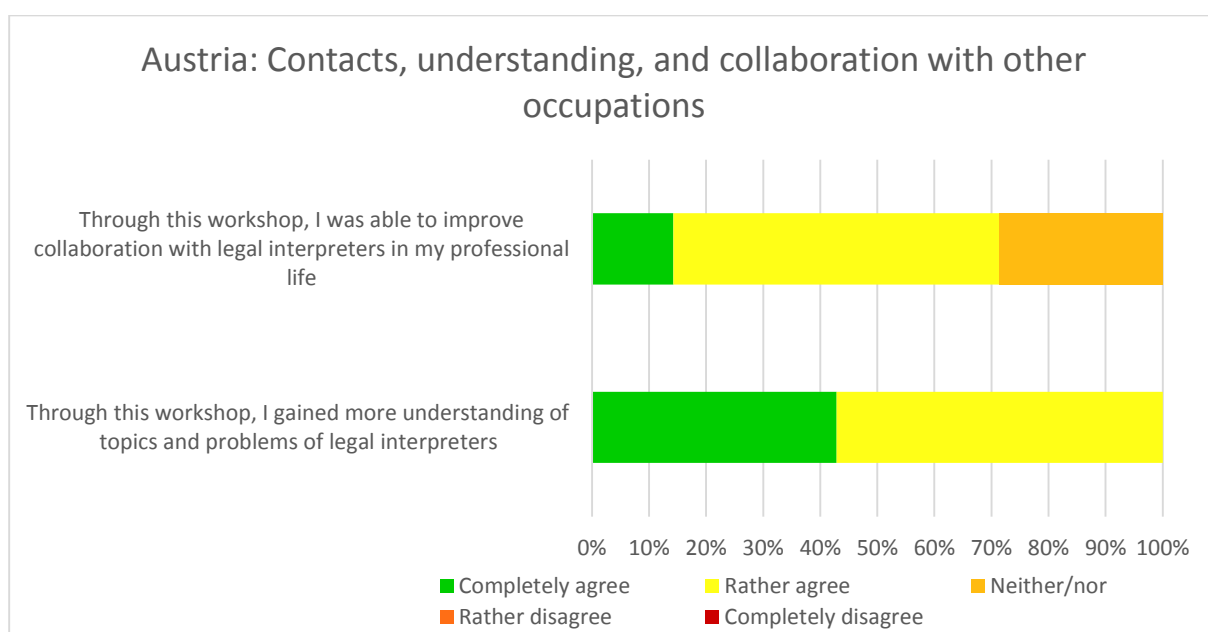


Figure 5: Retrospective assessment of usefulness by all Austrian legal professionals trained

When asked what had changed in their work because of the workshop, two said they had a better understanding of interpreters and their work, one of them adding that they asked whether explanations were needed. Another one wrote that they ensured the interpreter had enough information to interpret well and sent important documents to the interpreter in advance if possible. One responded that the workshop had changed how they choose interpreters. Two did not respond to this question and one had not worked much with interpreters since and therefore could not tell.

When asked what they found particularly useful in the workshop, three (former) court trainees mentioned the simulated interpreted trial directly or indirectly (“simulating a trial with interpretation”; “seeing how simultaneous interpreting works, how to act when there is an interpreter at a trial”; “how real-time interpreting works, where and when the interpreter speaks”), while the candidate judges and judge focused more on the exchange (“speaking with interpreters, seeing the challenges of interpreters’ work”; “speaking with interpreters”; “how interpreter training works, difficulties in being

accepted to the court interpreter list”). One person did not respond. Two offered additional comments: “It was a very interactive and interesting seminar” and “I found the workshop very informative and found it interesting to meet interpreters and learn more about their training and work.”

2.1.3 Comments

The results for legal professionals are encouraging and confirm that there is a need for more information about the interpreting process, interpreting modes and quality, and the perspectives of court interpreters. The fact that several mentioned concrete changes they have made in their work with interpreters since the workshop suggests that the content was useful and new to them – something also reflected in their initial remarks on chuchotage and seating arrangements – and that the method of conveying it was effective.

2.2 Results – Legal interpreters

Nine professional interpreters (certified court interpreters or working towards their certification) participated in the joint training at the end of June. They, like the candidate judges, were surveyed directly after the training and a second time online three months later.

2.2.1 Initial evaluation (Questionnaire 1)

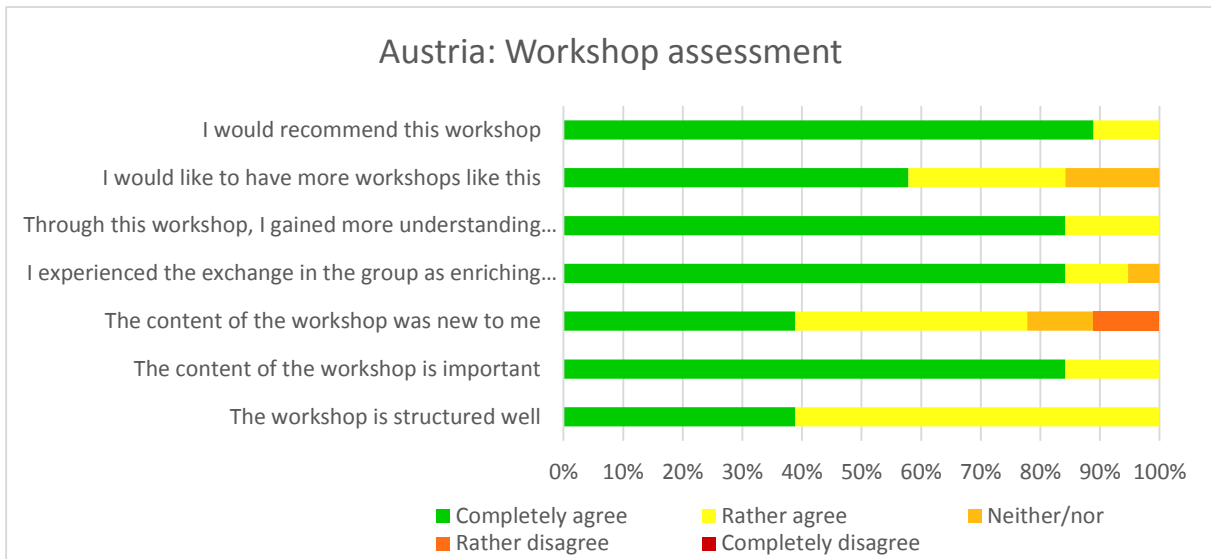
The interpreters had between 2 and 25 years of experience, with a mode of 3 and a median of 4. Two of them also had another relevant profession: one was a lawyer, the other a counsellor. The interpreters considered the workshop very good (7) or quite good (2), and their overall assessment was generally positive (cf.

Figure 6). The exception to this was the statement “The content of the workshop was new to me” – as expected, most of them had prior knowledge of the challenges associated with interpreting in court settings.

Nevertheless, they experienced the exchange in the group as enriching and useful and most of them said they would like to have more workshops of this kind. They would recommend it to other interpreters, lawyers, judges, legal professionals in general, and students.

Five respondents said they thought the workshop would be very useful for their work, and four considered it quite useful. The things they considered most useful for their career going forward were the opportunity to hear the legal professionals’ expectations, perceptions and experiences and share their own, to learn more about the administrative procedures in court and the work of trainee judges, as well as the hands-on aspect of the training with its simulated trial and the in-depth analysis of the communication situation, including seating arrangements, the analysis of their own interpreting and behaviour and feedback from their peers and the legal professionals on it, as well as realising what

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others in an interpreted courtroom setting find helpful or distracting. Overall, it appears the

Figure 6: Overall assessment of the workshop by Austrian interpreters

interpreters appreciated both being able to share their experiences with legal professionals and the opportunity to analyse and hone their own skills.

The answers to the question “How often do you work in legal/judicial settings?” reflect the heterogeneous composition of the group: while the certified court interpreters said this was the case several times a week (1) or several times a month (1), the others worked in legal settings once a month (2) or less frequently. One participant did not respond. Despite this variation, they mostly agreed the workshop would improve both their personal work with and understanding of legal professionals and the understanding legal professionals had of issues legal interpreters deal with (cf. Figure 7). Three used the field for additional comments, expressing their thanks or remarking “Very interesting content. And also great to see the perspective of future judges!”



Figure 7: Assessment of usefulness for professional life by Austrian interpreters

2.2.2 Follow up (Questionnaire 2)

Five of the nine interpreters trained responded to the follow-up questionnaire. Their recollection of the workshop varied, with 2 responding “very much”, 1 “quite a lot” and 2 “rather little”. Nevertheless, they had all found the workshop “very useful” (2) or “quite useful” (3) for their professional activities. Their frequency of working in legal/judicial settings varied greatly, from “several times a week”, “several times a month” and “once a month” (1 response each) to “less frequently” (2). Most said they had gained at least a somewhat better understanding of the issues of legal professionals, but only two said they had been able to improve their collaboration with legal professionals in their work (cf. Figure 8).

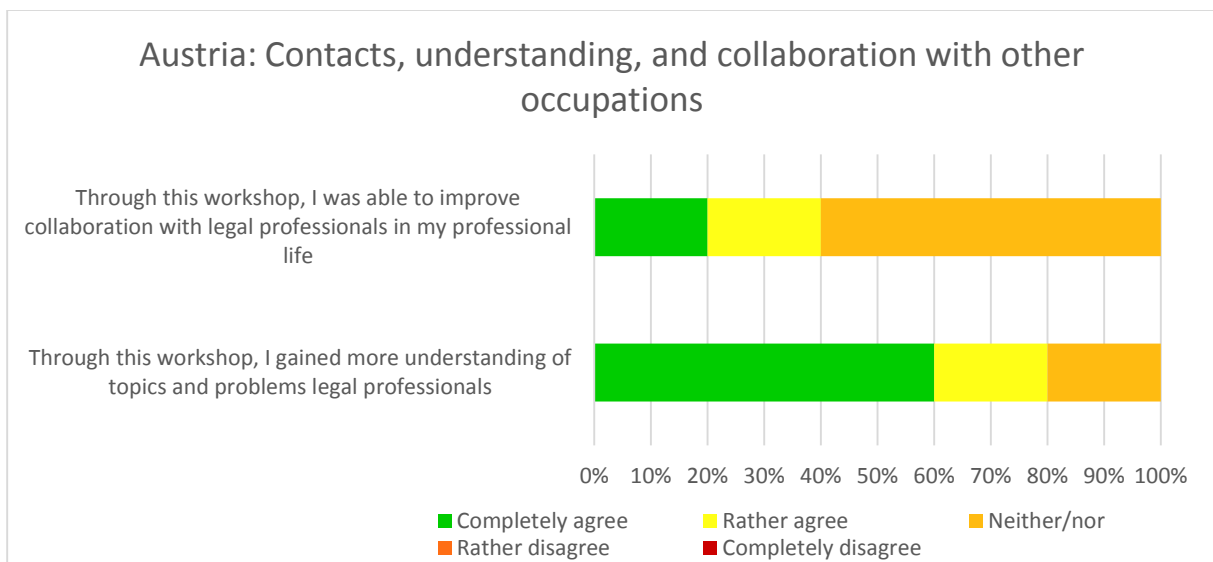


Figure 8: Retrospective assessment of usefulness by Austrian interpreters

This is also reflected in their responses to the question what had changed since the workshop: two did not respond, one said they had not worked in the area since so could not tell. However, one said the workshop had helped them prepare for their recent court interpreter exam, which they had passed, and the other said they had a better understanding of the work of the others and found it good to know that judges know little about the work of interpreters. The most useful part of the workshop for them was the exchange of experiences, expectations and information, which all three who responded to this question mentioned. Two of them also mentioned a number of other things, including the simulated trial, discussing suitable modes of interpreting and seating of the interpreter, and being able to show the quality of interpreters’ work. All but one had additional comments: “Such workshops should be held regularly and there should be follow-up events”; “practice-oriented and easy to follow”; “It would be important to organise such workshops regularly to improve awareness and cooperation on both sides (interpreters and legal professionals)”; “very useful workshop for both sides. But the contact and networking between both groups should be stronger”.

2.2.3 Comments

As most of the interpreters participating in the joint training had at least some experience interpreting in legal settings, the content itself was not as new to them as to the legal professionals, which was to be expected. However, they appreciated the opportunity to hear the perspectives and expectations of (future) judges, and to share their views with them, and most felt they benefited from the workshop. Although in the follow-up questionnaire not all had in fact seen a lasting effect on their work, most had gained a better understanding of the work of judges, and would like to see more such trainings.

2.3 Results – Students

3 of the 9 interpreting students who participated in the joint training with the court trainees filled in the first questionnaire, which was administered after the training.

2.3.1 Initial evaluation (Questionnaire 1)

The students had been studying interpreting between 2 and 4 semesters. One of them had also been studying law for 4 semesters. One considered the workshop to be very good, two said it was quite good. Their workshop assessment was mostly positive (cf. Figure 9) and they would recommend it to interpreting students considering a career in court interpreting and to legal professionals who will work with interpreters in court.

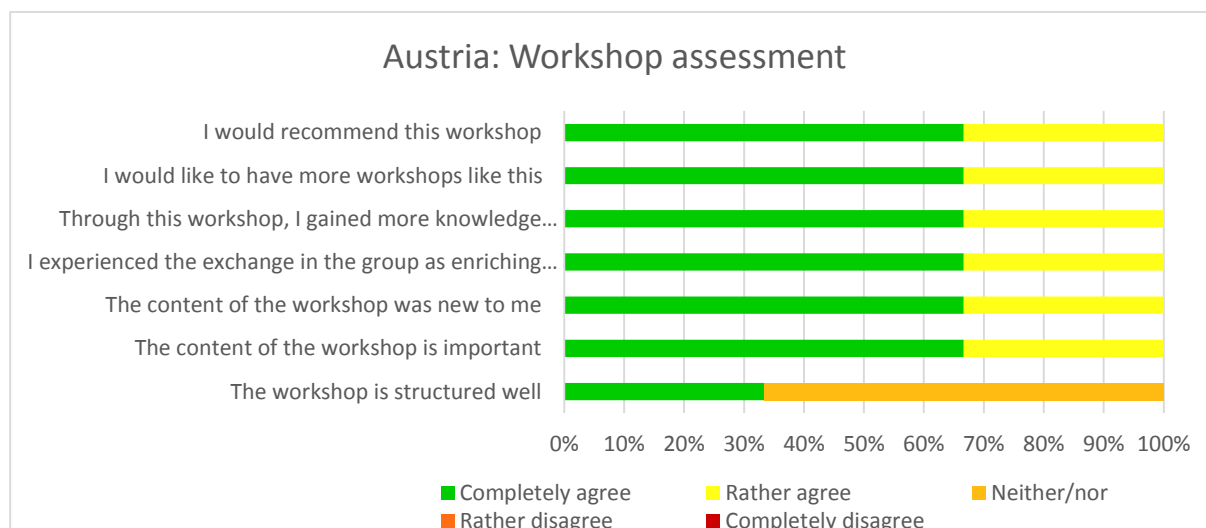


Figure 9: Overall assessment of workshop by Austrian interpreting students

One said they expected the workshop to be very useful for them in future, and two responded with “quite useful”. They all had extensive responses to the questions what they expected to be useful as well as to general comments on the workshop. They appreciated the hands-on exercise and insights into interpreting at court – institutional norms and customs, terminology, court procedures – and the reflection on body language and behaviour. They all said it would be excellent to have more such

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opportunities at university, although two said they would have preferred to be able to prepare even more in depth for the simulation. One respondent said it would be great to be able to visit a trial where one of their working languages is being interpreted.

Their assessment of mutual understanding and future collaboration was less positive than for the other participant groups (cf. Figure 10), which may be due to the shorter workshop and the fact that they were paired with court trainees, who did not have much experience in this area either.

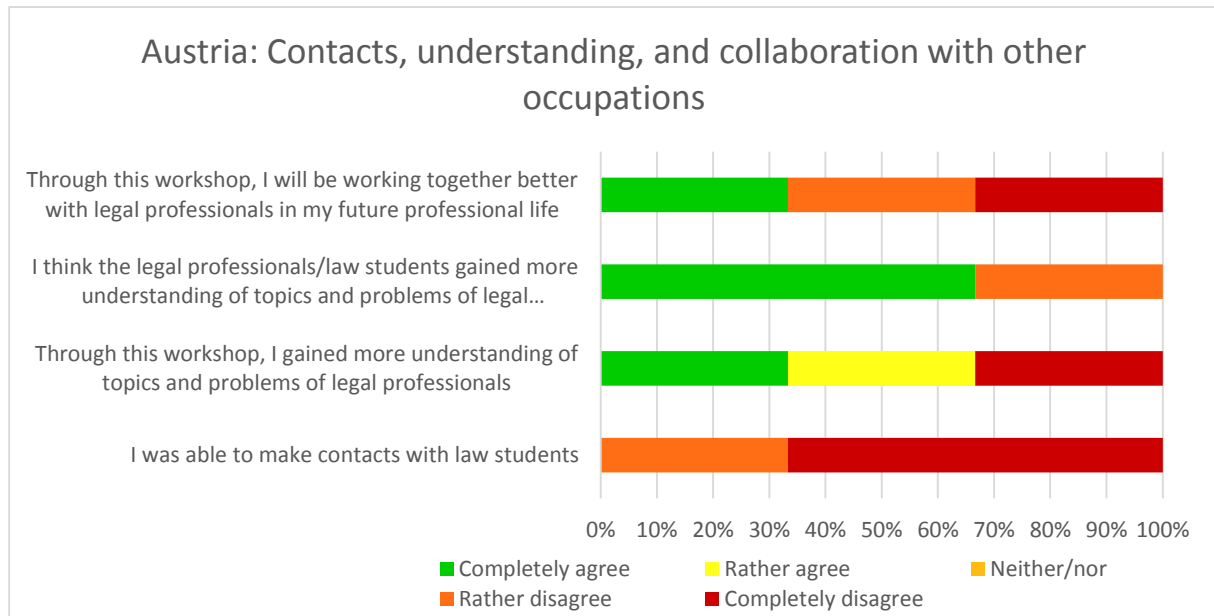


Figure 10: Assessment of usefulness for future professional life by Austrian students

2.3.2 Follow up (Questionnaire 2)

Only one of the students responded to the follow-up questionnaire. They said they remembered a lot and had found the simulation very useful, in particular being able to experience the situation “as it influences the interpreting performance a lot”. They completely agreed they had gained a better understanding of the issues of lawyers and rather agreed the workshop would help their work with legal professionals in their future professional life”. They said there should be more such hands-on experiences in the MA curriculum.

2.3.3 Comments

Due to a clerical error, the initial questionnaire was not filled in immediately at the end of the training as in the other cases, but distributed to students via email a few days later. This may explain the low response rate to the initial questionnaire and the even lower one to the follow-up questionnaire. The short time together (only a half day) may have also made it harder for them to benefit as much as, e.g., the students in the Questioning techniques course.

2.4 Analysis

The data confirms the initial oral feedback, which showed the joint trainings were well received by the participating legal and interpreting professionals. It is especially encouraging to see that several participants reported concrete changes as a result of the workshop, be it in their practical approach – e.g. selection of interpreters and providing interpreters with more information – or in their attitude – a better understanding of the work of interpreters or legal professionals, respectively. Most participants also greatly appreciated the opportunity for exchanging experiences and expectations and meeting members of the other professions.

Although there was less new content, in terms of pure information, for interpreters than for legal professionals, both appeared happy with the content and the way in which it was presented, which may well be due to the interactive nature of the training. There is clearly a need for legal professionals to learn more about the interpreting process, interpreting modes and quality, and the perspectives of court interpreters. Interpreters, meanwhile, benefit from hearing the perspectives of the other participants in the courtroom, with whom they rarely interact outside work despite working alongside them frequently. The experience of these trainings show that it is possible to provide intensive joint training for professionals in just one day, which is the format we would like to continue using. Although one participant's suggestion of preparing and simulating several different cases would be interesting, this seems harder to implement in view of the busy schedule of professionals. It is, however, something that could be done should this kind of training be implemented into the training programme of legal professionals and related professions.

In the joint training involving interpreting students, both groups of participants had a poorer assessment of mutual understanding and future cooperation. This may have been due to the asymmetry in professional status (interpreting students matched with legal professionals, albeit ones at the start of their career), as this made it harder to exchange experiences. At the same time, the short time together meant they were not able to learn together. The experiences from the Questioning techniques course show that trainings involving students appear to work better when they are spread out over weeks or months, as they also have to familiarise themselves with the subject matter. This is the approach we recommend for joint trainings involving students of law and interpreting, and will be using in the Transcultural Law Clinic.

3 Belgium

The joint training held on 2 May 2019 did not reach any law students, even though enough publicity was made (for instance in several law faculties). Also, only a few legal interpreters were present (but they did not complete the special Translaw evaluation form). An explanation for this may be that we organise at least one such training on an annual basis.

3.1 Results – Legal professionals

During the joint training, 6 legal professionals – 5 judges and one court registrar – were trained. Three of them filled in the first questionnaire after the training of 2 May 2019. The second questionnaire was administered in September 2019.

3.1.1 Initial evaluation (Questionnaire 1)

The three judges have performed their duties respectively for 5 years, 24 years and 5 years. Two of them said they considered the workshop to be very good on a five-point scale of very good to very bad, and two found it quite good. One of them considered the workshop rather good.

Their assessment of the workshop was favourable, and they would recommend it to others, specifying “colleagues” and “interpreter students”.



Figure 11: Overall assessment of the workshop by Belgian judges

Two of them considered it very useful and one of them considered it slightly useful for their

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professional activities (on a four-point scale from “very useful” to “not useful at all”). When asked to give examples of things they thought would be particularly useful for them going forward, they mentioned “having a better view of issues that are important for interpreters and problems the interpreters face during a session”.

One judge said they worked with interpreters several times a week, another several times a month, and the third one once a month.

The judges felt that the workshop had encouraged reciprocal understanding and would help their work with interpreters in the future (n=5, 1 N/A).

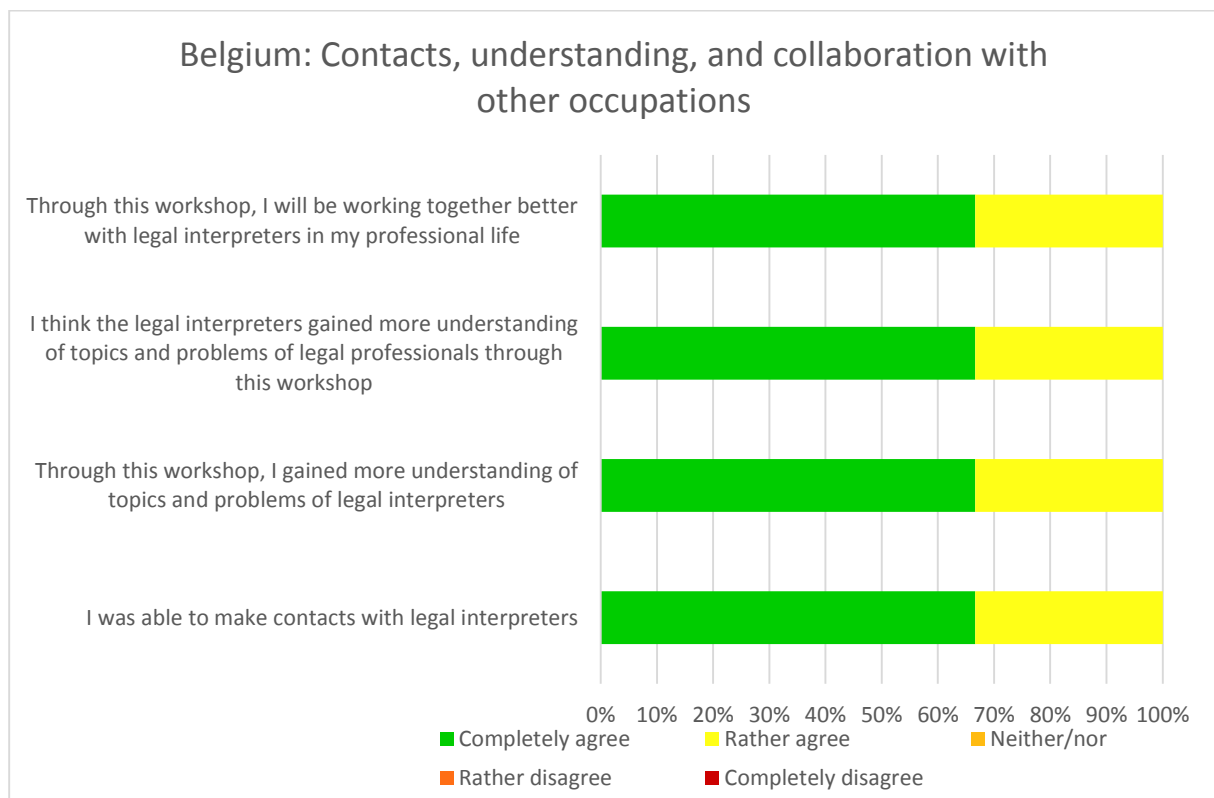


Figure 12: Assessment of usefulness for professional life by Belgian judges

3.1.2 Follow up (Questionnaire 2)

Three legal professionals responded. Two of them are judges performing their duties respectively for 21 and 25 years and one was a court registrar.

One of them said they remembered very much of the workshop (on a four-point scale of very much to very little), and two of them remembered quite a lot.

Two respondents found the workshop very useful for their professional activities on a four-point scale of very useful to not useful at all, and one person found it quite useful.



Figure 13: Retrospective assessment of overall usefulness for professional life by Belgian legal professionals

About the usefulness of the workshop in their professional life, a legal professional wrote:

“I now have a better view of the way in which an interpreter experiences the course of a session. He encounters certain practical difficulties and tries to solve them.”

The legal professionals also noted some changes in their work after this workshop:

“I shall be even more attentive when interpreters are present”.

“I pay even more attention to achieve a smooth collaboration. I leave enough time to the interpreter to be able to faithfully translate everything.”

The court registrar had an extra comment on the workshop:

“It is a pity that there was little interest from colleagues. The workshop should be included in the training for magistrates and court clerks.”

The legal professionals work several times a week (2 answers) or less than once a month (1 answer) with interpreters in a judicial context. Their assessment of mutual understanding was positive.

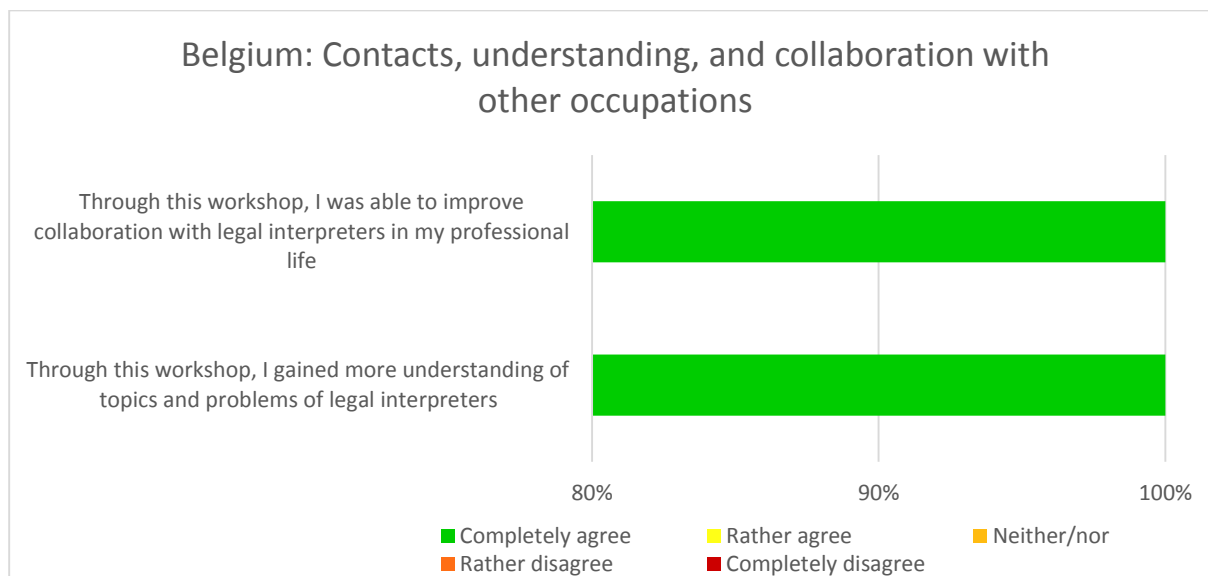


Figure 14: Retrospective assessment of usefulness by Belgian legal professionals

3.1.3 Comments

The usefulness of the workshop as mentioned in the first evaluation was confirmed in the second evaluation. This indicates that information collected during the workshop was used or assimilated later. The cross-pollination between the two professions was well received. The mutual understanding of each other’s problems was considerable. This matches our expectations, as this form of cross-pollination is a cherished tradition at our campus.

3.2 Results – Legal interpreters

Only a few legal interpreters were present. Unfortunately, they did not complete the special TransLaw evaluation form.

3.2.1 Follow up (Questionnaire 2)

The one legal interpreter who filled in the questionnaire said they remembered very much of the workshop on a four-point scale of very much to very little. Also, he declared having found the workshop very useful for his professional activities on a four-point scale of very useful to not useful at all.

About the usefulness in professional life, the legal interpreter wrote: “Because I have so far only interpreted for the Council for Alien Law Litigation in Brussels, thanks to this workshop I was able to see that the situation in a court of first instance or in the office of an investigating judge can still be very different, and it also helped me to address the various legal actors after the simulation as normal persons outside their function.”

The legal interpreter noted a change in his work after this workshop. He wrote: “After a hearing, I find it less difficult, for example, to have a regular conversation with lawyers, clerks or judges.”

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He also had a good idea for a future workshop: “In terms of acoustics, I think it is important that during a simulation both the actors and the spectators can follow what is happening. It is extra work in itself to prepare this, but I think it is worth it. Perhaps it is also good to show how a court interpreter should defend himself if he or she is accused of not interpreting correctly”.

The legal interpreter works in a judicial context several times a month. His assessment of mutual understanding was positive.

3.2.2 Comments

There is not much to comment on as only one questionnaire was filled in, and only in the follow-up phase, with no initial questionnaire filled in. The evaluation was positive, though, which is good.

3.3 Results – Students

16 of the 30 interpreting students who participated in the joint training filled in the first questionnaire, which was administered after the training of the 2 May 2019. We didn't reach any law students, even though enough publicity was made (see above).

3.3.1 Initial evaluation (Questionnaire 1)

A large majority of the students were in the second semester of the one-year specific course for legal interpreters. Eight students considered the workshop to be very good, and the other eight students said it was quite good. Their workshop assessment was generally positive and they would recommend it to:

- everyone working with interpreters in a legal setting
- law students
- interpreting students
- lawyers
- judges
- interpreters (who are already practicing their profession but are not fully familiar with the codes of conduct)
- future students
- all multilingual people whatever their profession

Ten students said they expected the workshop to be very useful for them in future, four students responded with “quite useful”, and two students responded that the workshop was a little bit useful. They all had responses to the open questions regarding what they expected to be useful as well as general comments on the workshop.

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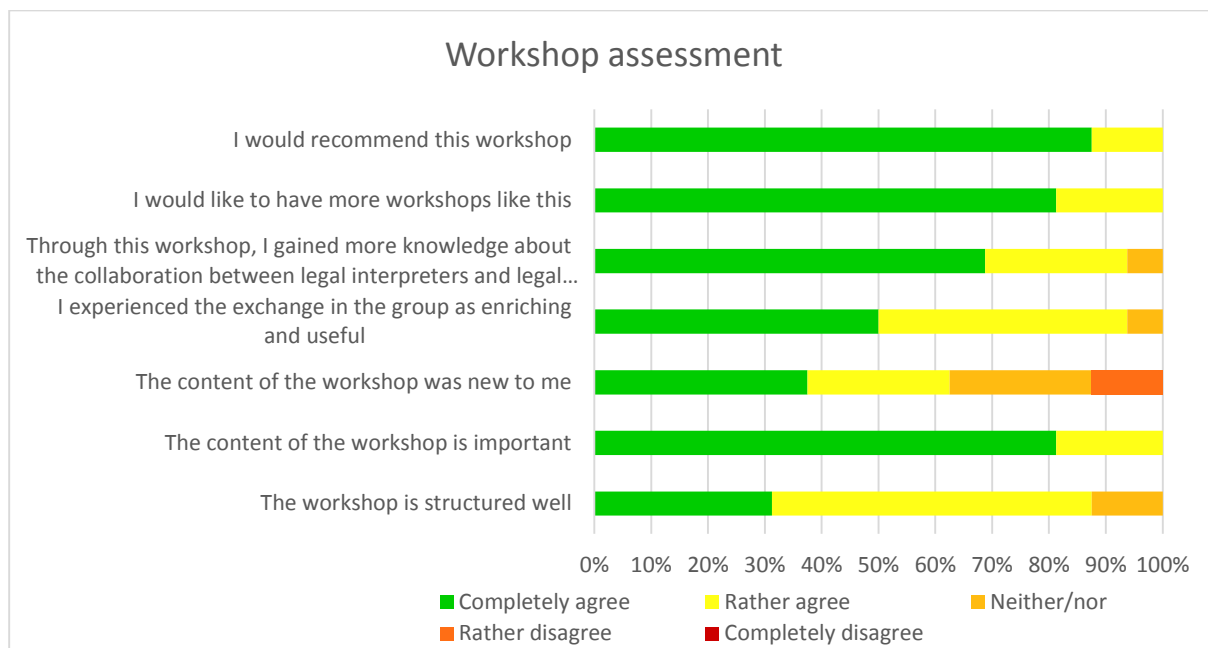


Figure 15: Overall assessment of the workshop by Belgian students

The following remarks refer to the mock trial, in particular:

“I did not know that an interpreter may interpret during a personal conversation between lawyer and suspect during an interrogation.”

“The interpreters showed that you can be assertive without reproofing anyone. I found that useful.”

“It was interesting to understand the position of experts who have to work with interpreters.”

“The court hearing (the practical part), and getting to know different actors and functions (in real life), was very useful.”

“I found the feedback sessions after every role play very interesting, both with the public and with the role players and the judicial actors. In this way peer learning can be stimulated.”

“The feedback from the magistrates / lawyers after the mock trial, their comments and concerns (regarding the errors of the interpreters). All of that gave a clear picture of their vision of the cooperation between the two fields.”

“For me, this mock trial was already a first introduction to how it really works during a court hearing and what is expected of you as an interpreter. Because of this MOCK trial, the step is smaller to effectively interpret in court, because you have a better idea of how the judges and lawyers will behave and how you should behave as an interpreter (e.g. speaking speed of judges, terminology ...). Once you really have to interpret in court, unexpected situations will probably still occur, but because you already had the opportunity to practice in a "safe" environment or to observe how things are going, you are better prepared mentally. So, an initial resistance can disappear”.

“As a future court interpreter, it is a big step forward to see the theory applied in reality. It lowers the

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threshold to start this professional activity. The feedback from the magistrates is also very interesting to gain a better understanding of what they consider important in the interpretation performed during the session.”

“The own experience. The fact that I participated in the role play has taught me a lot.”

“The actual interaction between the different people during a session. The way of dealing with sign language interpreters. The difficulties that an interpreter may encounter while performing her or his assignment.”

“I think it is above all an instructive experience to have seen this interaction. It made me realize that this is not the setting in which I would like to interpret, I think.”

“Role play during interpreting in a legal context and practice of current legal translations, deontology and professional practice of a legal translator / interpreter, tapping interpreters.”

“It was all new to me, so I thought it was absolutely important to be present. The functioning of the lawyers, the chairman and the examining magistrate was very instructive.”

“Deontological issues.”

“The lawyer's explanation was very lengthy and she did not let the other parties speak until the end. As a result, it was sometimes difficult for the interpreter to interpret everything in the correct order. The pressure is high and that can be detrimental to the completeness.”

Their assessment of mutual understanding and future collaboration was positive.

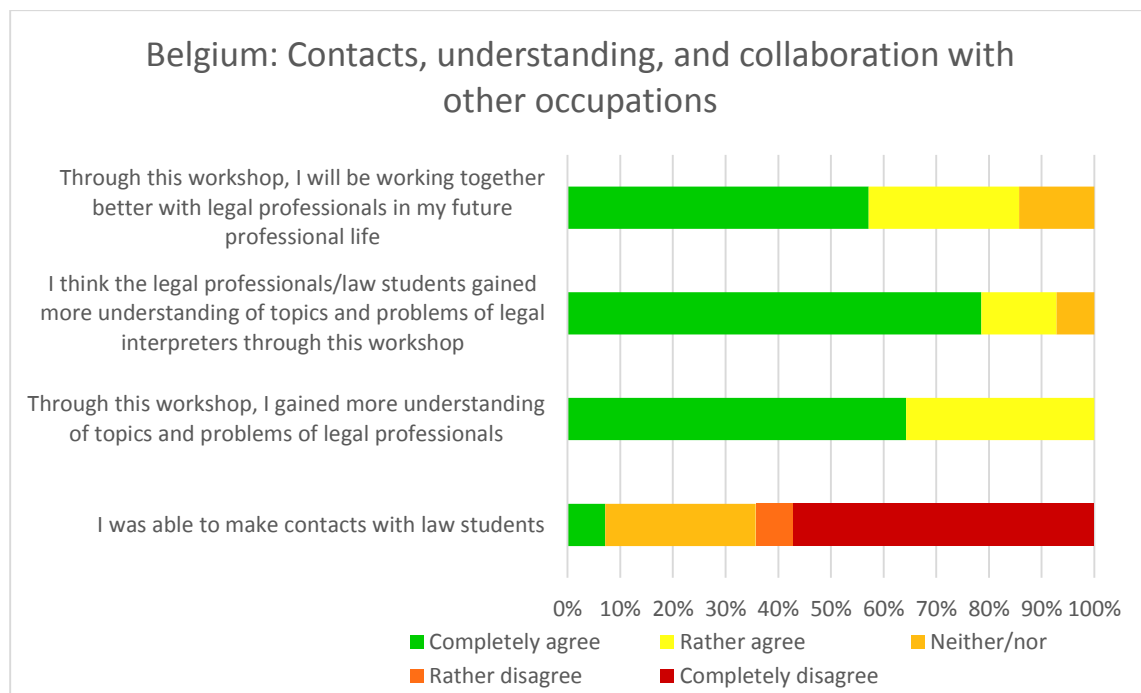


Figure 16: Assessment of usefulness for future professional life by Belgian students

3.3.2 Follow up (Questionnaire 2)

Eight interpreting students responded. A large majority of the interpreting students were in the second semester of the one-year specific course for legal interpreters. Three of them reported remembering very much of the workshop on a four-point scale of very much to very little, four of them remembered quite a lot of information, and one rather little. Four persons found the workshop very useful for their professional activities on a four-point scale of very useful to not useful at all, two persons found it quite useful, and two persons slightly useful.

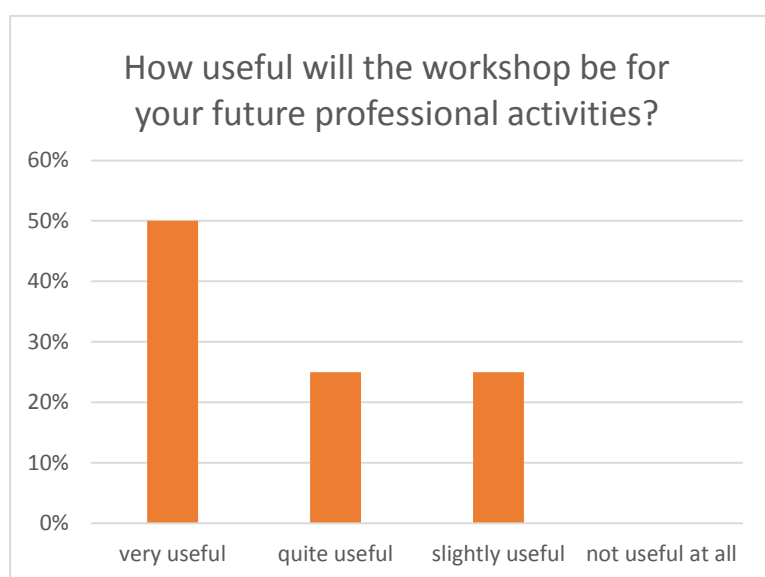


Figure 17: Retrospective assessment of overall usefulness by Belgian students

About the usefulness of the workshop, the interpreting students mentioned:

“Practicing assertiveness with regard to an investigating judge: dare to intervene, dare to remind legal practitioners of deontological obligations”.

“As a student interpreter it was very useful to experience a "messy" situation: a situation in which everyone talks together and in which the interpreter is still expected to interpret”.

“The attitudes of the magistrates towards interpreters, the ideas they had about the interpretation, and how the interpreter should respond to it”.

“We may ask for some time to interpret.”

“Due to time constraints it is impossible to translate everything. The content is the most important and ensure that your client can understand the conversation - align the language level with that of your client”.

“I learned certain rules that I did not know beforehand, such as the fact that an interpreter may interpret during a personal conversation between the lawyer and the suspect during an interrogation”.

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“Experiencing the judicial environment. I had no idea how things are going in such a process, so I found it especially useful to experience the general atmosphere.”

They had extra comments on the workshop:

“The workshop is useful for both professions: there were lawyers who had never worked with an interpreter and who therefore did not know what our task entails. And vice versa: as a student interpreter, it is very interesting to work with professional lawyers.”

“Speak clearer and louder. Articulation is very important.”

“The exercises and mock trials must be more clearly audible (and visible) for the public.”

“I was confused by the fact that everyone apparently had been instructed to make mistakes. That gave me a somewhat distorted picture”.

Their assessment of mutual understanding is quite optimistic.

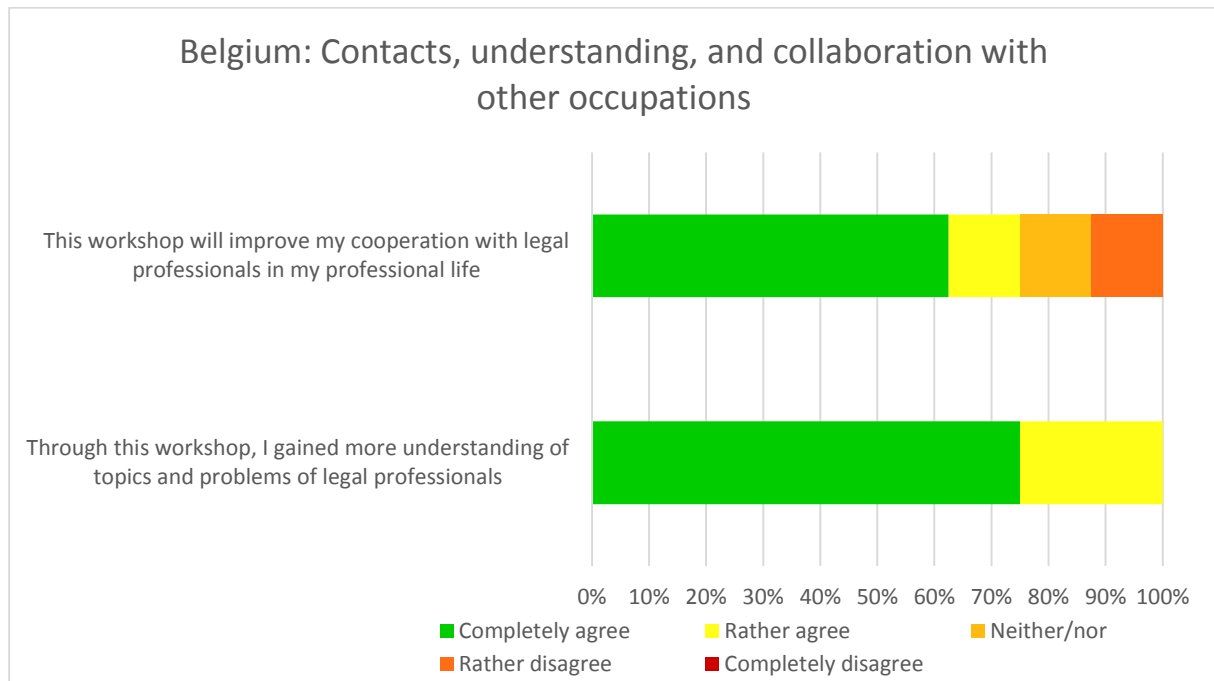


Figure 18: Retrospective assessment of usefulness on future professional life by Belgian students

3.3.3 Comments

The large share of respondents rating the usefulness of the workshop high in the first evaluation remains present in the second evaluation as well, i.e., the feeling is maintained three months after the workshop. This steadiness indicates that the information gained from the workshop is well used or assimilated later. The cross-pollination between the two professions is received positively. The mutual understanding of each other’s problems is large. This matches our expectations due to the long-standing tradition of cross-pollination at our campus.

3.4 Analysis

It is clear that the workshop was well received. Both professions tried to meet each other, without losing their individuality. The mutual respect and understanding was considerable. The workshop was regarded as useful. The information from the workshop remained usable even after three months. However, there are also challenges for the future. The next time such a workshop is organised, more attention must be given to better visibility and audibility, and the workshop must be designed even more realistically.

4 Italy

4.1 Results – Legal professionals

The Joint Training Workshop was organised on 17 May 2019 and attended by 13 lawyers (average experience: 5.5 years) and 8 lawyers in training (average experience: 2.2 years). They filled in the first questionnaire at the end of the workshop. The second questionnaire was administered via an internet link at the beginning of September.

4.1.1 Initial evaluation (Questionnaire 1)

As shown in Figure 19: Overall assessment of the workshop by Italian legal professionals, the general assessment of the workshop was positive. 50% of the respondents would wholeheartedly recommend the workshop to colleagues, judges and prosecutors, and 70% thought that the content of the workshop was very important.



Figure 19: Overall assessment of the workshop by Italian legal professionals

21% (4 participants) fully agreed that the workshop was useful and enriching, and another 26% (5) partially agreed, but none of the participants completely agreed that it had addressed something new and only one partially agreed. Yet, the interviews carried out under WS2 clearly showed that legal professionals were not familiar with interpreting modes and techniques. Half of the respondents recognised the usefulness of the workshop for their professional activities. In particular, the following points were mentioned as being significant: information about difficulties faced by interpreters, the professional needs of legal interpreters (among them the need to have access to case-specific information) and the technical difficulties of translation and interpreting. Interpretation quality and the importance of being able to resort to well-prepared and qualified interpreters were also

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mentioned as was the need for legal professionals to simplify questions and, in general, pay attention to the way in which concepts are conveyed. Only 2 out of 21 legal professionals mentioned cooperation between legal interpreters and legal professionals. 2 participants stated they liked the videos and the discussion of concrete examples taken from the daily work of legal interpreters.

Figure 20 below summarises the opinions expressed as to whether the workshop might lead to a better mutual understanding of legal professionals' and legal interpreters' needs.

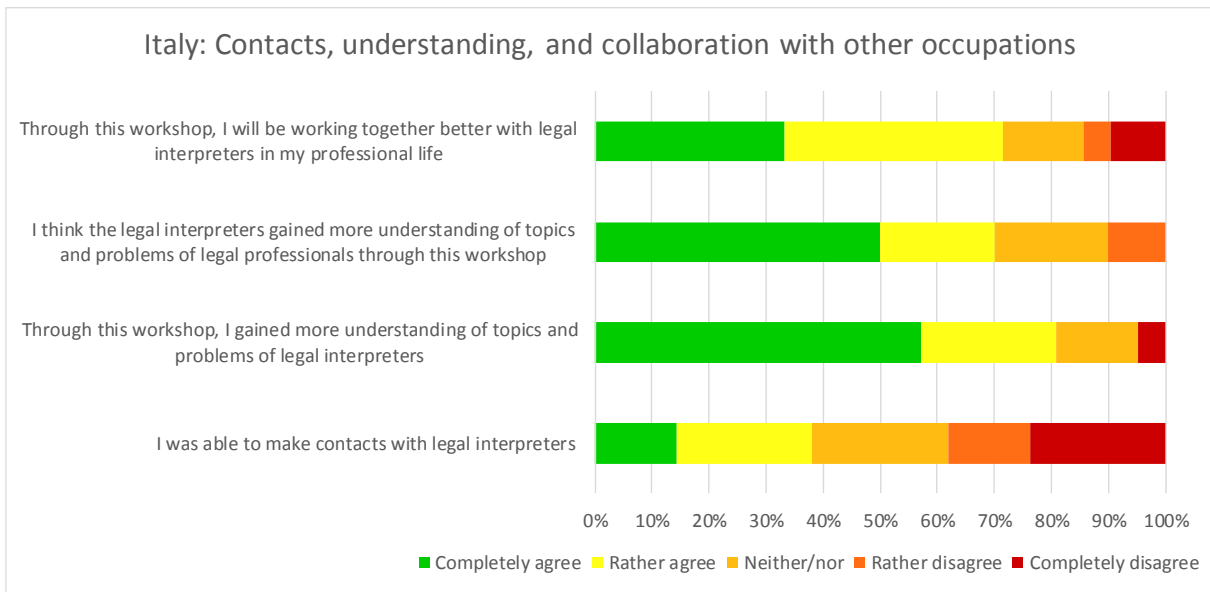


Figure 20: Assessment of usefulness for professional life by Italian legal professionals

57% of legal professionals thought they “gained more understanding of topics and problems of legal interpreters”, and 50% believed interpreters “gained more understanding of topics and problems of legal professionals”. These figures seem to confirm the results about the usefulness of the discussion on the needs and characteristics of legal interpreting presented above. It should also be noted that interaction between legal professionals and legal interpreters was not very lively during the workshop as confirmed by just 3 legal professionals completely agreeing with the statement able “I was able to make contacts with legal interpreters”). Expectations about the likelihood of better cooperation with legal interpreters are not particularly high in terms of complete agreement (33%), but another 38% partially agreed.

In terms of strong points mentioned by the respondents, the practical approach and the discussion of concrete examples were particularly appreciated. On the other hand, some legal professionals would have liked greater emphasis to be placed on legal aspects and some complained because no concrete solutions were proposed for the problems that had been described and discussed. Interestingly enough, and worryingly enough, at least one respondent regarded the interpreters' wish to have access to case files as a demonstration of their lack of knowledge about criminal proceedings and viewed non-information as a prerequisite of neutrality. Finally, two respondents found the event too

long.

4.1.2 Follow up (Questionnaire 2)

Only 5 legal professionals out of 21 workshop participants (about one quarter) filled in the second questionnaire. One of the five left several questions unanswered, including questions concerning his/her professional activity. As that person answered questions 7 and 8 (addressed to legal professionals) while not answering 9 and 10 (addressed to legal interpreters), however, there is no doubt that the respondent in question was a legal professional.

A clear distinction may be made between respondents, as a positive evaluation was expressed by four of them and a thoroughly negative evaluation by the fifth, according to whom the workshop was “not useful at all”, covered “trivial and well-known topics”, had had no impact on his/her professional activity, and had not led to a better understanding of interpreting issues or to better cooperation with interpreters. The answers given by the other four respondents were completely different. They felt the workshop was “quite useful” and “completely” (3) or “rather” (1) agreed on the workshop having led to a better understanding of interpreting issues. Three out of four stated that the workshop had led to better cooperation with interpreters while the fourth did not clearly expressed their opinion, probably because they are still a lawyer in training. Answers to the open questions seem to indicate that the main effects of the workshop are to do with a greater awareness of the importance of the language issue and the importance of interpreting and interpreters’ quality. Significantly, then, one lawyer stated that the presentation covering legislation on language rights had been useful for their activity, while another lawyer said that since the workshop they had tried to facilitate interpreters’ work.

4.1.3 Comments

In general, the workshop seems to have been appreciated by legal professionals. Unfortunately, the absence of judges and prosecutors reduced the workshop’s impact to some extent. The second questionnaire confirmed the positive evaluation emerging from the first. Particularly significant is the fact that, with one exception, respondents mentioned that there had been changes in their perception of language and interpreting issues and, to some extent, in their own activity.

4.2 Results – Legal interpreters

14 legal interpreters (average experience: 15.1 years) took part in the Joint Training Workshop. Two cultural mediators and two translators were also among the participants, but their answers have not been taken into account in the analysis.

Legal interpreting is not a regulated profession in Italy. The interpreters attending the workshop have no formal training in interpreting. As native speakers of the most required languages in public services, they began to work as interpreters not only in court but also in healthcare and asylum settings. Some of them attended one or both CPD courses for legal interpreters organised by our Department.

The participants filled in the first questionnaire at the end of the workshop. The second questionnaire

was administered via an internet link at the beginning of September.

4.2.1 Initial evaluation (Questionnaire 1)

Legal interpreters found the workshop very good (78.6%) or quite good (21.4%) and all of them would recommend it (see Figure 21), in particular to legal professionals and interpreters (4 answers), to interpreters with no training or who do not know the legal system (3) and to legal professionals (4). One respondent would recommend it not only to interpreters and legal professionals but also to “a wider audience in order to raise awareness of the importance of language assistance”. 93% of respondents considered the workshop important and 79% appreciated its structure. 3 participants (21%) fully agreed that the contents were new to them, and one other participant rather agreed with the statement. A higher percentage might have been expected, given the general lack of formal training in interpreting, but the CPD courses and other activities organised by the Department since 2016 clearly have played a significant awareness-raising role.



Figure 21: Overall assessment of the workshop by Italian legal interpreters

Almost all respondents found the workshop very useful or quite useful, while one of them found it not useful at all. The matters that the majority of respondents found most useful were the emphasis placed on the critical role played by interpreters and the difficulties they face in their daily work. One legal interpreter raised the issue of very low remunerations and delayed payment.

As far as contacts and collaboration with legal professionals are concerned, Figure 22 shows that 69% thought the workshop would help them work better with legal professionals and 62% felt legal professionals gained a better understanding of legal interpreters’ problems.

Only 38% of respondents stated they were able to make contact with legal professionals, thus confirming that interaction between legal professionals and legal interpreters was not as high as hoped for and expected by the organisers.

The results regarding how often they work in legal/judicial settings cast further light on the data

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presented above: almost two thirds of respondents work in legal/judicial settings several times a week (31%) or several times a month (31%). This could partly explain the high interest in the topics covered during the workshop and the relatively low 21% who stated the contents were new to them (see above).

The analysis of open comments (praise, criticism and suggestions) basically confirms data collected through the multiple-choice questions: initiatives promoting a dialogue between legal interpreters and legal professionals are very useful and should be repeated. The absence of judges and prosecutors was noticed and regarded as a weak point. Finally, in a couple of cases questions and answers were clearly unrelated. One possible explanation is that the respondents did not understand the questions, probably because their command of Italian is not good enough, which is, of course, rather worrying.



Figure 22: Assessment of usefulness for professional life by Italian legal interpreters

4.2.2 Follow up (Questionnaire 2)

Nine legal interpreters (of whom one also works as a translator and one as a cultural mediator) out of thirteen workshop participants responded to the second questionnaire (almost 70%). The questionnaire was also filled in by three translators, but their answers have not been included in this evaluation. All respondents found the workshop “quite useful” (5) or “very useful” (4), mainly because they had the opportunity to learn about the intricacies of criminal proceedings and about legal professionals’ expectations. The discussion between people belonging to the two professions and the presentation of examples of inadequate behaviour by legal professionals or legal interpreters were also found useful. The organisation of similar events in the future was recommended, with the participation of judges and prosecutors and, if possible, former prisoners. Little seems to have changed in their daily work, however, although paying more attention to meeting legal professionals’

expectations and increased collaboration were mentioned.

4.2.3 Comments

The follow-up questionnaire results confirm the legal interpreters' satisfaction with the Joint Training Workshop and implicitly seem to suggest that legal interpreters are not necessarily fully aware of the needs, requirements, expectations and dynamics characterising interpreter-mediated events in a legal setting. The workshop's impact on their day-to-day activity is still modest, but it would be unrealistic to expect big changes over a short three-month period.

4.3 Results – Students

A total of 11 students participated in the Joint Training Workshop: 8 interpreting students and 3 law students. They filled in the first questionnaire at the end of the workshop. The second questionnaire was administered via an internet link at the beginning of September.

4.3.1 Initial evaluation (Questionnaire 1)

The large majority of respondents appreciated the workshop: 54.5% thought it was very good; 36.4% thought it was quite good. 9.1% thought it was quite bad.



Figure 23: Overall assessment of the workshop by Italian students

The respondents particularly appreciated the importance of the workshop (91%) and its programme (40%). These results are confirmed by 73% (8 respondents) wishing for “more workshops like this”. The content was largely not new to the students, with none responding “completely agree”.

The students would recommend the workshop to legal professionals and interpreters, to interpreters who are not adequately trained, to law and interpreting students, to everyone interested in the subject and to whoever benefits from translation/interpreting services, not just in legal settings.

As for the usefulness of the workshop, 45% regarded it as very useful and 45% as quite useful with 9%

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thinking it was slightly useful. The points identified as useful were: illustration of interpreting issues emerging in legal settings, problems and needs of interpreters and legal professionals' expectations, the presentation of the legal framework of interpreting and the directives regulating legal interpreting and the protection of rights, as well as the choice to reproduce concrete cases through videos in order to address some practical issues.

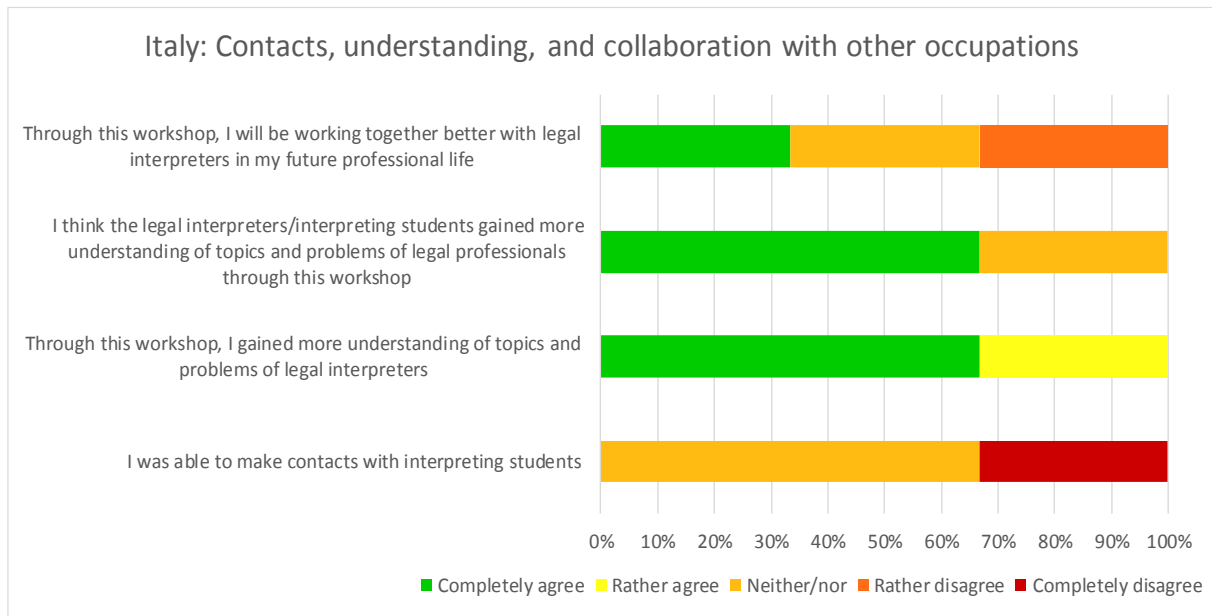


Figure 24: Assessment of the impact on professional life by Italian law students

Figure 24 shows that according to law students, the workshop was not very useful for making contact between law and interpreting students, but two out of three thought they gained a better understanding of topics and problems of legal interpreters, and that legal interpreters and interpreting students had gained a better understanding of topics and problems of legal professionals.

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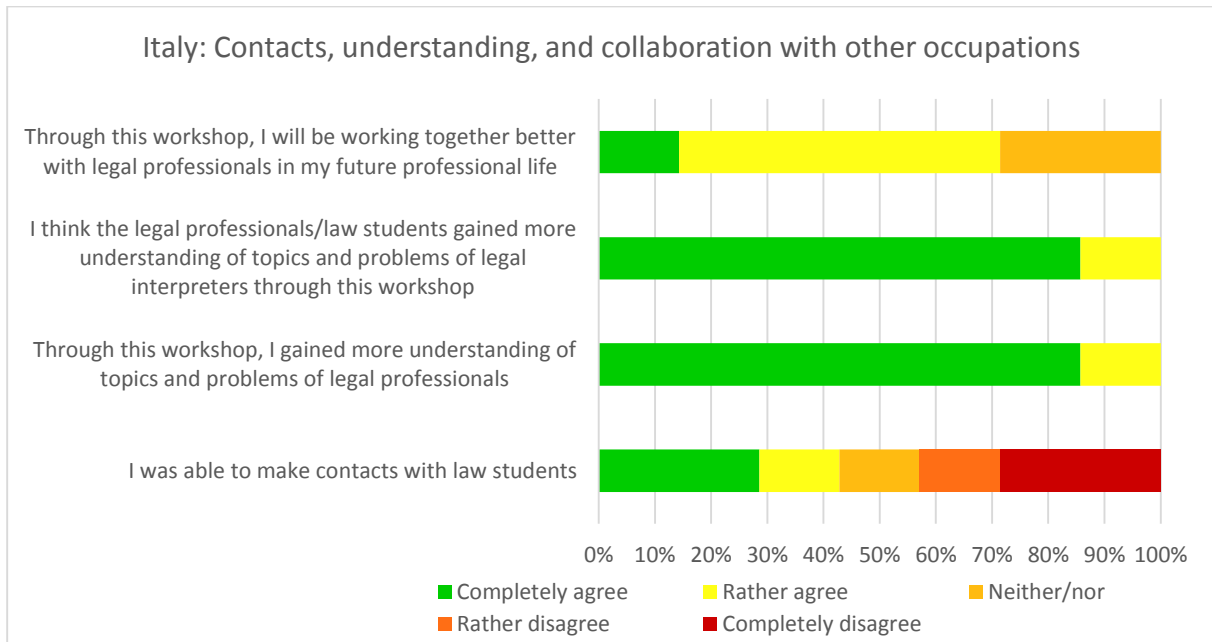


Figure 25 (interpreting students) shows that a larger percentage (over 80%) of respondents thought that both sides had gained a better understanding of the other. Once again there was little interaction between participants belonging to the two areas (see also Figure 24).

The open-ended questions confirmed a general satisfaction with the event and its format, with some minor criticism concerning some presentations or statements that were found difficult to understand or vague and unfocused.

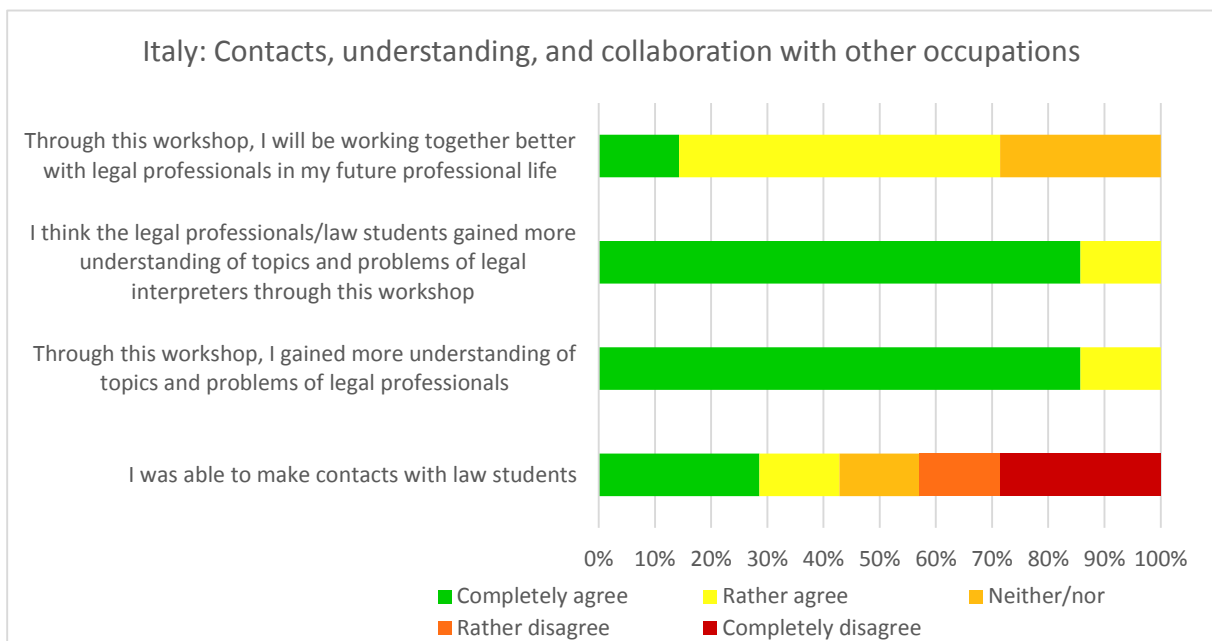


Figure 25: Assessment of the impact on professional life by Italian interpreting students

4.3.2 Follow up (Questionnaire 2)

Only two students out of the eleven who had taken part in the workshop filled in the questionnaire, and they were both interpreting students. They both regarded the workshop as useful and potentially leading to better cooperation with legal professionals in the future.

4.3.3 Comments

While not being the main addressees of the Joint Training Workshop, students appreciated it, mainly because they had the opportunity to learn about the other profession. On a negative note, the exchange between law students and interpreting students was rather limited.

4.4 Analysis

The responses to the two questionnaires seem to suggest that the Joint Training Workshop was generally well received, with legal interpreters and interpreting students showing the greater appreciation. It enabled participants belonging to the two professions to learn about each other and about each other's needs and expectations and to take a first step towards fruitful cooperation. The often-repeated recommendation to organise similar events in the future shows that the need for initiatives fostering exchange and debate between the two professions is clearly felt, as is the need to have an impact on professional practice and attitude. For the impact to be significant, though, what is required is closer interaction between the two professions as well as the involvement of members of all legal professions.

5 Slovenia

The Joint Training Workshop in Slovenia was held at the Higher Court of Maribor on 12 June 2019. 12 legal interpreters and 9 legal professionals participated in the workshop (one was both a legal professional and an interpreter, and is included in both evaluations). No students attended, and are therefore not included in the evaluation.

5.1 Results – Legal professionals

There were 9 legal professionals among the participants: 2 judges, 1 lawyer (attorney), 1 public prosecutor, 2 employees of the criminal justice system, and 3 that also marked the option 'other' (1 lawyer who is doing a masters in translation and interpreting, 1 teaching assistant at the law faculty, and 1 interpreter who also works as a legal professional). Together there were 9 questionnaires completed. The first questionnaire was filled immediately after the workshop on 12 June 2019. The second questionnaire was sent out in September.

5.1.1 Initial evaluation (Questionnaire 1)

All of the attendees considered the workshop to be very good, while most of them considered it to be useful. When asked who they would recommend it to, the most common answers were "to my colleagues" or "other law practitioners". The feedback on the workshop was positive, except that some of legal interpreters found it uneasy at first to openly talk about challenges they usually face when working with legal interpreters. It was clear in the beginning of the workshop that it was easier for legal professionals to express their views and expectations. It took legal interpreters some time, yet in the second part of workshop they also "took the floor" and then stated in questionnaires that it was one of a very rare opportunities for them to talk openly about what they expected from legal professionals.

When asked to list something from the workshop that will be useful in the future, most left the field blank, but a few legal professionals stated that they learned more about how demanding and stressful the job of the interpreters is and they will be more patient in the future.

All of the attendees expressed that they now better understood each other's needs and demands and that acquired experience would benefit future working relationships.

In the "praise, criticism, suggestions" section, most emphasized that they found it helpful to hear the expectations and experience of the opposite (and often opposing) side.

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Figure 26: Overall assessment of the workshop by Slovenian legal professionals

Most of the attendees were in favour of another workshop like this and replied that the workshop would be “very useful” or “quite useful” for their professional activities. The overall feedback was positive and all of the attendees considered the workshop well-structured and interesting.



Figure 27: Assessment of overall usefulness for professional life by Slovenian legal professionals

5.1.2 Follow up (Questionnaire 2)

The second questionnaire was completed by 6 participants: 2 judges, 1 judge in training, 1 public prosecutor, 2 marked as “other” (an assistant and a lawyer who is doing a master in translation and

interpreting). The judges had between 15 and 26 years of experience, with an average of 20.5. The judge in training had 4 years of experience, and the public prosecutor 10. The mean of those indicated as “other” was 7 years of work experience. Lower participation in this second questionnaire was to be expected due to the three-month time gap.

When asked how often they work with interpreters, 1 legal professional answered that they work with interpreters several times a month, 1 that they work with interpreters once a month and 4 (67%) work with interpreters less often than that. 4 completely agreed that they gained more understanding of topics and problems of legal interpreters, and 2 rather agreed. Out of the six, 2 completely agreed that they were able to improve their collaboration with legal interpreters in their professional life and 4 rather agreed.



Figure 28: Retrospective assessment of usefulness by Slovenian legal professionals

5.1.3 Comments

Most of the attendees commented that the workshop helped them in their work and contributed to a better cooperation between legal professionals and legal interpreters. Some legal professionals said that they now better understand that interpreters need enough time to prepare beforehand and to interpret in court. Overall, there is a sense of an improved communication on both sides.

5.2 Results – Legal interpreters

There were 12 interpreters among the trainees (1 also works as a legal professional and 1 in the public sector) and 1 police officer who answered the questions for legal interpreters in the survey, so we assumed he/she is working as an interpreter now. 13 questionnaires were filled in (the legal interpreter who also works as a legal professional filled in both questionnaires). The work experience ranged

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between 5 and 34 years (median: 14.8). They filled in the questionnaire immediately after the workshop, and the second questionnaire was sent out in September.

5.2.1 Initial evaluation (Questionnaire 1)

The assessment by legal interpreters was positive. They would all recommend the workshop to their colleagues in the field, and would all like to see more workshops like this one in the future. All agreed that the content of the workshop was important.

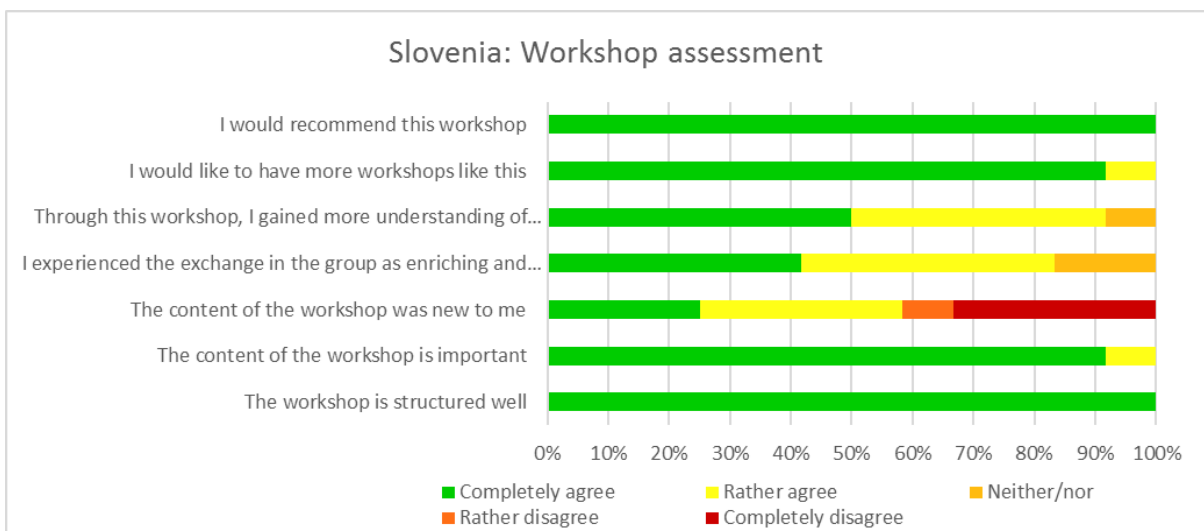


Figure 29: Overall assessment of the workshop by Slovenian legal interpreters

The legal interpreters pointed out that it was very useful to hear the expectations of others—especially those of judges and lawyers. They commented positively about being encouraged in the workshop to talk openly about challenges and difficulties they face during trials. Mostly, they emphasized that such communication is rare and they often do not have enough time to prepare for the trial, while expectations of legal professionals are high. Interpreters also made some points about the poor financial situation and the necessity of regulating the profession of court interpreter in Slovenia.

Out of 13, 5 (42%) work in a judicial setting several times a week. 1 replied “once a week”, 2 replied “several times a month”, 1 replied “once a month” and 4 replied that they work in a judicial setting “less frequently”. It is not surprising that the views of those who work in a judicial setting more often differ from those who work in a judicial setting less frequently.

One legal interpreter suggested inviting a person suspected or accused of crime would also be very valuable to hear the opinion of “the client”.

The majority of the attendees answered that they felt the workshop was useful and helped improve cooperation with legal professionals. Some noted that the workshop was not long enough to address

all the issues. We plan to organise more such events in the future and take all remarks and suggestions into consideration.

5.2.2 Follow up (Questionnaire 2)

Five legal interpreters answered the second questionnaire. The average work experience was 16.8 years, ranging between 4 and 35 years of work experience.

When asked if they had made any changes to their work routine, most said that they had become more tolerant and it was easier for them to understand the other side, e.g. why legal professionals sometimes interfere with interpreting.

2 respondents said that they still found the workshop to be very useful in their profession after three months, and 3 said they found it quite useful.

As regards their contacts with legal professionals, 2 said they worked with legal professionals several times a week, 2 several times a month and 1 less frequently. 2 completely agreed that they had gained a better understanding of topics and problems of legal professionals, and 3 rather agreed. Out of the five, 3 completely agreed that they had been able to improve their collaboration with legal professionals in their professional life and 2 neither agreed not disagreed.

It can be noted that legal professionals responded slightly more favourably when asked if they had gained more understanding of topics and problems of legal interpreters than the other way around.

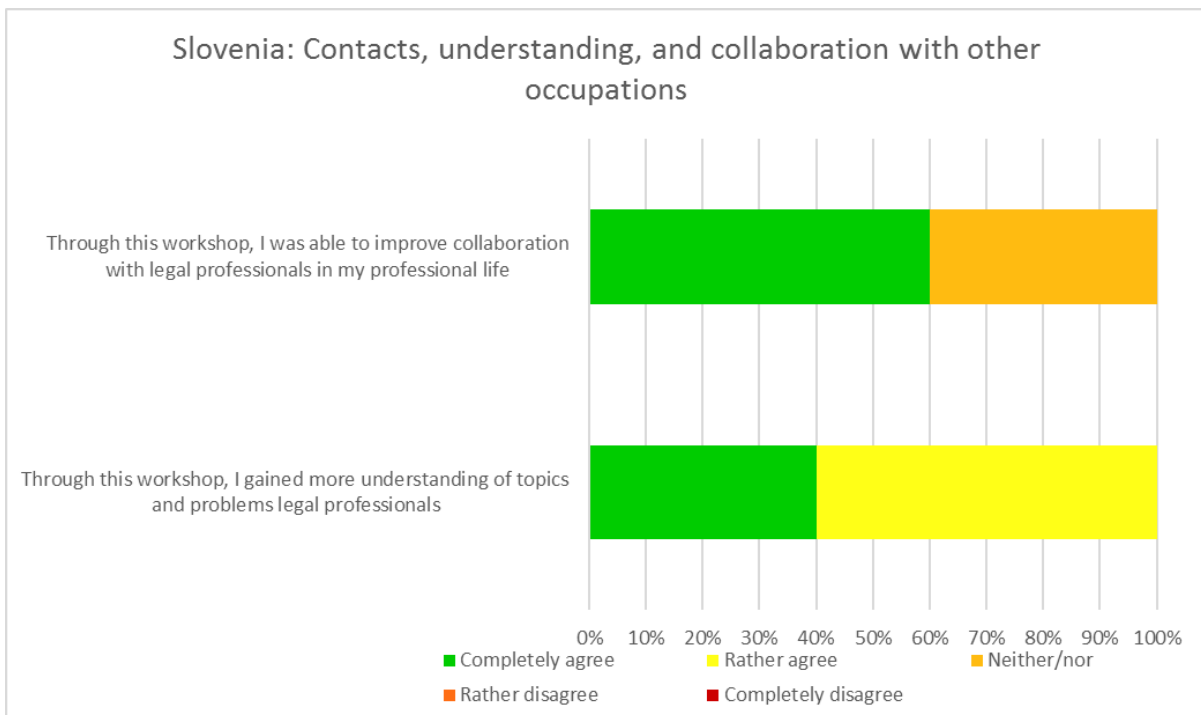


Figure 30: Retrospective assessment of usefulness by Slovenian legal interpreters

The overall assessment of the workshop was positive, as most of the attendees stated that they found the workshop very useful or quite useful, and they also completely agreed or rather agreed that they had gained more understanding of topics and problems of legal interpreters or legal professionals and that they had improved the cooperation for the better.



Figure 31: Retrospective assessment of overall usefulness for professional life by Slovenian legal interpreters

5.2.3 Comments

The attendees expressed their wish to attend more events like this. The opportunities for legal professionals and legal interpreters to openly discuss such topics are rare and most such events are organised in Ljubljana.

5.3 Analysis

The second questionnaire was designed differently. While the first was aimed at eliciting an immediate response to the workshop, the second focused on whether the workshop was actually useful to the attendees in their everyday work. However, there were two questions that were similar in the first and second questionnaire: "Through this workshop I gained more understanding of topics and problems showed that the legal professionals appreciated the workshop more enthusiasm in the questionnaire of legal interpreters/legal professionals" and "Through this workshop I was able to improve collaboration with legal interpreters/legal professionals in my professional life".

The results of the first questionnaire showed that legal interpreters found the workshop more useful than legal professionals. Eight legal professionals answered the first question with "completely agree" and one with "rather agree", while the answers from interpreters encompassed the whole range from

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“completely agree” (4) to “rather agree” (4), “neither/nor” (3), “rather disagree” (1) to “completely disagree” (1).



Figure 32: Assessment of usefulness for future professional life by Slovenian legal professionals and legal interpreters

The second questionnaire showed similar results but we can see that the opinion of interpreters have improved. This is indeed a good sign as the second questionnaire was designed to verify the usefulness of the workshop after a certain time.

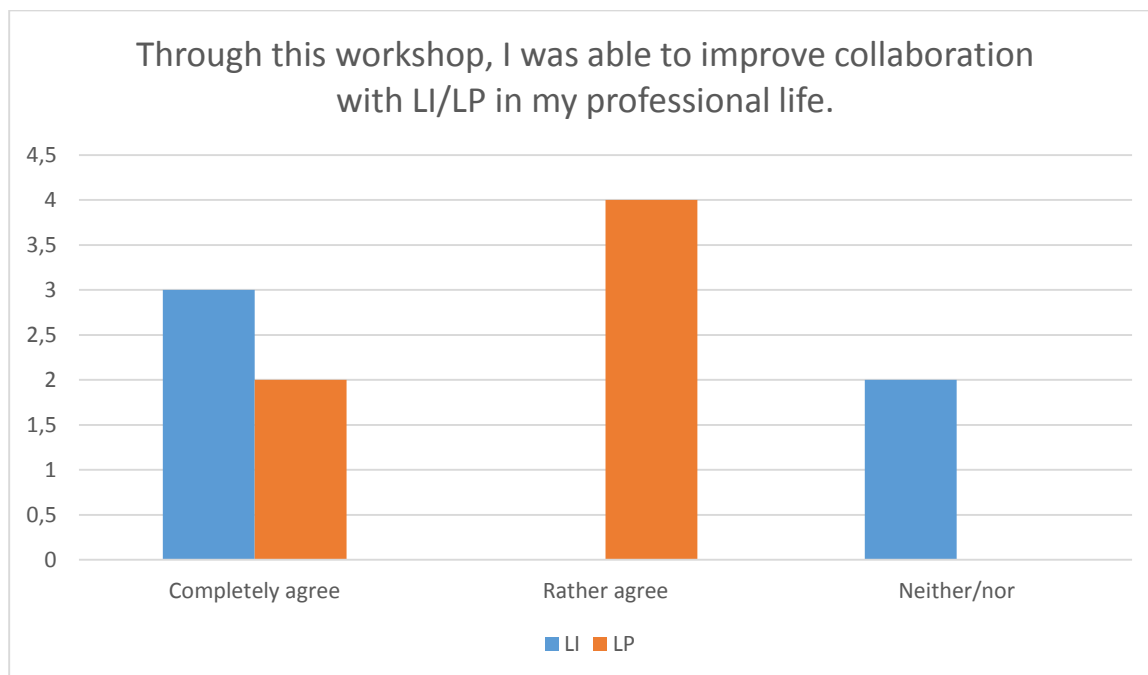


Figure 33: Assessment of changes occurred in professional life by Slovenian legal professionals (LP) and legal interpreters (LI)

We can conclude that even though after the first questionnaire the interpreters were more sceptical as far as the results of the workshop are concerned, in the second questionnaire opinions given by legal interpreters were more positive. We assume that in time the workshop proved to be useful for both target groups.

6 Summary

The number of respondents to the follow-up questionnaire was much lower than the number of respondents to the first questionnaire: 88 questionnaires were filled in immediately after the joint trainings across all partner countries, and 43 responses to the second questionnaire were recorded. While the first questionnaire had 35 interpreters, 33 legal professionals and 15 people who gave their profession as “other” (this included cultural mediators, translators, court trainees and legal professions not mentioned in the list), the second was filled in by 20 interpreters, 13 legal professionals and 10 “other” (mostly translators and court trainees). There were several cases of people who worked both in a legal profession and as interpreters, or worked in one and was studying the other. Respondents were allowed to choose whether they answered the questions for interpreters, for legal professionals, or both. A reliable comparison between the two questionnaires even within one country would be difficult or even impossible. However, despite the differences in participants between countries in terms of prior knowledge or even training, and despite the different conditions in the participating countries, there are some general similarities between all, with little change from first to second questionnaire, although mention must be made of the fact that in all cases, there fewer responses to the second questionnaire than the first.

Several aspects clearly emerge from the analysis of the answers given at the end of the workshops and three months later:

The workshops were well received by legal professionals, legal interpreters (and students, where present). They were found useful in particular because they gave each group the opportunity to learn about their counterparts’ profession and related needs and expectations. Those who responded to the second questionnaire largely still considered the workshop to have been useful in retrospect, as Figures Figure 34 and Figure 35 show.

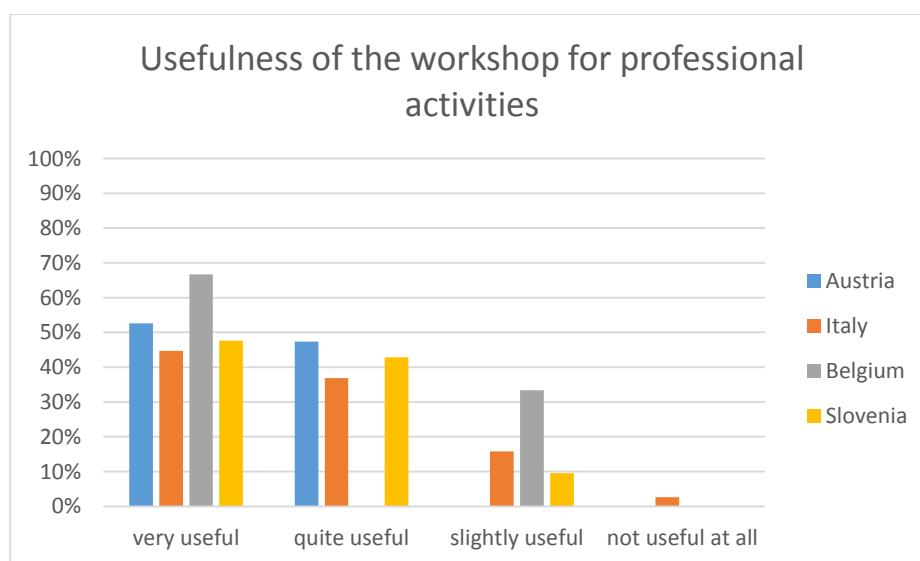


Figure 34: Usefulness evaluated by legal professionals and interpreters immediately after the workshop

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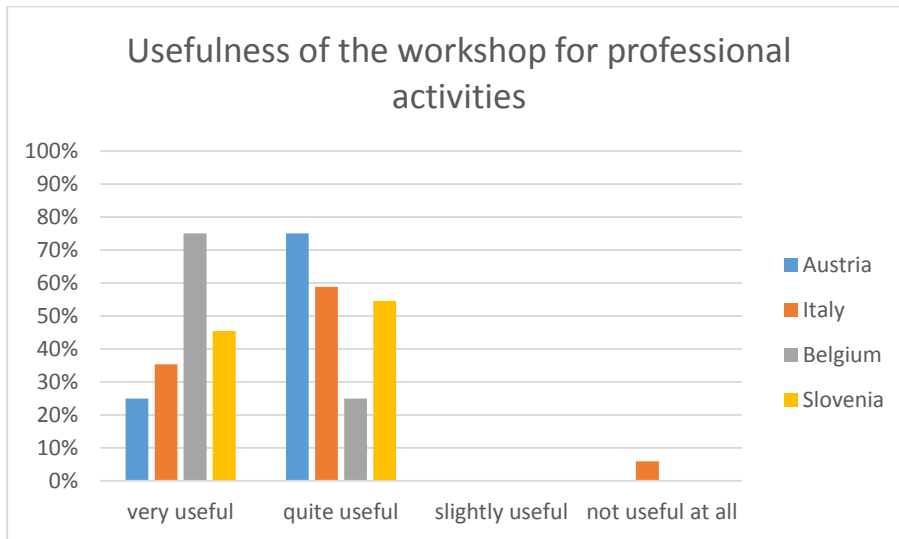


Figure 35: Retrospective usefulness of workshop as evaluated by all legal professionals and interpreters

Some changes in professional practice and attitudes were already present three months after the workshops – a clear demonstration of the usefulness of the workshops and an indication that more widespread changes may be expected in the long term. Comparing the retrospective responses of legal professionals and legal interpreters to the statement “Through this workshop, I gained more understanding of topics and problems of legal interpreters/legal professionals” shows that in both groups, some 60% agreed fully, but partial agreement (“rather agree”) was higher for legal professionals. Legal professionals also appear to have had more success in improving collaboration with interpreters than vice versa (“completely agree” or “rather agree” to “Through this workshop, I was able to improve collaboration with legal interpreters/legal professionals in my professional life”).

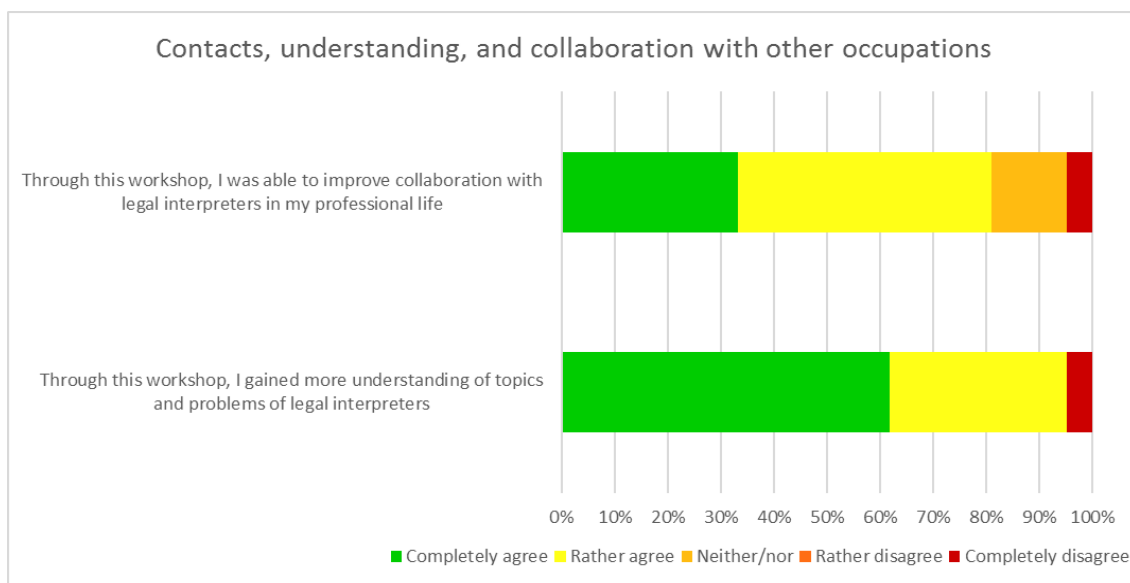


Figure 36: Retrospective assessment by legal professionals, all countries (N=21)

Evaluation Report

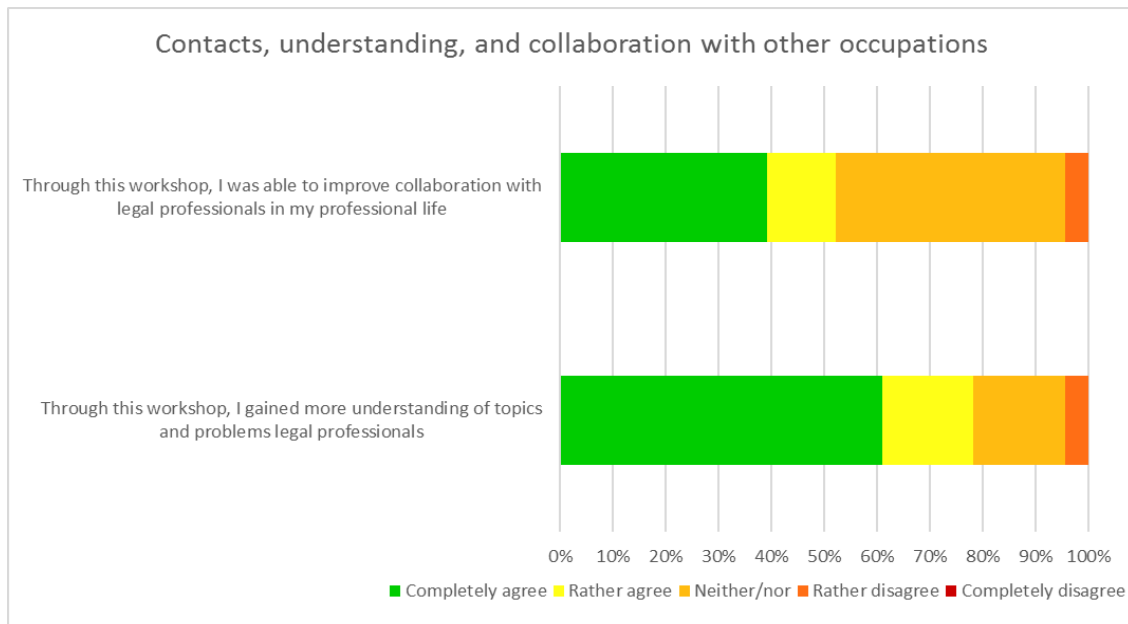


Figure 37: Retrospective assessment by legal interpreters, all countries (N=23)

Finally, the responses show that similar initiatives organised along the same lines with a view to establishing closer ties between the two professional groups would be most welcome. In organising and running future workshops, attention should be paid to expanding the number and range of participants and fostering greater interaction between the members of the two professional groups.