

Background/Problem Statement

The manager of a local independent staffing agency contacted a Program Manager in the Professional Development & Conference Services (PD&CS) Division of the College of Continuing Studies requesting immediate assistance, expertise and idea generation to locate an individual who could provide Spanish/English language interpretation/translation skills. Due to the fact that the staffing agency needed an interpreter the following day, immediate action was required by the Program Manager.

Idea Generation and Collaboration Expertise/Knowledge Sharing with Requestor

The University of Alabama is widely recognized for its depth of services and expertise in providing knowledge resources and collaboration. The College of Continuing Studies is also seen as a strong resource for businesses in the state of Alabama and serves as a collaborator by connecting individuals, professional organizations and local businesses to solve problems and grow business enterprises. The staffing agency's manager chose The University of Alabama because of the aforementioned reputation and accomplishments.

The PD&CS Program Manager shared the following ideas and suggested actions to meet the stated need:

- Suggested contacting The University of Alabama International Center for resource assistance
- Suggested contacting the local regional medical center for access to its language bank resources
- Provided the names of three strong local businessmen who are of Spanish/Mexican heritage for resource assistance
- Suggested contacting the College of Arts and Sciences Language Resource Center for assistance
- The PD&CS Program Manager sent an email to another PD&CS resource employee with Spanish language skills to seek assistance/ideas for this need
- The resource PD&CS employee sent an email to a list serve group of Spanish language individuals outlining the need and requesting ideas, resumes, names, email addresses, etc., of individuals who might be interested in this position or who could provide additional information or possible resources

Outcomes

Within one hour of the initial telephone call to the PD&CS Program Manager, the manager of the staffing agency had received several emails and resumes from viable candidates for the needed Spanish/English language translator/interpreter position. The staffing agency manager stated that she was "overwhelmed and amazed" with the quick response and depth of resources that The University of Alabama and the Program Manager were able to provide. By the end of the day at 5:00 p.m., the staffing manager had interviewed a Ph.D. level candidate and the person was hired for the session scheduled the next day.