

# TITLE VI COMPLIANCE PROGRAM

## LIMITED ENGLISH PROFICIENCY (LEP) PLAN

Tennessee State University will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of Tennessee State University is to ensure meaningful communication with persons who experience LEP and their authorized representatives, as well as providing for communication of information contained in vital documents. Tennessee State University will provide all interpreters, translators, and other aids needed to comply with this policy without cost to persons accessing services.

Tennessee State University will provide language assistance through the use of competent bilingual staff, contracts or formal arrangements with organizations providing interpretation or translation services, or technology and telephonic interpretation services.

Tennessee State University has contracted with Avaza to provide oral and written translation services.

- **FOR LANGUAGE INTERPRETIVE SERVICE:**
  - If not immediately identifiable, use a language identification card to identify the language for interpretation; and
  - Call our contracted service provider:
    - Avaza: (615) 534-3405; and
  - Follow the prompts, including a request to provide an account number (for TSU) and an access code (department specific).
    - If the faculty or staff member does not know the appropriate account number and access code, the person should refer to the contact list below for the appropriate office to provide the information.

DEPARTMENT/ DIVISION	LOCATION OF ACCESS CODE
Colleges/ Schools	Academic Affairs Office
Student Affairs/ TSUPD	VP of Student Affairs
Records/ Admissions	Associate Provost of Enrollment Services
Bursar/ Financial Aid	VP of Business and Finance
University/ Alumni Relations/ Media	VP of University Relations and Development
Athletics	Athletics Director
Avon Williams Campus	Associate VP of Center for Extended Education

- **FOR DOCUMENT TRANSLATION:**
  - Contact the Office of Equity and Inclusion for assistance with accessing document translation services.

FOR QUESTIONS OR MORE INFORMATION ABOUT THIS POLICY, CONTACT:

Office of Equity and Inclusion  
Mr. Cornelius Brownlee, Director and Title VI  
Coordinator

General Services Building, Rm. 210

Phone: 615-963-7435

Email: [equity@tnstate.edu](mailto:equity@tnstate.edu)

Website: [www.tnstate.edu/equity](http://www.tnstate.edu/equity)