ATIA Administrative Assistant and Examination Coordinator

Annual General Meeting

November 2, 2024

General:

I take great pride in fulfilling my administrative responsibilities to support the council, board, and members of ATIA. The unwavering dedication and professionalism of our president, council, and team, who devote countless hours to the development and upkeep of ATIA, never cease to impress me.

ATIA continues to thrive as a leader among associations and within the industry by initiating and embracing change.
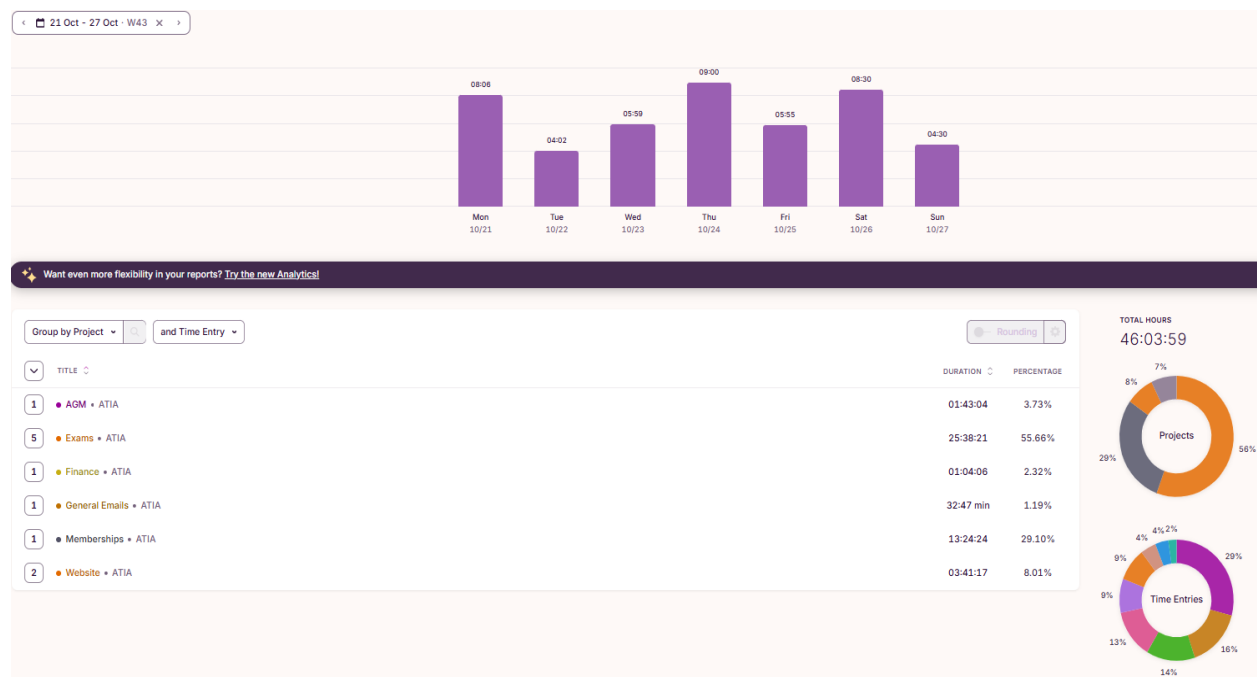
My role is virtual, which is usually delightful and convenient, but it also comes with its unique challenges. Unlike other offices, I don't have a dedicated support department available to help with the multitude of questions and issues that I need to address for members and candidates. Daily tasks include handling 5 to 15 phone calls from individuals wanting to become a translator or interpreter or others referred to ATIA for the translation of various documents. Calls from law offices, police departments, students, and others seeking interpreter or translation services. Often, callers are simply not internet-savvy and struggle to navigate our website, or they cannot find a translator or interpreter for their specific language combination. In such cases, I endeavor to meet their needs through our sister associations or alternative resources. My inbox is constantly brimming, packed with emails that demand prompt attention or responses that sometimes require preliminary discussions with the council.

Hours: On average are 100 hours per month
Emails: On average I receive 20 - 50 emails a day

Below Graph:
October 21 – October 27: Membership cards, AGM. Exam week – Oct 26 exam day.

Exams:

Past   **ATIA Fall 2023 associate level prerequisite exams**
               October 14
               Code of Ethics total registered 33
               22 passes/11 fails
               Pass rate: 66% (2022 73%)

               Editing – English proficiency total registered 22
               13 passes/9 fails
               Pass rate: 59% (2022 35%)

               Reading Comprehension – English proficiency total registered 12
               9 passes/3 fails
               Pass rate: 75% (2022 78%)

               Reading comprehension for interpreters 4
               1 passes/3 fails
               Pass rate: 25% (2022 92%)

ATIA Fall 2023 associate level translation exam
November 18
Total registered 22
10 passes/12 fails
Pass rate 45% (2022 53%)

ATIA Spring 2024 associate level prerequisite exams
April 6
Code of Ethics total registered 35
22 passes/13 fails
Pass rate: 63% (2023 81%)

Editing – English proficiency total registered 17
9 passes/8 fails
Pass rate: 53% (2023 23%)

Reading Comprehension – English proficiency total registered 11
9 passes/2 fails
Pass rate: 81% (2023 28%)

Reading comprehension for interpreters 11
6 passes/5 fail
Pass rate: 54% (2023 80%)

Fall 2023 Certification Exams arranged for eligible ATIA members
CTTIC – via Mettl online – live proctored!
Jul/Oct 2023 The results took an exceptionally long time to arrive. The spring exam results were documented in the 2023 AGM report.
Total Registered 2
Results 2 passes/0 fails - the two language combos were:
EN-ZH, EN-FA
Pass rate: 100% (2022 57%)

Congratulations to: Gang Chen EN-ZH
                       Ahmad Reza Katouzian EN-FA

Exams:

Current

ATIA Fall 2024 associate level prerequisite exams
Took place this past October 26

This session, we've introduced the option for translator candidates to take language combination exams in both directions on the same day. This new option is designed to expedite the process, although it does increase the workload significantly.

Code of Ethics **41 took exam**
Editing Exam **18 took exam**
Reading Comprehension Exam for translator **21 took exam**
Reading Comprehension Exam for Interpreters **11 took exam**
Results will be emailed within three weeks

ATIA Fall 2023 associate level translation exam
Will take place on November 30

Fall 2024 Certification Exams arranged for eligible ATIA members
November 23

After a comprehensive overhaul of the CTTIC exam process, the certification exam fee has seen a significant increase. Nevertheless, CTTIC has extensively reformed the certification exam process, which benefits all the associated organizations. Providing a broad selection of language combinations and hiring markers who are both highly skilled and professional entails substantial costs. CTTIC's discovery and eventual introduction of a new platform that more closely aligns with the requirements of the translation exam process is exciting, and upon further exploration, this platform may have the potential to replace the current Mettl platform for ATIA associate exams.

CTTIC – via Mettl online – live proctored
Total Registered 8
Languages of the registered:
2 x ES-EN
2 x ZH-EN
DE-EN

PT-EN
EN-IT
EN-JA

We wish you luck, ATIA members!!!

2025   The dates for the associate-level prerequisite and translation exams will be announced on the website shortly. We plan to conduct both exam sessions at least twice a year, in the spring and fall, and may increase the frequency throughout the year thanks to a more efficient online process.

Webinars: **This past year we provided or hosted the following 'free' webinars:**

Sep 23   International Translation Day

Sep 30   Orange Shirt Day

Nov 23   How to find legal clients and how Canadian/US and European clients differ in terms of requirements, how they look for clients, and what they have in common – Catherine Diallo

Other Webinars held or to be held:

2023
Feb 11   Information Session
Mar 4   Code of ethics exam preparation
Mar 8-1   Editing exam preparation
Mar 17, 18   Reading comprehension exam preparation
Mar 25   Mettl technical information
Apr 17, 18   Introduction to translation
Apr 22, 27   Introduction to translation
Sept 13-16   Editing exam preparation
Sept 22, 23   Reading comprehension exam preparation
Sept 14-16   Editing exam preparation
Oct 7   Code of ethics exam preparation
Nov 13, 14   Introduction to Translation webinar series
Nov 16, 17   Introduction to Translation webinar series

2024
Jan 30   Prerecorded Information presentation

Feb 11	Code of ethics exam preparation
Feb 14-17	Editing exam preparation
Mar 28	Prerecorded Mettl technical information
Apr 22-25	Introduction to translation
Oct 5	Code of ethics exam preparation
Sept 18-21	Editing exam preparation
Sept 27-28	Reading Comprehension exam preparation - cancelled
Nov 4	Spring prerecorded Introduction to Translation webinar series

Memberships:

Total number of members as of Oct 30, 2024	= 285 (269 at time of 2023 AGM).
Total certified members	= 143
Total associate members	= 142

Plus, four more Certified members under the reciprocity agreement will join membership pending code of ethics exam results.

All membership cards have been processed. The cards for Edmonton members have been dispatched by mail. Calgary-based members can collect their cards in person here today. Those unable to attend the AGM will have their cards sent by post. Members who did not renew for the 2024 – 2025 period by October 31 were removed from the directory.

Newly certified members in the fall of 2024 will receive their certificates through mail.

Website: The website's overall integrity is satisfactory. Digitize has introduced a tool named Basecamp, which allows for swift reporting of any issues. This platform is also designated for uploading projects and requests for the developers to address. I have encountered problems that affected the integration and record-keeping between WordPress, our ATIA Website, and PayPal. These issues significantly disrupted registrations for exams and webinars. For one of the webinars, this caused me to erroneously cancel a webinar because registration and payment confirmations were not properly processed on the website's backend—my operational end. Furthermore, our switch to Microsoft's email platform initially presented issues with communication between our website and the MailChimp platform. This issue has since been resolved.

Digitize has become more efficient in addressing issues when they are reported.

Kea and I have engaged in discussions with a prospective website developer as a potential replacement. Due to time constraints, we haven't been able to delve deeper into this possibility, but we intend to explore it further.

We will persist in tackling our list of projects incrementally and strive to enhance our vital ATIA website. Meanwhile, we request your patience and support as needed.

Email platform:

We contracted BrunNet IT Solutions for the integration of Microsoft 365, replacing our previous Zoho platform. The transition to M365 was completed on May 22, 2024. The migration was seamless, a testament to BrunNet's highly professional team, who continue to be readily available for any issues or inquiries. We are happy to report that our agreement with BrunNet provides us with full protection.

Working on:

Review the recently held prerequisite exams for any violations or concerns, and then email the results to the candidates.
Open the registration for the upcoming Associate Translation Exam and upload the information to the website.
Once the Interpreters Committee has approved the template for the replacement Interpreter badges that I have produced, I would like to proceed with the production and distribution of the badges.
Applications for associate level interpreters.
On-dossier applications for Certified Translators.
Word counts for qualifying to take upcoming 2025 certification exam.
I will review each page of the website to identify areas for improvement, updates, or changes as necessary.

Respectfully submitted by
Allison Downer