**0**, % of the calls were disconnected because the tester was trying to communicate in Spanish.

**.4%** of testers rated language access services as poor, due to Jefferson Parish school staff responding to a Spanish-speaking caller by:

- o Laughing at the caller and then hanging up.
- O Loudly complaining to another staff member, stating, They are speaking in Spanish, like I know Spanish. Who do they think I am? I m hanging up. I don't want to deal with this today.

**0%** of sites utilized an automated system whereby callers could select a Spanish-language option.

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**3.** % of testers were not provided any Spanish-language assistance after clearly requesting and waiting for Spanish-language assistance.

1, % of sites provided Spanish-language assistance by pulling Spanish-speaking children out of class or by asking other parents waiting in line at the front of ce to translate.

**14.3%** of sites knew to contact district staff whose primary responsibility is to provide Spanish-language assistance.

**3.** % of sites were able to disseminate a full set of Spanish-language documents regarding the enrollment process.

**21.4%** provided a mix of Spanish and English documents.

.1% provided no documents about how to enroll in a Jefferson Parish public school.

.1% of sites displayed signage on how to obtain Spanish-language assistance.

**2** % of Spanish-language e-mails received a response.

Of the responses received, **2** % responded in English to a Spanish-language e-mail. One response stated, I do not speak Spanish. Please submit in English.

24, ... 24, ... 24, ...

**12.** % of Spanish-language letters received a response.

Of the responses received, , % were in English.