

More than forty people took part in the Stakeholders' Forum and Dissemination at the Oslo workshop on July 3<sup>rd</sup> between 12.00 and 14.30 o'clock. The ten external stakeholders that took part represented the Immigration Authorities (UDI), the Directorate of Integration and Diversity (IMDI), the Oslo University Hospital Interpreting Providers' Services (OUS, Tolkesentralen), the Norwegian Institute of Public Health (Norsk Folkehelseinstitutt), Oslo University Hospital, Dept. of Equal Access (OUS, Likeverdige tjenester), the National Labour and Welfare Administration (NAV), The Oslo Courts (Oslo Tingrett).

The Stakeholders' Forum Program included addresses from the TRAMIG project leader Prof. dr. Nike K. Pokorn as well as from stakeholders and work shop organizer and was rounded off with a plenary discussion. The program also allowed for networking between project partners and the Norwegian stakeholders.

### **MEDIA DISSEMINATION**

The university's media department described the stakeholder's meeting and project work shop on the OsloMet website, Facebook and other social media emphasizing the importance of interpreter education and professionalization:

<https://www.oslomet.no/om/nyheter/europeisk-samarbeid-vil-sikre-god-opplering-tolker>



### **EVALUATION**

Six out of the ten external stakeholders completed the evaluation form provided by TRAMIG. Given the opportunity to rate each question in the evaluation form (see attachment) from very satisfied (5) to dissatisfied (1), a majority (96%) reported to be 'very satisfied' or 'satisfied' with all items. Only the first item, the question "How satisfied were you with pre-event organization and information?", received a lower score than 4 (satisfied), as one respondent marked this question with a 3 ('neither satisfied nor dissatisfied') and one respondent answered with a question mark. The same question received the mark 4 by three respondents. Thus, only one respondent was 'very satisfied' (5) with "pre-event organization and information". The result may be due to the question's ambiguity – mentioning both organization and information.

Only three respondents used their opportunity to write their own comments (items 6-8). The comments were also positive, indicating that the stakeholders found the event

- inspiring
- important
- relevant for their work

As far as “further recommendations or suggestions”, one respondent expresses a wish for the “possibility for further contact and discussions”. One respondent suggests including in the program the topic “the interpreter’s own health”, emphasizing that this topic is important for strengthening the educated interpreter’s ability to stay in the profession.

### **WORK SHOP ORGANIZERS' EVALUATION**

Generally, we as organizers share the stakeholders’ opinion that the forum was successful and relevant. In particular, when we take into consideration that the beginning of July is annual leave for most Norwegian stakeholders, the number of participants/institutions represented is impressive.

The distribution of institutions represented is of interest to the project as such. It illustrates the perspectives on the interpreter function in the Norwegian public sector. In Norway, the party speaking the minority language is not considered the sole owner of the problem of communication. Rather, the institutions’ need to communicate is emphasized. Accordingly, the institutions represented mirror the fact that they have realized their responsibility for the quality of the communication even in institutional encounters with language barrier.

On a practical note, we would in conclusion draw attention to the fact that organizing workshops and stakeholder fora in a high cost country like Norway requires more funds than allocated in the project.