

# Indira Sultanić, PhD, CHI™

Assistant Professor, School of World Studies  
Virginia Commonwealth University  
Richmond, VA 23284

Email: [isultanic@vcu.edu](mailto:isultanic@vcu.edu)

Phone: 330-931-8440

## EDUCATION

---

**PhD, Translation Studies**  
*Kent State University, Kent, OH*

August 2018

**MA, Translation Studies, Spanish**  
*Kent State University, Kent, OH*

May 2008

**BA, English and Spanish**  
**Minor:** TESOL (Teaching English to Speakers of Other Languages)  
*Bluffton University, Bluffton, OH*

May 2006

**Study Abroad**  
*Universidad Autónoma de Barcelona, Barcelona, Spain*

January – June 2005

## TEACHING

---

### Virginia Commonwealth University

- SETI 410 Introduction to Translation Fall 2021, Fall 2020
- SETI 493 Internship Fall 2021, Summer 2020
- SETI 411 Intermediate Translation Spring 2021, Spring 2020
- SETI 423 Medical Interpretation Spring, 2022, Spring 2021, Spring 2020
- SETI 400 Spanish-English Comparative Grammar Fall 2020, Fall 2019, Spring 2019, Fall 2018
- SPAN 491 Community Interpreting Fall 2019
- SPAN 101 Elementary Spanish Spring 2021

### California State University, Fresno

- SPAN 114 Essentials of Medical Interpreting Fall 2017, Spring 2018
- SPAN 115 Basic Principles of Translation Fall 2017, Spring 2018
- SPAN 116 Essentials of Legal Interpreting Fall 2017, Spring 2018

### Kent State University

- Computer Assisted Translation Tools (Master's level) Spring 2014
- Practice Translation, Spanish Fall 2015, 2014, 2013 & 2012
- Advanced Translation Practice, Spanish Spring 2015, Spring 2013
- Medical Spanish Translation and Interpreting Fall 2012
- Intermediate Spanish II Summer 2014
- Elementary Spanish II (Traditional & Hybrid) Fall 2015, 2013, Summer 2013 & 2012, Spring 2007 – Fall 2007
- Elementary Spanish I Spring 2012 – Spring 2016, Fall 2006 – Fall 2007

**In the Community**

- Introduction to Medical Interpreting, Health Brigade (Formerly the Fan Free Clinic), September 2020

**GUEST LECTURES**

---

**Virginia Commonwealth University and VCU Health**

- Latino Medical Student Association (LMSA): Invited to give a lecture on *Working with Professional Healthcare Interpreters as Essential Members of the Care Team*– March 2022
- Taller de Traducción, invited to give a guest lecture on the Medical Translation in Dr. McKenna Brown’s SETI 411 Intermediate Translation course– March 2022
- Invited by Dr. Ana Mills at VCU Health to give a lecture to Psychology Residents on *Working with Professional Interpreters in Mental Health Settings* – November 2021
- Taller de Traducción, invited to give a guest lecture on the *Translation and Interpreting Industry* in Dr. McKenna Brown’s SETI 400 Spanish-English Comparative Grammar course– April 2020
- Continuous Professional Development (CPD), invited to give a guest lecture to 2<sup>nd</sup> year PharmD students on interpreting and translation, health disparities, and cultural humility – February 2019
- IPEC 528: Global Health, invited to give a guest lecture on medical interpreting and the ethical use of interpreters in various medical contexts – February 2019
- Invited to write and performed a song for the Virtual Commencement Ceremony for Dr. Faedah M. Totah’s INTL 490 course – April 2020

**University of North Texas**

- Invited by Dr. Carine Graff to give a guest lecture to graduate students on “Freelancing in the Translation Industry” – November 2020

**California State University, Fresno**

- Invited by Mr. Marc Tamarit Galdón to give a guest lecture to undergraduate translation students on my experience as a woman in the language industry – November 2020

**CURRICULUM DESIGN AND DEVELOPMENT**

---

**Virginia Commonwealth University**

- VCU Health - *Best Practices for Delivering Equitable and Culturally Appropriate Care Through a Professional Interpreter*. Invited by Drs. Ana Mills and David Rothman to share my expertise in interpreter-mediated care and develop content for the didactic portion and the simulated practice for the inaugural PM&R (Physical Medicine & Rehabilitation) Resident & Fellow Retreat for Diversity, Equity and Inclusive Health Practice, July 2021
- Spearheaded the revisions of the Spanish-English Translation & Interpretation (SETI) Certificate Program at Virginia Commonwealth University, Summer 2020.
- Proposed, developed, and taught a course on Community Interpreting as part of my commitment and contribution to the existing SETI Certificate Program curriculum at Virginia Commonwealth University, Fall 2019.

**California State University, Fresno**

- Designed and taught “SPAN 114 Essentials of Medical Interpreting”, “SPAN 115 Basic Principles of Translation”, and “SPAN 116 Essentials of Legal Interpreting”

- Developed course proposals for “SPAN 114 Advanced Medical Interpreting”, “SPAN 115 Advanced Translation”, and “SPAN 116 Advanced Legal Interpreting” as part of the curriculum development for the new Translation and Interpreting program at California State University, Fresno.

#### **Kent State University**

- Redesigned and further developed the “Practice Spanish Translation” course as part of the undergraduate translation curriculum at Kent State University.
- Redesigned and taught the “Advanced Practice Spanish Translation” course as part of the undergraduate translation curriculum at Kent State University.
- Redesigned and taught the “Medical Spanish Translation and Interpreting” course as part of the undergraduate translation curriculum at Kent State University.

#### **Thomas More College**

- Designed and taught Issues in Spanish Translation, an online course for Thomas More College, KY.

#### **Professional and Community Workshops**

- Designed and developed an Introduction to Medical Interpreting course, offered as a Webinar to Volunteer Interpreters at Health Brigade (Formerly the Fan Free Clinic), September 2020
- Designed and taught a Medical Translation Workshop as part of Continued Education for Interpreters at Affordable Language Services in January 2013.

### **RESEARCH**

---

#### **Book Chapters**

Sultanić, I. (2020). “Medical Interpreter Education and Training” In M. Ji and S. Laviosa (Eds.), *The Oxford Handbook of Translation and Social Practices* (pp. 1-22). Oxford University Press.

Sultanić, I. (2022). “Interpreting for Vulnerable Populations: Training and Education of Interpreters Working with Refugee Children in the United States.” In L. R. Rosendo and M. Todorova (Eds.), *Interpreter training in conflict and post-conflict scenarios*. Routledge. – *Forthcoming*

#### **Journal Articles**

Sultanic, I. (2021). Interpreting traumatic narratives of unaccompanied child migrants in the United States: Effects, challenges and strategies. *Linguistica Antverpiensia, New Series – Themes in Translation Studies*, 20. <https://doi.org/10.52034/lanstts.v20i.601>

Sultanić, I. (2022). “Interpreting in Pediatric Therapy Settings during the COVID-19 Pandemic: Benefits and Limitations of Remote Communication Technologies and their Effect on Turn-taking and Role Boundary.” FITISPos, Special Issue Vol. 9. – *Forthcoming*

Sultanić, I., & Reiss-Končar, S. (2022) “Language-based Inequities in Health Care: A Qualitative Study of Interpreter-observed Incidents.” *Translation & Interpreting*. – *Under Review*

Sultanić, I. (2022). “Achieving Language Justice through Increased Capacity for Provisioning Professional Translation and Interpreting Services.” – *In Progress*

### **CONFERENCE PRESENTATIONS**

---

“Language-based Disparities in Health Care: Interpreter-observed Incidents.” – CHIA 2021 *Connecting Coast to Coast* – March 2021

---

“The Migrant Effect: Increase in Volunteerism and Non-professional Interpreting in Immigration Proceedings in the U.S.” – American Translation and Interpreting Studies Association (ATISA) 2020. Initially postponed to ATISA 2021 due to COVID-19, now rescheduled for April 2022.

“Interpreting in Patient Counseling and Pastoral Care”, CHIA 2020, San Diego, CA – March 2020

“Ensuring inclusiveness, equity and unbiased approaches to medical interpreting sessions with the LGBT community”, CHIA 2020, San Diego, CA – March 2020

“Navigating Ethical Dilemmas in Patient Counseling and Spiritual Care: To Recuse Myself or Not to Recuse Myself, that is the Question”, Carolina Association of Translators & Interpreters (CATI) Web Conference – April 2020

“Interpreting Traumatic Narratives of Unaccompanied Child Migrants in the U.S.”, University of Antwerp and Leuven, Belgium – November 2019

“Medical Interpreter Training in the U.S.”, University of Antwerp and Leuven, Belgium – November 2019

“A Case for Contextualized Training of Health Care Interpreters”, Confluence Conference, Montgomery College – April 2019

“Translation in the Era of “Fake News”: Challenges and Strategies”, International Conference “Translation as Political Act/ La traduction comme acte politique/ La traduzione come atto politico”, Perugia, Italy – May 2019

“Breaking it Down: Strategies for Mastering the Art of Sight Translation in Medical Settings”, California Healthcare Interpreting Association (CHIA) Professional Conference – March 2019

“Interpreting in Labor and Delivery: From Admissions to Discharge”, California Healthcare Interpreting Association (CHIA) Professional Conference – March 2019

---

## COLLOQUIA

### Virginia Commonwealth University

- Teaching Translation and Interpreting, International Education Week, November 2021
- “Medical Interpreting in a Fast-changing, Technologized World”, Foreign Languages Symposium: Topics on Translation and Interpreting, Virginia Commonwealth University, October 2019
- The Future of Migration Studies at VCU, October 2019

---

## SERVICE

### Virginia Commonwealth University

- Fulbright Review Panel – Fall 2019 – Present
- Boren Fellowship/Scholarship Panel – Spring 2019 – Present

### Department | School of World Studies

- Awards Committee – Present
- Spanish-English Translation & Interpretation (SETI) Certificate Program Co-Coordinator

- Moderator of the Roundtable: *Health disparities among Latinx communities: issues of access to information, interpreters, and bilingual providers*, at the School of World Studies Student Research Conference, November 2019
- Arabic Search Committee, Fall 2018 – Spring 2019
- Spanish Adjunct Faculty Search Committee – Fall 2018
- Preview Day, School of World Studies, Foreign Language Representative – March 2019
- Moderator of the Panel on *Linguistics* during the School of World Studies Student Research Conference, November, 2018
- School of World Studies Graduation Platform Party – December 2018

### **Service to the Profession**

#### *Reviewer:*

- Invited Reviewer for *Meta*, Translator's Journal
- Invited Reviewer for Translation and Interpreting Studies (TIS), The Journal of the American Translation and Interpreting Studies Association
- Invited Reviewer for Routledge, *The Languages of COVID-19: Implications for Global Healthcare* proposal

#### *Officer:*

- California Healthcare Interpreting Association (CHIA) Vice President-elect,

#### *Committee Work:*

- CHIA 2019, 2020, and 2021 Conference Committee
- American Association of Interpreters and Translators in Education (AAITE) Workgroup – Best Practices Subcommittee, Present

#### *Work Groups:*

- Member of the Latino/Hispanic Education Work Group, VCU, Present
- Certification Commission for Healthcare Interpreters (CCHI), Subject Matter Expert 2018 – 2020

### **Service to the Community**

- Volunteer Spanish Translator for KIND – Fall 2018 – Present
- Volunteer Interpreter at the Health Brigade (Formerly the Fan Free Clinic)

### **Service to Students**

- Faculty Advisor to the Collective Corazón Student Organization, Fall 2019 – Present

## **GRANTS, AWARDS, CERTIFICATIONS, AND HONORS**

---

- Recipient of the Humanities Research Center Fellowship, Spring 2022
- Awarded the Faculty Success Program Grant, Fall 2019
- CCHI Certified Health Care Interpreter, CHI™-Spanish, 2017 - Present
- Doctoral Fellow, Kent State University, 2011 – 2015
- Graduate Student Orientation Teaching Fellow, Kent State University, May 2012 – May 2015
- Phi Sigma Iota, International Foreign Language Honors Society, Kent State University, Inducted in 2013

## **PROFESSIONAL MEMEBERSHIPS**

---

- American Translation and Interpreting Studies Association (ATISA)

- American Association of Interpreters and Translators in Education (AAITE)
- California Healthcare Interpreting Association (CHIA)
- Certification Commission for Healthcare Interpreters (CCHI)
- National Council on Interpreting in Health Care (NCIHC)

## RELEVANT PROFESSIONAL EXPERIENCE

---

<p><b><i>Community and Medical Interpreter, Spanish and Bosnian</i></b> Facilitate communication between English speaking parties and LSPs in a variety of settings including but not limited to: Hospitals, Clinics, Job Interviews, Job and Family Services Job Market Readiness Seminars, Worker's Compensation, Women's Shelters, Legal Aid Society etc.</p>	June 2008 – Present
<p><b><i>Medical Interpreter, Mercy Medical Center, Spanish</i></b> Provide interpreting services for Spanish-speakers in the Ambulatory Care Clinic, Maternity, Outpatient Surgery, Emergency Department and Dental Clinic.</p>	June 2016 – July 2017
<p><b><i>Medical Interpreter, Akron Children's Hospital, Spanish</i></b> Provide interpreting services for patients and families of patients in various medical contexts and sub-contexts.</p>	July 2016 – July 2017
<p><b><i>Medical Interpreter, Hartville Migrant Ministries, Spanish</i></b> Provide interpreting services for Hispanic migrant workers and medical providers at the Hartville Migrant Clinic and the North Canton Medical Foundation.</p>	May – October 2015, 2014, 2013 & 2012
<p><b><i>Translator, Spanish &gt; English, Bosnian&lt;&gt; English</i></b> Translate transcripts, diplomas, certificates, business agreements, informational brochures, educational documents, medical documents, consumer surveys, legal forms, etc.</p>	June 2008 – Present
<p><b><i>Language Expert, Bosnian/Serbian/Croatian, Affordable Language Services</i></b> Evaluate new medical interpreter applicants' oral and written linguistic ability.</p>	June 2008 – Present
<p><b><i>Language Project Manager, Affordable Language Services, Cincinnati, OH</i></b> Successfully managed over 2,000 translation projects from inception to completion for both existing and new clients. Analyzed project requests, prepared price quotes, assigned, edited, and managed translations in over 50 languages. Actively participated in ISO certification, organized, and led new Medical Interpreter Orientation, assisted with interpreter shadowing and evaluation.</p>	June 2008 – September 2011

## PROFESSIONAL DEVELOPMENT

---

A Virtual Colloquium Addressing Health Equity in Virginia 14 <sup>th</sup> Annual Membership Meeting 2021	August 2021
--	-------------

---

“ <i>Trauma, Language and Social Justice</i> ”, National Council on Interpreting in Health Care (NCIHC), Virtual Event	April 2021
Raising the Bar for Healthcare Interpreting: The Trainer’s Role, National Council on Interpreting in Health Care (NCIHC), (Webinar)	April 2021
Foundations of Legal Translation Webinar	April 2021
California Healthcare Interpreting Association 2021 Educational Conference, Virtual Event	March 2021
Advanced Medical Interpreting: Substance Use Disorders 101	January 2021
Tools for Interpreters Webinar Series: #1 Help, We Need RSI—Now What?! When Client Education and IT Fall on the Interpreter's Shoulders	January 2021
Adapt, Amend, Adjust: A Panel Discussion on How Interpreter Trainers Adapted their Programs in Response to COVID-19 Restrictions	July 2020
Carolina Association of Translators & Interpreters, CATI Annual Conference (Webinar Series)	March & April 2020
California Healthcare Interpreting Association 2020 Educational Conference, San Diego, CA	March 2020
Inclusive Teaching Coffee Talk, School of World Studies	April 2019
Interpreting for Pediatric Genetics Training of Trainers offered by Cynthia E. Roat	March 2019
California Healthcare Interpreting Association 2019 Educational Conference, Sacramento, CA	March 2019
Webinar: Actualización en terminología médica offered by Pablo Mugüerza, Medical Translator English>Spanish	January 2019
Webinar for Trainers: A Lot to Think About: Investigating Dialogue Interpreting Performance, sponsored by NCIHC	December 2018
IDEC Demystifying Disability Dialogue, VCU, CHS	November 2018
Webinar: “Putting Consecutive in Order: Reassessing Priorities and Skills in the Teaching of Consecutive Interpreting, sponsored by the National Council on Interpreting in Health Care (NCIHC)	October 2018
Language Barriers and Health, presentation at the Community Health Education Center (MCV Campus)	September 2018
	September 2018

---

Film Screening: 'Clínica de Migrantes', and follow-up discussion  
with Dr. Mark Ryan, MCV Campus

---

**LANGUAGES**

English | Spanish | Bosnian (Serbian/Croatian)

---

**RELEVANT COMPUTER SKILLS**

Computer Assisted Translation (CAT) Tools | MS Office