



## Customer Story

# Creating an Inclusive School Community: Breaking Language Barriers

## Company Overview

Our client, a network of nine schools in Louisiana, is committed to delivering high-quality education and fostering strong community connections. Serving a diverse population that includes many non-English-speaking families, the district recognized the importance of bridging language gaps to ensure all families could actively engage in their children's education. As the community grew and became more diverse, the district faced challenges in effectively communicating with families whose first language was not English. To address this need, they partnered with Translate.One to provide professional translation and interpretation services, ensuring clear communication and inclusive support for non-English-speaking parents across all departments.

## Challenges

The primary challenge for our client was addressing the communication gap between the schools and families who did not speak English. These language barriers affected the school's ability to effectively engage with parents and ensure all students, regardless of their background, received the support they needed. The schools required professional translation and interpretation services to localize both internal and external documents, including student handbooks, parent communications, and educational materials, while also offering interpretation support for parent-teacher meetings and other school events.

## Solutions

Translate.One collaborated closely with the client to develop a comprehensive, tailored solution that addressed their needs across all departments. By working with various school teams, we were able to provide an array of services, including the translation of internal and external documents, student handbooks, parental guidance materials, presentations, and more. Additionally, we supported the schools with real-time interpretation services for meetings and events, ensuring that non-English-speaking families could fully participate in their children's education. This holistic approach enabled us to provide seamless language support across the school network.



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### Results

Our partnership with the client has resulted in significant improvements in communication and inclusivity. By centralizing all localization efforts with a single provider, the schools were able to break down language barriers, fostering a more inclusive environment for all students and their families. This collaboration not only improved parent engagement but also helped the schools reduce localization costs and ensure consistent quality across all translated materials. The enhanced communication has allowed our client to create a more supportive and accessible learning environment for students from diverse linguistic backgrounds.

### Conclusion

By partnering with Translate.One, the client successfully broke down language barriers, fostering greater inclusivity and engagement with non-English-speaking families. This collaboration streamlined communication, enhanced parent involvement, and created a more supportive environment for students from diverse backgrounds.

