

Figure 7.4 Considerations When Communicating With ML Families

Communication Tool or Strategy	Consideration
Texting apps with translated services	Talking Points and Remind are two free apps that teachers can use to send messages to families. Both offer the option to translate messages. As with all virtual translation services, it is important to recognize that the translation may not be entirely accurate. Talking Points also allows recipients to respond in their home languages. Remind doesn't allow for responses, but it does allow teachers to send PDFs, photos, and voice clips. Certain language groups might be more likely to use different apps (e.g., WhatsApp), so we recommend asking parents and students which texting apps they're already using and begin with those.
Social media	While social media can be an effective tool for spreading the word to ML families, it should not be depended on as not all families might use or regularly access social media sites. If you are using social media as a communication tool, provide translations of the messages that you share.

Communication Tool or Strategy	Consideration
Translated materials or notes	Translated materials and notes can be sent home in students' homework folders. It is important to have reliable translations of materials, and it is also important to recognize that students' parents or guardians might have a range of literacy skills in their home language.
Bilingual staff or family liaison	Bilingual staff or a family liaison can be invaluable for fostering parent communication and outreach. However, it's important that bilingual staff are not called away from teaching or student support to interpret.
Face-to-face options	Face-to-face options can be a great way to communicate with ML families. Possible opportunities might be during drop-off or pickup, at community events, or at school events. Consider if you will need to secure an interpreter for these interactions.