

Case Study: Las Cruces Public Schools

Integrated immigrant families using remote interpreting with Boostlingo.



Situation

Las Cruces Public Schools (LCPS) in New Mexico comprises 25 elementary schools, nine middle schools, and six high schools. The district's Bilingual Education, Translation, Interpretation, and Community Outreach Department includes an interpretation team dedicated to serving the Spanish-speaking population, the most prevalent non-English language in Las Cruces. The team's mission is not only linguistic translation but also bridging cultural gaps, ensuring every family has equitable access to education.

Challenge

LCPS encountered a significant challenge with the arrival of families speaking languages other than Spanish or English into their community. This diversity highlighted the district's unpreparedness in addressing the needs of smaller, yet vital, language groups, including various indigenous and rare languages. Aine Garcia, Executive Director of the department, observed:

“We were looking for ways in which we could communicate effectively and appropriately with families whose language was not Spanish or English. That led us to looking at different programs like Boostlingo because we saw the need. It’s not a huge population in our city yet, and so employing a full-time person doesn’t quite make sense. But having that availability is crucial to our communication with our families.”

Aine Garcia

Executive Director - Bilingual Education, Translation, Interpretation, and Community Outreach Department

Challenges

- Influx of families speaking languages beyond English and Spanish
- Insufficient demand to justify full-time interpreters for less common languages
- Reliance on children to interpret complex and sensitive educational matters for their families
- Risk of isolating new immigrant communities due to language barriers

Solution

- Remote interpretation for 300+ languages
- Qualified educational interpreters
- Quick connection times
- Video remote interpreting
- Subscription package

Results

- Enhanced communication with non-English-speaking families
- Empowerment of parents in their children's educational journey
- Removal of the interpretation burden from children
- Increased satisfaction among teachers and staff

Risk of Isolation

Immigrant families arriving in new communities often face the significant risk of isolation, primarily due to language barriers. Limited language proficiency can restrict students' access to full educational benefits, impacting their academic and social integration. Recognizing every family's right to equal education access, schools need to address these gaps.

Boostlingo Education Features

Easy access on any device

Connect with a friendly, professional interpreter on your phone, tablet, or computer. You can set up both over-the-phone and video remote interpreting services with your existing devices.

A truly on-demand experience

Rely on quick connection times to one of 17,000+ professional interpreters in 300+ languages through our BPIN. 24/7 support for ASL, Spanish, and 90 other languages.

Video remote interpreting

Improve communication with Video Remote Interpreting (VRI). VRI allows for a more personal, face-to-face interaction when connecting with interpreters.

Flexible usage and easy user addition

Set up your entire staff with access to Boostlingo. Easily add new users to the platform and enable all members of your community to communicate with non-English speaking students and family.

Usage tracking

Monitor interpreter usage across various schools and programs in your system with our reporting feature, ensuring oversight and the efficient use of resources.

Boostlingo support and account management teams

Contact responsive and knowledgeable support staff 24/7. Our account managers work with clients all over the country and can help you with your systems need and language support issues.

Improving communication

In the past, children from immigrant families often interpreted for their parents, a role that Aine notes "sometimes puts children in inappropriate situations." Frequently, when you don't have an interpreter available, children are put into the education team and interpret conversations on their own discipline or education journey.

To put that into perspective, imagine being in high school again and interpreting your own suspension.

On-demand interpreting has eliminated the need for such burdens on children. This shift has enabled Las Cruces Public Schools to establish best practices for staff in using professional interpreters instead of relying on older siblings. Now, LCPS utilizes Boostlingo for all parental communications, including crucial discussions about students' grade placements.

"We made sure that Boostlingo was part of the conversation and that the parents got all of the information that they needed, had time to process it, had time to ask questions, and then was part of making decisions with the team at the school.

- Aine Garcia



Providing immigrant students full access to education



Preventing risk of asking children to interpret adult conversations



Parents fully understanding and participating in decision making

Personal impact

A powerful example comes from LCPS use of Boostlingo during a community outreach program. Aine shared:

"Around the holiday season we do something called Dress a Child. So, families are selected, and they get to go to a store and get paired up with somebody from the community. Then, the child goes around and gets to shop for themselves. Which could be challenging if the child speaks, Korean or Pashto, and gets paired with somebody who doesn't speak that. There could be confusion. This year, we made sure that the agency hosting it had access to utilize Boostlingo when that child was getting to go around the store."

This case study demonstrates the transformative power of remote interpreting solutions in educational settings, particularly in embracing and integrating immigrant communities.