

Wake County at a glance

33%

free or reduced lunch

10%

limited English proficiency



District Challenges

- Keeping track of students' home languages and maintaining up-to-date contact information
- Finding immediate and accurate translation for diverse languages
- Increased need for communication between teachers and families

East Garner and Wake County has been a pilot district for TalkingPoints for two years. With TalkingPoints, the district has found solutions to some of their largest challenges:

I feel like TalkingPoints is that bridge between your school and the families. It's that bridge in bringing that unity.



Intervention coordinator & parent family engagement coach
East Garner Magnet M.S.

TalkingPoints Solution

- Two-way communication with translation in over 100 languages. Teachers are able to use either the web browser or the mobile web app, while parents can choose to use text messages or the mobile app. Messages written in English are automatically translated into the recipient's home language, and any home language is translated back into English.
- An easy-to-use communication tool that increases communication between teachers and families. Teachers can check in on students and families with ease, and also share important information related to resources, assignments, and more.
- Additional features to send in messages such as polls, links, videos, and attachments/PDFs, to ensure both teachers and families are getting all the information they need in the most seamless way possible.

The use of the TalkingPoints platform district-wide led to an immediate solution to their translation needs, enhanced relationships between students, families, and teachers, and streamlined resources for both teachers and families.