

General Translation and Interpretation

App/Service (linked) and Description	Positives/Pros	Negatives/Cons	Why this app? What contexts?
 Tarjimly is an on-demand live interpretation app using volunteers, available in 80+ languages including many common refugee languages	<ul style="list-style-type: none"> ✓ Fast, on-demand access: interpreters can be found in five minutes or less ✓ 80+ languages across 95 different countries, including many common refugee languages ✓ Live volunteer interpreters with ratings based on credentials, Tarjimly language test modules, and internal quality assurance ✓ Can be used directly by newcomers 	<ul style="list-style-type: none"> ✗ Connectivity issues can interrupt interpretation ✗ Interpreters are volunteers who are not required to be professionally trained, may be less reliable and skilled 	<ul style="list-style-type: none"> • Widely used due to convenience • Offers live one-to-one interpretation for phone, video, and text conversations • On-demand interpreter access • Use when you have a strong Wi-Fi connection on a phone or video-call-enabled device • Works for many common refugee languages • Consider coaching clients on how to use this app
 SayHi relies on machine learning for translated conversations via voice or text, image/document translation	<ul style="list-style-type: none"> ✓ User-friendly messaging style interface between two languages ✓ Performs text, voice, conversation, and image/document translation ✓ Can use voice dictation and text input methods with customizable gender and speed of voice playback ✓ Accessibility features such as Voiceover, Dynamic Type, and improved navigation per ADA guidelines 	<ul style="list-style-type: none"> ✗ Does not consistently punctuate conversations ✗ Machine learning does not always understand accents or regional pronunciations outside of dialect-supported languages ✗ Does NOT currently translate Burmese, Dari (only Persian), Karen, Pashto, Rohingya, Tigrinya, Urdu 	<ul style="list-style-type: none"> • Best for short conversations with some back and forth; longer discussions/meetings could get tedious • Relies on machine learning, so use where live translation may not be necessary • Excellent functionality for image and document scanning and translating; uses clear text overlaid on top of the original document

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 <p>Microsoft Translator is a personal translation app for 70+ languages with functions for text, voice, conversation, and image/documents. It also allows for language downloads to use translation offline.</p>	<ul style="list-style-type: none"> ✓ Performs text, voice, conversation, and image/document translation ✓ Conversation mode can be used remotely by exchanging a conversation code ✓ Includes phrasebooks to help language learners hear and see the basics ✓ Can save languages offline for more reliability in Wi-Fi limited settings ✓ Built-in pronunciation guides and alternate translation look-up functions 	<ul style="list-style-type: none"> ✗ User interface has a more pleasant design but is a bit less functional ✗ Does NOT currently translate Karen, Rohingya, Tigrinya 	<ul style="list-style-type: none"> • Highly functional for varied needs, especially for conversations • Effective and user-friendly (based on highly positive user reviews) • Strong transliteration (translating across different alphabet systems) • Often provides multiple definitions to account for ambiguous context, leading to better comprehension
 <p>Google Translate performs text, voice, conversation, and image/document translation. Also has “Tap to Translate” function for users to translate any text on their device screen and a drawing feature to handwrite characters.</p>	<ul style="list-style-type: none"> ✓ Performs text, voice, conversation, and image/document translation ✓ Widely used and known for its ease of user experience ✓ Includes phrasebooks to help language learners hear and see the basics ✓ Can save languages offline for more reliability in Wi-Fi limited settings ✓ Handwriting tool is useful for languages with characters different from the Latin/Roman alphabet ✓ Has a transcription function that performs continuous/ simultaneous interpretation for eight languages 	<ul style="list-style-type: none"> ✗ Low translation accuracy due to lack of machine understanding of nuance, idioms, expressions, tone, etc. ✗ Complex sentences and ideas do not translate well ✗ Does NOT currently translate Dari (only Persian), Karen, Rohingya 	<ul style="list-style-type: none"> • Simple user experience and prevalently used, so expect newcomer clients to default to this app • Document and image translation works well, comparable to SayHi • Works well with other apps and browsers on a smart device, offering on-screen translations through “Tap to Translate” • Struggles at times with context and nuance, so use sparingly and keep speech/text simple and straightforward

 <p>DeepL uses machine learning and artificial intelligence (AI) to provide high-quality text-to-type translation</p>	<ul style="list-style-type: none"> ✓ Performs text, voice, and image/document translation ✓ Better use of AI and machine learning than other interpretation/translation apps; provides higher-quality and more accurate translations in comparison ✓ Simple user interface makes for ease of use 	<ul style="list-style-type: none"> ✗ Lacks functionality for conversations ✗ Does NOT currently translate Arabic, Burmese, Dari (only Persian), Farsi, Karen, Kinyarwanda, Pashto, Rohingya, Swahili, Tigrinya, Urdu 	<ul style="list-style-type: none"> • Provides extremely high-quality and high-accuracy translation due to use of AI and machine learning • Only useful for French, Russian, Spanish, and Ukrainian; lacks other common refugee languages
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School, Youth Services, and Community Engagement

App/Service (linked) and Description	Positives/Pros	Negatives/Cons	Why this app? What contexts?
 <p>TalkingPoints is a school and community engagement tool for multilingual communication with teachers. Messages sent between users are instantly translated between preferred languages and English.</p>	<ul style="list-style-type: none"> ✓ Mass multilingual texting for 125+ languages; automatically translates to family's preferred language ✓ Free to use (teachers and families) ✓ User-friendly experience ✓ Families do not need to download the app to receive translated messages and use basic functions ✓ Can create multiple classes or contact lists of students ✓ Teachers or caseworkers do not need to share their personal phone numbers to use the app and share messages 	<ul style="list-style-type: none"> ✗ Full functionality requires an app download ✗ Uses machine learning like Google Translate, leading to sometimes inaccurate translations ✗ Does NOT currently translate Farsi/Persian, Karen (limited), Rohingya, Urdu 	<ul style="list-style-type: none"> • Useful for working with students or clients with low digital literacy because they do not need the app themselves; families can respond via text message • Uses machine learning, so use short and clear language when messaging • Convenience of sending one message that is translated into a preferred language • Allows messages to be translated back after sending to ensure clarity

 <p>ClassDojo is a comprehensive communication and family engagement app with functions for multilingual messaging, a class feed for posting announcements, virtual gallery walls to share work from classes, and more.</p>	<ul style="list-style-type: none"> ✓ Mass multilingual in-app messaging for 36 languages; messages are automatically translated to a family's preferred language ✓ Digital portfolio feature creates a virtual gallery hall where students can post work that they did in class ✓ Each class has its own feed for posting messages, announcements, or collaborative activities for youth ✓ Teachers can safely share photos and videos of classroom activities ✓ Free for all (teachers and families) ✓ User-friendly and customizable; automations save time and work ✓ Teachers or caseworkers do not need to share personal phone numbers to share messages 	<ul style="list-style-type: none"> ✗ Difficulty in onboarding families to use the app; families with low digital literacy may struggle to join ✗ Cannot send text or email messages directly to families—requires an app download by teachers and families for any functionality ✗ Does NOT currently translate Burmese, Dari, Farsi, Karen, Kinyarwanda, Rohingya, Swahili, Tigrinya, Urdu 	<ul style="list-style-type: none"> • Top option for school/community connectedness and belonging • Fosters the creation of dynamic and integrated school communities using multiple engagement styles • Excellent functions for assigning and sharing activities • Has functions for automation, allowing administrators to efficiently share announcements and reminders • A more high-tech and involved app for some newcomers, so administrators should invest time and resources in coaching families on how to download and use the app
 <p>Remind is a communication platform that performs multilingual mass messaging to individuals and groups/classes in 90+ languages</p>	<ul style="list-style-type: none"> ✓ Mass multilingual texting for 90+ languages; automatically translates messages into preferred language ✓ Free to use (teachers and families) ✓ Families do not need to download the app to receive translated messages; can choose to receive correspondence via text or email ✓ Can create multiple classes or contact lists of students ✓ Remind Tutoring function allows users to receive personalized online tutoring from experienced tutors 	<ul style="list-style-type: none"> ✗ Requires an app download by teachers and families for full functionality ✗ Uses machine learning like Google Translate, leading to sometimes inaccurate translations ✗ User reviews report glitches and challenges with the interface ✗ Does NOT currently translate Dari (only Persian), Karen, Rohingya 	<ul style="list-style-type: none"> • A strong middle-ground option for those wanting more engagement than TalkingPoints but less complexity than ClassDojo • Helpful for announcements and messages; has functions for group messages among classes • Has the unique Remind Tutoring function: the app developers provide their own tutors who can supplement learning • Uses machine learning, so use short and clear language when messaging

 <p>ReachWell is an inclusive community engagement tool that provides multilingual and multimedia communication through messaging, calendar events, surveys, sign-ups, and other resources</p>	<ul style="list-style-type: none"> ✓ Mass multilingual messaging for 100+ languages; automatically translates to one's preferred language ✓ Major focus on community engagement and integration ✓ Easily generalized to multiple contexts, not just schools ✓ Teachers and caseworkers can automate processes by updating synced calendars with reminders for assignments, classes, etc. ✓ Has functions to sync with dozens of student information systems 	<ul style="list-style-type: none"> ✗ Functionally feels like a beta version—many users report frequent glitches and crashes that make the app unusable ✗ Underdeveloped feeling for user experience; more recently created app/program ✗ Does NOT currently translate Dari (only Persian and Farsi), Karen, Rohingya, Tigrinya 	<ul style="list-style-type: none"> • Creates opportunities for efficient task management without sacrificing human connectedness • Has broad translation capabilities and flexibility for how families prefer to engage • Families do not need the app • Syncs well with calendars and other systems schools may already have in place • User reviews report frequent glitches and crashes—may need further development, but still a promising option
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Cultural Integration and Resource Databases

App/Service (linked) and Description	Positives/Pros	Negatives/Cons	Why this app? What contexts?
 <p>FindHello is a crowdsourced interactive map-based resource database geared toward supporting refugees and immigrants across the U.S. The app was developed by USAHello and UNHCR.</p>	<ul style="list-style-type: none"> ✓ Simple and clean user experience ✓ Anyone can add resources for newcomers via the “submit resources” section, moderated by USAHello team ✓ High usage in the U.S.; lists many resources across the country ✓ Dynamic location-based services with ability to download resources and service maps for offline use ✓ Developed by USAHello in conjunction with UNHCR ✓ Available in Arabic, Dari, English, Pashto, Spanish, and Ukrainian 	<ul style="list-style-type: none"> ✗ Some resources shared may be out of date because aid organizations and services must update resources themselves ✗ Running GPS in background can run down battery life 	<ul style="list-style-type: none"> • Interactive map helps newcomers across the U.S. locate services • Users can search for resources based on various categories • User interface is welcoming and enjoyable to navigate, but the app design may prove challenging for users with lower digital literacy • Useful for community members seeking volunteer opportunities • Services are updated with support from FindHello staff and volunteers, but some services' locations may not be accurate

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 <p>Settle In was developed by the Cultural Orientation Resource Exchange (CORE) as a companion app supplementing cultural orientation received during initial resettlement. Content is organized by topic with a variety of videos and interactive lessons.</p>	<ul style="list-style-type: none"> ✓ Focus on cultural orientation (CO) resources newcomers directly access ✓ Resource library with information and learning modules on CO topics; users can return to completed tasks and modules for reference ✓ Interactive activity-based lessons with dynamic visuals ✓ Created and managed by the International Rescue Committee; continuously being updated ✓ Available in Arabic, Burmese, Dari, English, Kinyarwanda, Russian, Swahili, Ukrainian (in development) 	<ul style="list-style-type: none"> ✗ Very specific focus ✗ Does not share services local to users 	<ul style="list-style-type: none"> • Unique and lacking competition: no other apps address cultural orientation as comprehensively and dynamically • Content is up to date and continually updated • Incorporates a variety of learning engagement strategies for newcomers to independently engage with CO materials • Lessons and activities accompany CO activities in Reception & Placement (R&P); users can refer to topics at any time
 <p>RefAid is a crowdsourced map-based resource database geared toward supporting refugees and immigrants all over the world. Services are suggested based on the user's location.</p>	<ul style="list-style-type: none"> ✓ Geographically maps available services; geotagging by NGOs allows convenient resource search by location ✓ Aid workers and organizations can share announcements of new services using push notifications in real time ✓ Focus on community building and partnership via partners such as The Red Cross, the International Rescue Committee, Médecins Sans Frontières (Doctors Without Borders), etc. ✓ Fully available in Arabic, English, Farsi, French, Russian, Spanish, and Ukrainian 	<ul style="list-style-type: none"> ✗ Resources shared are often limited or out of date because aid organizations and services must update their resources themselves ✗ Requires an email address to use the app ✗ Cannot explore resources in places outside of the user's current geographic location ✗ Running GPS in background can run down battery life ✗ User reviews report occasional language inaccuracies 	<ul style="list-style-type: none"> • Very simple user interface—may be easier to use for newcomers with low digital literacy • Users can search for resources based on various categories around their current location • Aid organizations and NGOs can post and share information widely about their services • Note: The app has a low rating on app stores, but more positive reviewers note that negative reviews come from xenophobia. The app functions well enough despite the reviews.

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