

# COURSE STORYBOARD

## Reaching Multilingual Families:

A Guide for Education Leaders

Project Information	Details
Course Title	Reaching Multilingual Families: A Guide for Education Leaders
Target Audience	School Principals, Assistant Principals, Parent Engagement Coordinators
Duration	20 minutes
Delivery Format	Self-paced e-learning module (Articulate Rise 360)
Instructional Approach	Scenario-based learning with branching paths, interactive knowledge checks, and practical application activities

## Learning Objectives

By the end of this course, learners will be able to:

- Explain why common communication approaches (Google Translate, student interpreters) fail multilingual families and violate legal or ethical standards
- Identify the specific harms caused by using students as interpreters, including FERPA violations, developmental damage, and communication failures
- Select appropriate communication tools (in-person interpreters, phone interpretation, translated documents, community liaisons) based on the stakes, sensitivity, and urgency of different situations
- Evaluate communication decisions using a strategic framework that balances time constraints, resource limitations, and equity commitments
- Apply evidence-based communication strategies to build authentic partnerships with multilingual families that improve student outcomes
- Create an action plan for engaging at least one multilingual family using culturally responsive, professionally interpreted communication

# **Instructional Strategy & Design Rationale**

## **Scenario-Based Learning**

This course uses scenario-based learning to move beyond passive knowledge transfer to active behavior modification. Research shows that adult learners retain information better when they can immediately apply it to realistic situations they'll encounter in their work. Rather than simply telling leaders what to do, the course places them in authentic decision-making moments where they must weigh competing priorities and see the consequences of their choices.

## **Bloom's Taxonomy Alignment**

The course scaffolds learning from lower-order to higher-order thinking skills:

- Remember/Understand: Learners first encounter research and examples explaining why current approaches fail
- Apply: Matching and sorting activities require learners to match tools to situations
- Analyze/Evaluate: Branching scenarios force learners to analyze complex situations and evaluate the trade-offs of different approaches
- Create: The final action plan asks learners to create their own engagement strategy

## **Evidence-Based Content**

All recommendations are grounded in peer-reviewed research from educational psychology, family engagement studies, and linguistics. Citations from sources like the Harvard Family Research Project, Johns Hopkins University, and the U.S. Department of Education establish credibility and help learners understand that these aren't just opinions they're research-backed best practices.

# LESSON 1: Welcome & Introduction

## Lesson Objective

Orient learners to the course structure, establish the relevance of the topic, and create emotional investment through a relatable scenario.

<b>Learning Objectives Display</b>	Text Block	Display the 6 learning objectives using clear, action-oriented language aligned to Bloom's Taxonomy	Sets expectations and helps learners understand what they'll gain from the course
<b>Welcome Message</b>	Text Block	Brief welcome (2-3 sentences) explaining what learners will learn and why it matters for their work	Creates a welcoming tone and establishes relevance immediately
<b>Visual Element</b>	Image Block	Warm, professional image of diverse families or a school setting	Creates emotional connection and sets a positive, inclusive tone
<i>Notes: Stock photo from Rise library or Canva-created graphic</i>			
<b>Scenario Hook: Meet Principal Davis</b>	Text Block	Introduce Principal Davis who discovered only 38% of multilingual families attended conferences vs. 82% of English-speaking families. Frame this as a familiar problem.	Creates identification with a realistic character and establishes the problem the course will solve
<i>Notes: This scenario runs throughout the course as a through-line</i>			

## LESSON 2: Why Current Approaches Fail

### Lesson Objective

Explain the specific problems with Google Translate and other automated translation tools, supported by research and real-world examples.

<b>Opening Context</b>	Text Block	Set up the problem: school leaders want to engage families but rely on tools that create more problems than they solve	Frames the lesson as practical problem-solving, not theoretical critique
<b>The Google Translate Trap</b>	Text Block + Subheadings	Detailed explanation covering: (1) Educational jargon gets mangled, (2) Tone and formality disappear, (3) Critical details get reversed or omitted, (4) Cultural context gets ignored. Include specific examples and error rate data (30% error rates from Migration Policy Institute)	Provides substantive content that explains WHY automated translation fails, backed by research
<i>Notes: Use subheadings to break up dense text and make it scannable</i>			
<b>The Real Cost of Poor Communication</b>	Text Block	Connect communication failures to student outcomes: lower test scores, missed special education services, escalating disciplinary issues, eroded trust. Include Johns Hopkins data showing 15-20% achievement gap narrowing when communication improves.	Shows stakes and consequences—this isn't just about politeness, it's about educational equity
<i>Notes: Data creates urgency and justifies the time investment in better practices</i>			
<b>Real Stories: When Communication Fails</b>	Accordion or Scenario Block	Three brief case studies: (1) Maria's IEP story - lost 3 years of services due to mistranslation, (2) Ahmed's suspension - student interpreter led to broken trust, (3) Medical form confusion led to allergic reaction	Emotional storytelling makes abstract problems concrete and memorable
<i>Notes: Keep each story to 3-4 sentences focused on the consequence</i>			
<b>Knowledge Check</b>	Multiple Choice Question	Question: What's the primary risk of using Google Translate for IEP communications? Four answer choices with tailored feedback for each	Checks comprehension and reinforces key concepts before moving forward
<i>Notes: Feedback for each wrong answer explains the specific misconception</i>			
<b>Closing Transition</b>	Text Block	Brief statement acknowledging this is an equity issue and transitioning to next lesson about student interpreters	Connects lessons and maintains narrative flow

# LESSON 3: The Student Interpreter Problem

## Lesson Objective

Identify the legal, ethical, and developmental harms caused by using students as interpreters for educational conversations.

<b>Opening Scenario</b>	Text Block	Vivid scenario: Parent arrives for urgent meeting, no interpreter scheduled, someone grabs student's sibling to translate. Frame this as common but deeply problematic.	Creates immediate recognition of a situation many leaders have experienced
<b>The Legal Problem (FERPA Violations)</b>	Text Block	Explain that student interpreters violate federal privacy law. Include specific examples of legal consequences schools have faced (California settlement, Texas OCR complaint). Quote U.S. Dept of Education guidance.	Establishes this isn't just bad practice—it's illegal. Creates urgency to change behavior.
<i>Notes: Legal consequences matter to administrators who control budgets and policy</i>			
<b>The Developmental Harm</b>	Text Block + Subheadings	Cover: (1) Role reversal damages family structure (parentification research from APA), (2) Inappropriate exposure creates trauma, (3) Academic performance suffers (15-20% lower test scores), (4) Emotional burden causes anxiety. Include research citations.	Shows the psychological cost to children appeals to leaders' protective instincts
<i>Notes: Research data makes this feel serious and credible, not just opinion</i>			
<b>The Communication Problem</b>	Text Block	Explain vocabulary gaps, emotional filtering, and cultural context loss. Include UCLA data showing 60-80% information loss with student interpreters.	Even if leaders don't care about legality or psychology, this shows it doesn't even WORK
<i>Notes: Covers all angles: legal, ethical, practical</i>			
<b>Matching Activity: Harm Types</b>	Matching Block	Match 4 scenarios to the type of harm: FERPA violation, academic harm, inaccurate communication, parentification	Active learning checks understanding of different harm categories
<i>Notes: Interactive element breaks up heavy text and reinforces categorization</i>			
<b>Knowledge Check</b>	Multiple Choice	Why is it problematic to use bilingual students as interpreters? (with tailored feedback for each answer choice)	Assesses retention of key concepts
<b>Branching Scenario</b>	Scenario Block	Somali parent arrives for urgent meeting. Three choices: (1) Use student interpreter [harmful], (2) Use phone interpretation [better], (3) Reschedule for in-person interpreter [best]. Each path shows different consequences.	Lets learners experience decision-making and see outcomes play out
<i>Notes: This is the centerpiece interaction—shows consequences of choices</i>			
<b>Closing: The Alternative</b>	Text Block	Emphasize that very few situations are truly urgent enough to justify student interpreters. Frame planning ahead as the solution.	Transitions from problem to solution mindset

# LESSON 4: Building Your Communication Strategy

## Lesson Objective

Select appropriate communication tools based on situation stakes, sensitivity, and urgency.

<b>Opening Principle</b>	Text Block	Introduce the key framework: Match formality/accuracy of tool to stakes/sensitivity of situation. High-stakes = high-quality interpretation.	Provides simple mental model learners can remember and apply
<b>Communication Toolkit</b>	Text Block + Subheadings	Detailed breakdown of 6 tools: (1) In-person interpreters, (2) Phone/video interpretation, (3) Professional translation, (4) Bilingual liaisons, (5) Robocalls, (6) Machine translation. For each: when to use, why it works, how to access, limitations.	Comprehensive reference content—learners may return to this section when planning real communications
<i>Notes: Dense but organized with clear subheadings for scannability</i>			
<b>Research on What Works</b>	Text Block	Present data from Harvard, Johns Hopkins, American Educational Research Journal, U.S. Dept of Education showing which strategies close achievement gaps. Include specific percentages and outcomes.	Evidence-based content establishes credibility and shows this isn't just opinion
<i>Notes: Data persuades skeptical administrators who need ROI justification</i>			
<b>Matching Activity: Situations to Tools</b>	Matching Block	Match 5 situations to most appropriate tool (e.g., explaining grade retention → in-person interpreter; snow day announcement → robocall)	Checks application of framework to realistic scenarios
<b>Sorting Activity</b>	Sorting Block	Sort 6 communication methods into 3 categories: urgent/legal, routine information, sensitive academic conversation	Different interaction type provides variety and reinforces categorization
<b>Matching Activity: Red Flags vs Green Lights</b>	Matching Block	Identify 6 practices as problematic or effective (e.g., Google Translate for suspension = red flag; certified interpreter for IEP = green light)	Quick assessment of judgment—can they discriminate good from bad practice?
<b>Closing: Systems Thinking</b>	Text Block	Shift from reactive to proactive: create language access plan, build interpretation into budget, make it easy for staff, track data	Moves from individual decisions to systemic change—the real goal
<i>Notes: Positions leaders as system-builders, not just problem-solvers</i>			

# LESSON 5: Putting It Into Practice

## Lesson Objective

Apply all learning to a complex scenario and create a personal action plan.

<b>Opening: Strategic Decision-Making</b>	Text Block	Frame this as synthesis—balancing time pressure, resources, relationships, legal compliance, cultural responsiveness. Real leadership means navigating competing demands.	Sets up the complexity of the scenario and validates the difficulty of these decisions
<b>Complex Branching Scenario</b>	Scenario Block	Afghan refugee family, daughter showing developmental delays, need special ed evaluation, 3-day timeline until deadline. Three choices showing different approaches with detailed consequences for each path.	Capstone application—tests whether they've internalized the principles
<i>Notes: Most complex scenario in the course—requires synthesis of all prior learning</i>			
<b>Reflection: What Your Choice Reveals</b>	Text Block	Analyze what each choice shows about leadership priorities: shortcut prioritizes speed over equity, phone interpretation is pragmatic middle ground, in-person shows commitment to relationship	Meta-reflection helps learners understand their own decision-making patterns
<i>Notes: No 'wrong' answer but some are more equity-aligned than others</i>			
<b>Matching Activity: Decisions to Impacts</b>	Matching Block	Match 5 long-term decisions to their likely impacts on family engagement over time	Connects immediate choices to long-term consequences
<b>Decision Framework</b>	Text Block	Four questions to guide every communication decision: (1) What's at stake? (2) How urgent is this? (3) What will this do to our relationship? (4) What resources do I have?	Portable tool they can use after the course ends
<i>Notes: Simple enough to remember and apply in real situations</i>			
<b>Downloadable Planning Guide</b>	Button/Download Block	PDF job aid with fillable planning template, reference tables, action planning worksheet	Tangible takeaway transforms training into ongoing resource
<i>Notes: See separate PDF storyboard for detailed breakdown</i>			
<b>30-Day Action Challenge</b>	Text Block	Week-by-week plan: Week 1 audit, Week 2 build infrastructure, Week 3 make one contact, Week 4 measure and reflect	Concrete next steps prevent the course from being just theoretical knowledge
<i>Notes: Scaffolds behavior change into manageable chunks</i>			
<b>Closing Inspiration</b>	Text Block	Final message: Start with one family, one conversation. Multilingual families aren't problems to solve—they're partners to engage.	Ends on inspirational note that validates learners' capacity to make change
<i>Notes: Avoids overwhelming them while maintaining optimism</i>			

# LESSON 6: Final Assessment

## Lesson Objective

Assess learner mastery of all learning objectives through scenario-based and knowledge-based questions.

<b>Assessment Introduction</b>	Text Block	Brief framing: This quiz confirms you're ready to apply these strategies with confidence	Reduces test anxiety by framing it as confirmation, not judgment
<b>Question 1: Scenario-Based</b>	Quiz Question	Teacher needs to discuss failing grades/retention with Mandarin-speaking parents. Which approach is most appropriate? (Tests ability to select appropriate tool for sensitive situation)	Assesses LO #3: Select appropriate communication tools
<i>Notes: Scenario-based = higher-order thinking than simple recall</i>			
<b>Question 2: Conceptual Understanding</b>	Quiz Question	Why is it problematic to use bilingual students as interpreters? (Tests understanding of harm categories)	Assesses LO #2: Identify specific harms of student interpreters
<i>Notes: With detailed feedback for each answer choice</i>			
<b>Question 3: Application</b>	Quiz Question	Which tool is MOST appropriate for inviting families to school carnival? (Tests ability to match tool to low-stakes situation)	Assesses LO #3: Select appropriate tools based on context
<i>Notes: Tests whether they can discriminate high-stakes from low-stakes</i>			
<b>Question 4: Critical Thinking</b>	Quiz Question	New Somali family enrolled last week—what's your FIRST step? (Tests proactive vs. reactive mindset)	Assesses LO #5: Apply evidence-based strategies
<i>Notes: Distinguishes between passive and proactive engagement</i>			
<b>Question 5: Complex Scenario</b>	Quiz Question	Vietnamese family, special ed evaluation, 10-day timeline. What do you do? (Tests strategic decision-making under pressure)	Assesses LO #4: Evaluate decisions using strategic framework
<i>Notes: Most complex question—requires balancing competing priorities</i>			
<b>Question 6: Judgment/Application</b>	Quiz Question	Google Translate is appropriate for which scenarios? (Select all that apply)	Assesses LO #1: Explain why approaches fail
<i>Notes: Tests nuanced understanding—not all use is wrong, context matters</i>			
<b>Question 7: Reflection (Optional)</b>	Open-Ended Question	In one sentence, what is the most important principle for engaging multilingual families?	Assesses LO #5 and allows for qualitative insight
<i>Notes: Optional because it requires manual review, but shows you can assess beyond multiple choice</i>			
<b>Completion Message</b>	Text Block	Congratulations message acknowledging completion and encouraging them to use their planning guide to take action this week	Ends on encouraging note and reminds them of their next steps
<i>Notes: Reinforces that the course isn't the end—it's the beginning of behavior change</i>			



## **Assessment & Evaluation Strategy**

### **Formative Assessment (During Learning)**

- Knowledge checks embedded in Lessons 2-5 provide immediate feedback and identify misconceptions before learners move forward
- Branching scenarios show consequences of choices in real-time, allowing learners to self-correct
- Matching and sorting activities require active application of concepts to check understanding

### **Summative Assessment (End of Course)**

- 6-question final assessment directly aligned to learning objectives
- Mix of knowledge recall, application, and evaluation questions
- Scenario-based questions test transfer of learning to new situations
- Optional open-ended reflection question captures qualitative insights

### **Real-World Application**

- Downloadable planning guide serves as job aid for immediate application
- 30-day action plan with specific weekly milestones
- Action planning worksheet in PDF requires learners to identify specific family, communication method, and success metrics

### **Success Metrics (If Deployed at Scale)**

- Post-training confidence survey measuring learners' perceived ability to select appropriate communication tools
- 90-day follow-up tracking whether leaders actually changed their communication practices
- Longitudinal data on multilingual family engagement rates (event attendance, conference participation)
- Reduction in FERPA violations and student interpreter usage

## Technical Specifications

Element	Specification
Authoring Tool	Articulate Rise 360
Graphics Tool	Canva (for custom graphics and PDF job aid)
Delivery Platform	Web-based (HTML5), mobile-responsive
Total Lessons	6 (Introduction, 4 content lessons, Final Assessment)
Interactive Elements	3 branching scenarios, 5 matching activities, 1 sorting activity, 5 knowledge checks, 7-question final assessment, 1 downloadable PDF job aid
Accessibility	WCAG 2.1 AA compliant (Rise 360 default), keyboard navigation, screen reader compatible

## Instructional Design Principles Applied

### Adult Learning Theory (Andragogy)

- Content is immediately applicable to learners' real work situations
- Scenarios feature realistic problems education leaders actually face
- Learners can see direct connection between course content and improved student outcomes

### Cognitive Load Management

- Chunking: Content broken into 6 digestible lessons rather than one overwhelming module
- Scaffolding: Concepts build from simple to complex (understand problems → learn solutions → apply to scenarios)
- Varied interaction types prevent fatigue and maintain engagement
- Visual hierarchy with headings, subheadings, and white space improves scannability

### Constructivist Learning

- Learners actively construct knowledge through decision-making in scenarios
- Branching paths allow learners to see consequences of different choices
- Immediate feedback helps learners adjust their mental models
- Reflection prompts encourage metacognition about decision-making patterns

### Equity-Centered Design

- Content frames multilingual family engagement as an equity issue, not a logistics problem
- Research citations show how communication quality directly affects achievement gaps
- Scenarios feature diverse family backgrounds (Haitian Creole, Somali, Mandarin, Vietnamese, Afghan, Spanish)
- Course challenges deficit thinking and positions families as partners, not problems

## Conclusion

This storyboard demonstrates a comprehensive approach to instructional design that goes beyond simple content delivery. Every element—from the opening scenario hook to the final action planning worksheet—is intentionally designed to move learners from passive knowledge consumption to active behavior change.

The course leverages evidence-based strategies (scenario-based learning, formative assessment, spaced retrieval through repeated concepts) while maintaining a clear through-line: multilingual families deserve the same quality communication as English-speaking families, and education leaders have both the responsibility and the capacity to make that happen.

By grounding every recommendation in peer-reviewed research, providing multiple opportunities for practice, and offering a concrete action plan for implementation, this course transforms a complex equity challenge into manageable, actionable steps that education leaders can begin implementing immediately.