



November 20, 2016

Dear Irene Radillo, Owner, Utter Linguistics:

We would like to extend our sincerest gratitude for the professional, high-quality translation and interpretation services provided by Utter Linguistics during the recent annual conference for the Psychology of Mathematics Education-North America (PME-NA). The PME-NA conference brings together mathematics education experts to share research on how students learn mathematics, how teachers teach mathematics, and how mathematicians, teachers and students do mathematics. The 2016 conference was held at the JW Marriott Starr Pass, on November 3rd-6th, and was attended by over 550 researchers, faculty and graduate students from around the world including the US, Mexico, Canada, Sweden, Australia, Chile, Puerto Rico, Israel, Trinidad and Tobago, and Germany.

A significant aspect of this year's conference is that for the first time in PME-NA, there were oral presentations in Spanish accompanied by simultaneous interpretation (from Spanish to English), as well as English-to-Spanish interpretation services offered during three large plenary sessions. In addition, the interpretation team from Utter Linguistics completed professional translations of powerpoint presentations for the plenary sessions. In each of the 14 sessions where Spanish-to-English or English-to-Spanish interpretation services were offered, we were incredibly impressed with the high-quality, professional and comprehensive nature of the interpretation. Given the focus of the conference (mathematics education), sessions often included technical language related to mathematics content, statistical methods, or specific theoretical constructs and frameworks. The Utter Linguistics team carefully prepared for each of these sessions, and bilingual conference participants frequently remarked on the accuracy and attention to detail evident in the interpretation.

Participants who presented their research in Spanish to an audience of both bilingual and monolingual English speaking attendees were very positive about the quality of the interpretation services, and the ways in which the interpretation facilitated conversations among colleagues that would not otherwise have been possible. For example, one presenter from Mexico noted: *"Tuve una excelente traducción al español y pude responder de forma completa todas las preguntas que me hicieron. Es la vez que he tenido más público de habla inglesa y puede deberse a la facilidad de la traducción."*

English speaking participants who attended Spanish-language oral presentations and used the simultaneous Spanish-to-English interpretation via headset services were also very positive about their experience. In many cases, this represented the first time that participants had used simultaneous interpretation services and they were highly impressed with the accuracy of the interpretation and the understanding and dialogue across languages that resulted. Several comments from participants follow.

[The Spanish-to-English] interpretation was fantastic. Definitely the highlight of the whole conference for me. Being able to have a researcher present in her home language and being able to hear her thinking through the translators was just wonderful. The translators were terrific. And having that language barrier broken down was so very exciting and special and crossed boundaries. More of this, please.



PME-NA³⁸
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QUESTIONING BORDERS WITH(IN) MATHEMATICS EDUCATION

This service provided access to a wonderful presentation that I would not have had access to otherwise. It was a true "crossing borders" experience. ... I hope to see this feature in many more conferences in the future, and I would like to have my presentation translated in the future as well!

I attended one session with two Mexican scholars who presented in Spanish. I do not know any Spanish, and so I used the interpretation services. The interpreters were extremely professional and I could tell that they were doing their absolute best. ... I was extremely happy that I got to hear about research conducted in a different language; I am inspired to consider research in other languages now when I am doing my own research.

I had English interpretation for a presentation by a researcher from CINVESTAV and the interpretation was excellent, and a great help. I really enjoyed being able to understand the presentation while the presenter spoke his language. It seemed a great solution.

I presented at a dual language breakout. My presentation was in English and the other presenter spoke Spanish. I really enjoyed the cross-cultural collaboration and discussion this allowed. The interpretation was very well done, and the devices were easy to use. I hope interpretation services continue to be offered at future conferences.

Attendees who used the English-to-Spanish interpretation services during the large group plenaries were equally complementary, noting that the interpretation enhanced their ability to access and engage with conference content. One attendee noted: *"Este fue un recurso muy útil que permitió asistir a las conferencias plenarias."* Another Spanish-speaking attendee who used the services commented, *"Amazing! The interpreter did a great job and this has been said by a participant that English is their second language."*

In sum, we were highly satisfied with the services offered by Utter Linguistics and would not hesitate to hire or recommend the Utter Linguistics team in the future. Thank you for your support of our conference event, and for helping us to create a more inclusive space for our attendees.

Sincerely,

Marcy Wood
Conference Co-Chair

Erin Turner
Conference Co-Chair

Marta Civil
Conference Co-Chair