

Skill-Building Exemplar

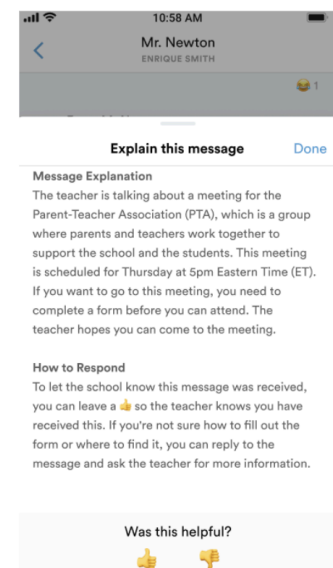
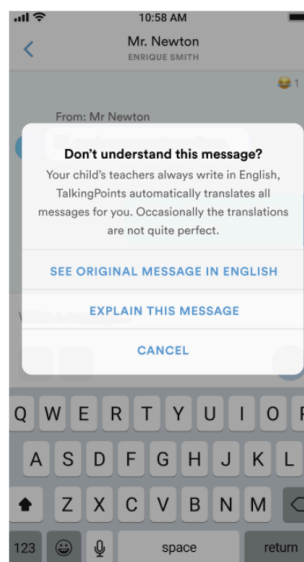
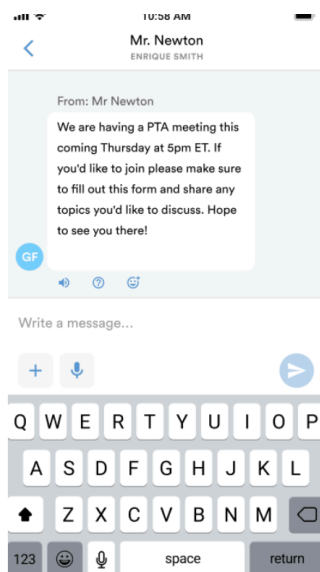


Who We Are & What We Do

TalkingPoints' mission is to drive student success by unlocking the superpower of families to fuel children's learning, especially in under-resourced communities. We transform a cell phone into an AI-driven tool that enables two-way communication in over 150 languages, coaches schools and families to improve student outcomes, and provides actionable data-encouraging progress. Third-party research shows that using TalkingPoints results in higher test scores, improved course proficiency in math and English Language Arts, and lower absenteeism rates, with the highest gains for historically under-resourced learners such as Black and Latino students and English Language Learners. Today, we serve over 9 million educators, students, and families across 300+ districts nationwide.

How We Think About Skill-Building in Our Design Process

Our AI approach is research-backed and intentionally designed to meet the needs of our communities, including under-resourced and immigrant communities. Our technology specifically is designed to support the collaboration between school and home to enhance human connection, rather than replacing humans with AI. We also prioritize the agency of our users engaging with AI on our platform, allowing educators and families to build their AI literacy by editing, enhancing, and personalizing outputs. In turn, their feedback becomes a part of the AI training continuum. So, while educators and families are collaborating with each other, TalkingPoints is also collaborating with them directly to improve the design and development of our intervention.



Why **Skill-Building** Is Important in Our Product

TalkingPoints' product embodies the **Skill-Building** principle in several ways:

- With a human-centered approach, **the AI platform enhances, rather than replaces, the essential roles of educators and families in children's education**, improving student success through stronger home-school partnerships.
- We guide **educators to understand and reflect on how they collaborate with families and influence families to think about how they can build durable skills** to advocate for their children's education.
- We provide educators with real-time feedback on recommended practices for communicating with families. This helps educators **refine their family engagement strategies to support student learning** and helps **families build trusting partnerships** with their children's schools.
- TalkingPoints fosters **a culture of inquiry** by enabling families to easily ask educators questions, seek clarification, and access resources independently and in their preferred language without fear of miscommunication.
- TalkingPoints also supports **data-driven problem-solving for schools and districts** by using AI analytics to identify challenges such as absenteeism and tackle issues before they become more widespread.

“Using TalkingPoints wasn't just sending messages; it was about fostering a sense of belonging and community. It was about showing my students and their families that we care about them, that we respect their culture and language, and that we are all partners in education.”

— *TalkingPoints Teacher*