

Wordly Survey Responses

Questions

What language(s) did you use for translation/caption?

English/Spanish	Spanish
Spanish/English	

Meetings or events where you have used Wordly (Check all that apply)

	English	Spanish
Human Relations Commission	66%	33%
City Council	6%	0
Community/Public Meetings	13%	33%
City/Department Presentations	13%	0

How did you find the use of Wordly?

	English	Spanish
Very Easy	50%	50%
Somewhat Easy	50%	50%

How did you find the translating accuracy of Wordly?

	English	Spanish
Accurate	20%	0
Somewhat accurate	80%	50%
Somewhat inaccurate	0	50%

Overall, how satisfied are you with Wordly?

	English	Spanish
Very Satisfied	40%	50%
Somewhat satisfied	60%	50%

How likely are you to recommend Wordly to a friend or colleague?

	English	Spanish
Very likely	60%	100%
Somewhat likely	20%	
Neither likely nor unlikely	20%	

What did you like most about Wordly?

- "I like that you can see on real time what the other person is saying without having to wait for a translation. I am also HOH so reading things on a screen allows me to understand and follow much better the conversation. I also like to go back and read in case, I spaced out during a presentation."
- "The simultaneous translation "
- "I was an audience member (Human Relations Commission) when Wordly has been used. I found it very helpful to have real time translation which made the meeting flow more smoothly in comparison to meetings where words are spoken, then translated."
- "Being able to have meetings conducted without extensive delay for translation, and people able to read the translation of whoever is speaking."
- "I like the intention of the tool making meetings more accessible to the whole community. "
- "I like not having the pauses to wait for translators. It seems more seamless. "
- "Its live translation and adaption to get the word right and how it displays both languages."
- "The side by side translation is really helpful to be able to verify. It is also relatively quick. "
- [SP] "Que va en traduccion simultaneously cuando hablamos y rapido captain (sic) el idioma"

What did you like least about Wordly?

- "Sometimes there are glitches that delay the meeting but I think it's okay since we are trying new technology."
- "Sometimes the translation is not the best."
- "A few words not correct"
- "The AI was not always accurate in its translation during the first Human Relations Commission meeting. But, as the meetings have progressed, the software has learned more words and it was easier to follow the English translations. "
- "Errors when more than one mic is on. Inaccuracies. "
- "Sometimes we had issues with the translation from spanish to english, it would not fully pick up what the speaker was trying to relay "
- "It gets tripped up now and again. There are occasional technical issues. "
- "That sometimes it is completely wrong and is has hard time recognizing and translating english words from the spanish side"
- "Sometimes it translates literally & doesn't capture the sentiment of what the person is saying "
- [ES]"N/A"

Any other comments or suggestions about Wordly

- "To continue using it"
- "None"
- "No additional comments"
- "Nothing that I can think of. Livable Sunnyvale was awarded a county grant which we will use to purchase Wordly for our meetings."
- "Should add known words. "SUNNYVALE" should be recognized & translated ("not San Maribel)"
- "I think this is headed on the right path, I do think the translation does need to be enhanced, so we can fully grasp what the speaker is trying to say, as it does a decent job but it still leaves everyone trying to piece together what it means since it can be choppy at times. "

- "Work out the technical issues and continue to help the system learn"
- "N/A"
- "I'm really glad our city is using this. "
- "It's not as smooth and precise as could be"
- [ES]"N/A"