



Transforming Interpretation Training at Universidad de Concepcion with the SmartClass Language Lab

| *Client Overview*

Located in the heart of Chile, Universidad de Concepcion is renowned for its commitment to academic excellence and innovation. Within its Faculty of Humanities and Arts, the Department of Translation/Interpretation in Foreign Languages has embarked on a transformative journey by integrating the SmartClass Language Lab into its curriculum. This initiative has not only enhanced the quality of language and interpretation education but has also significantly improved the learning experiences of both instructors and students.

The School

Universidad de Concepcion is a traditional private university of great prestige in Chile. It is the third oldest university in the country and one of the 30 universities belonging to the Council of Rectors of Chilean Universities. Its Concepcion campus was declared a National Heritage Site in 2016 by the National Monuments Council of Chile. Currently, Universidad de Concepcion has a total of 14,00 professors and 29,000 students. UdeC English program includes Translation/Interpretation in Foreign Languages and English Pedagogy, both under the Faculty of Humanities and Arts.

The mission of the Department of Translation/Interpretation in Foreign Languages is to train professional mediators of communication, who generate and enable a fluid and effective exchange in various areas between groups that have different languages and cultures.

The Challenge

Prior to the implementation of SmartClass, the department faced several challenges that hampered effective language instruction. Olga Roca, Computer and Informatics Engineer of the Faculty of Humanities and Arts first contacted Robotel. The teachers were looking for a digital solution with monitoring and audio intercom capabilities to perform activities of various interpreting techniques.

Traditional teaching methods often resulted in passive learning environments, limited interaction among students, and difficulty in providing individualized feedback. Instructors sought a solution that could foster engagement, streamline lesson delivery, and facilitate meaningful assessment of translation and language proficiency.

The SmartClass Solution

In response to these challenges, Universidad de Concepcion adopted the SmartClass Language Lab. This innovative platform combines advanced technology with comprehensive digital curricula, allowing instructors to create dynamic and interactive learning experiences.

Six teachers will use the language lab. Directly and indirectly, nearly 400 students who make up the Foreign Language Translation/Interpretation program will benefit from the SmartClass laboratory. The teachers use a variety of interpreting modalities and techniques, including student presentation activities, unilateral and bilateral, consecutive and simultaneous interpreting, and small group work.

Key Improvements

1 Enhanced Teaching Effectiveness

Instructors at Universidad de Concepcion have reported a marked improvement in their teaching effectiveness since the integration of SmartClass. They chose SmartClass because it gave them the ability to monitor students' audio, and personalized teaching, the possibility to launch video and audio individually and to the whole group and being able to listen to both the program and the students' audio.

2 Improved Audio Quality Gagement

They specifically liked the audio quality and the headphones with built-in microphones. The HiFi hardware-based audio matrix intercom option sets SmartClass apart from other language lab providers. The offer of continued support and presence in Chile through local distributors, technical support, and training are huge differentiators and are truly appreciated by the university.

3 Increased Student Engagement

Students have responded enthusiastically to the new learning environment created by SmartClass. The interactive nature of the platform encourages active participation, making the interpretation practice more enjoyable and effective. Students appreciate the ability to practice speaking, listening, reading, and writing in a structured yet flexible setting. The collaborative features of SmartClass also foster peer-to-peer learning, enhancing the overall classroom experience.

“The teachers of Interpretation have successfully incorporated an intensive use of the SmartClass laboratory. They use a variety of interpreting modalities and techniques, including student presentation activities, unilateral and bilateral, consecutive and simultaneous interpreting, and small group work. Students see the practice in the language lab as an integral and essential part of their training. We hope SmartClass becomes the standard for professional Interpretation training in Chile and the Translation/Interpretation in Foreign Languages lab at UdeC becomes a unique and special referent in Chilean universities.”



Conclusion

The transition to the SmartClass Language Lab at Universidad de Concepcion has proven to be a resounding success. With enhanced teaching effectiveness, increased student engagement, improved language and interpretation proficiency, and streamlined assessment processes, the Faculty of Humanities and Arts has positioned itself as a leader in foreign language education.

As other educational institutions seek innovative solutions to enhance their language programs, the success story of Universidad de Concepcion serves as a compelling testament to the benefits of adopting the SmartClass Language Lab. By prioritizing engagement and efficiency, universities can unlock the full potential of their language departments, ultimately preparing students for success in a globalized world.