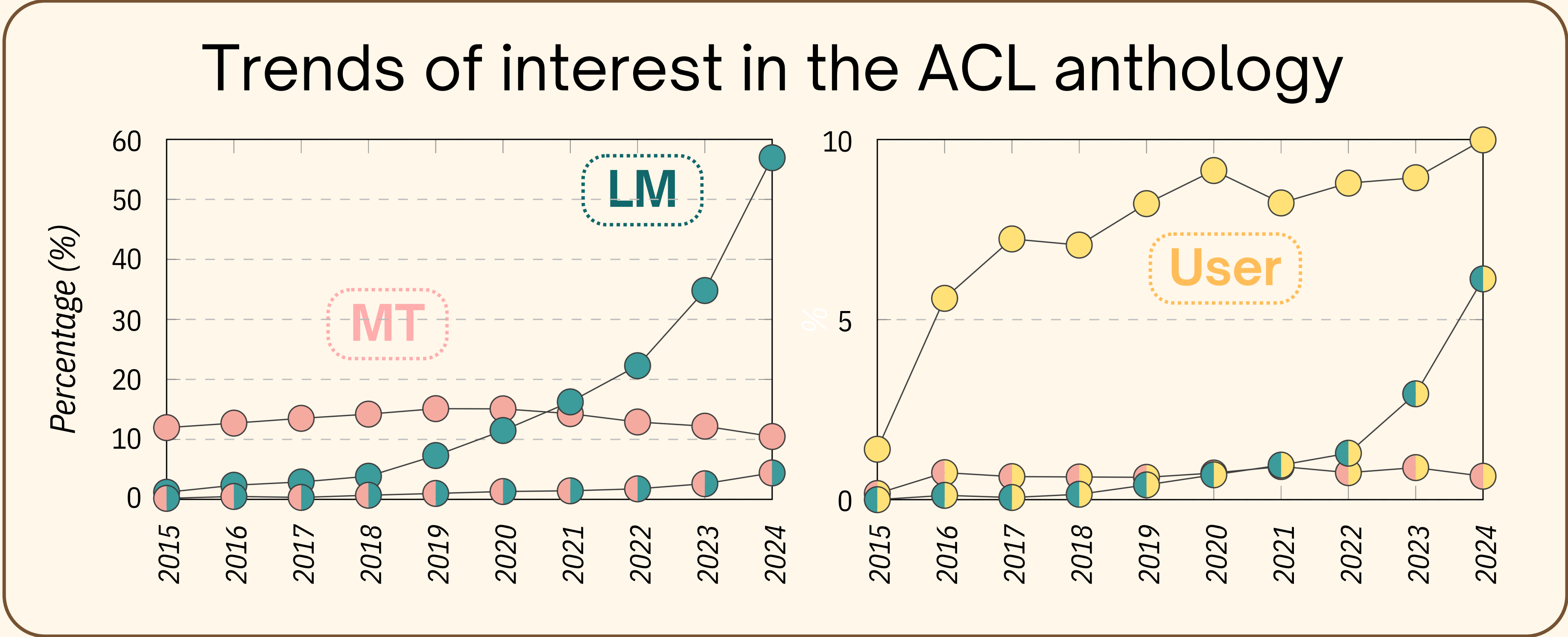


Translation in the hands of many

Centering Lay Users in Machine Translation Interactions

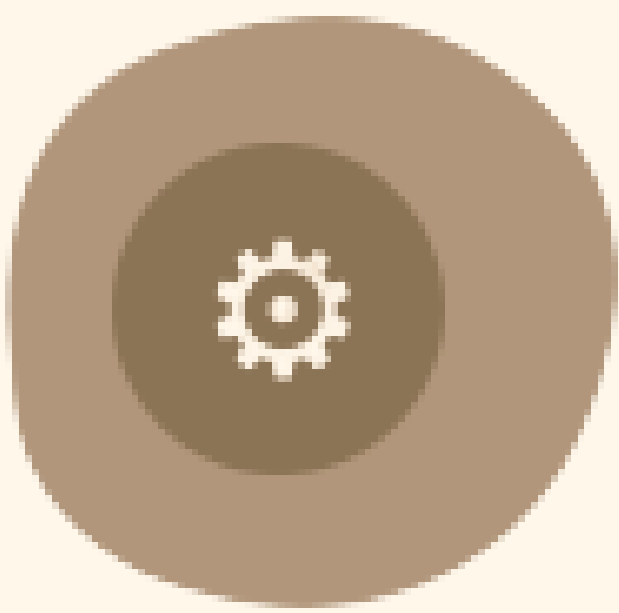


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MT is a global tool, with LLMs now powering multilingual needs... Yet, research on lay users and their interactions with the technology remains limited.

Usability



Align with Users

We optimize what we measure—but generic performance scores miss usability in achieving goals.

Trust



Calibrate Reliance

Fluency can mask critical errors—transparency and uncertainty can help calibrate appropriate trust.

Literacy



Empower Users

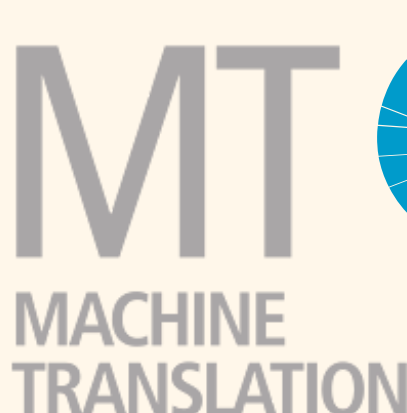
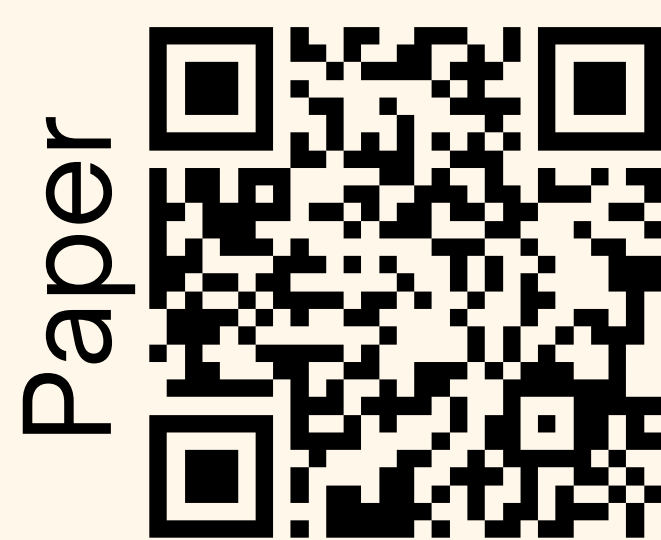
MT is a two-way interaction—literacy equips users to be agentic and with critical engagement.

A call to Action

- Design with users in mind and for utility
- Surface uncertainty and transparency
- Foster user agency
- Bridge disciplines



Curated literature on human-centered MT



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Centering Lay Users in Machine Translation Interactions
B. Savoldi, A. Ramponi, M. Negri, L. Bentivogli