PEPNet gets frequent requests for information about interpreter/speech-to-text position development. Determining or analyzing a salary is often part of this challenge and we trust the following information will be helpful to postsecondary programs. This is the sixth survey produced by PEPNet-Midwest and the University of Wisconsin-Milwaukee; the first three were very small projects, and the survey and results have gotten significantly more detailed each time we survey our colleagues.

During 2009 123 campus representatives participated in our survey. These postsecondary staff tend to be members of the PEPNet listserv, have long histories of serving students who are deaf or hard of hearing, and might have participated in past surveys.

This document includes a summary of our basic questions. Detailed results of the summarized data and additional information unrelated to salary, but pertinent to serving students who are deaf/hard of hearing, can be found online at the address at the end of this document. Using the full 47 question survey results, you may view individual survey responses, including contact information for campus representatives.

Based on discussions with those who used past survey results, we know the information can be helpful to:

- Raise hiring standards
- Compare salaries/wages
- Create/review new and existing accessibility policies
- Determine best practices for your campus
- Find/contact similar programs
- Improve services for students

As you use this data, please bear in mind that the document offers a snapshot of an institution at the moment someone filled out the survey. This information is dynamic: each situation could be different tomorrow, and different again next week, in some cases.

Thank you again to all who answered the survey.
123 Survey Participants

How will you use the survey information?

“To compare our college’s support services with other college’s serving deaf and hard of hearing students and see where we can make improvements. Also to gain more insight as to what other colleges are doing in general and how we can network nationally”

Kathy Earp
Camden County College
Institutional List

123 institutions completed the survey, 104 public and 19 private.

Angelo State University
Arizona State University
Austin Community College
Baker College of Muskegon
Bellevue University
Bentley University
Bergen Community College
Bluegrass Community and Technical College
Boston University
Bristol Community College
Brown University
Bunker Hill Community College
Camden County College
Casper College
Central New Mexico Community College
Chattanooga State Community College
Chippewa Valley Technical College
City College of San Francisco
Clark College
Clemson University
College of Staten Island
Colorado State University
Columbus State Community College
Community College of Denver
Cuyahoga Community College
Denton High School
Eastern Kentucky University
Florida State University
Front Range Community College
Fullerton College
Gallaudet University
George Fox University
Georgia Northwestern Technical College
Georgia Perimeter College
Hazard Community & Technical College
Hiram College
Holyoke Community College
Indiana University Bloomington
Iowa Western Community College
Jacksonville State University
Jefferson Community and Technical College
Johnson County Community College
Kellogg Community College
Kent State University
Lamar University
Lansing Community College
Lesley University
Louisiana University State University
Macomb Community College
Madison Area Technical College
McHenry County College
Mesa State College
Michigan Tech University
Missouri State University
Kansas State University
Montana State University Great Falls College of Technology
Montana State University-Billings
Morgan Community College
Mott Community College
Nassau Community College
Normandale Community College
<table>
<thead>
<tr>
<th>Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>North Dakota State College of Science</td>
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<tr>
<td>Northcentral Technical College</td>
</tr>
<tr>
<td>Northeastern University</td>
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<tr>
<td>Northern Essex Community College</td>
</tr>
<tr>
<td>Northern Kentucky University</td>
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<tr>
<td>Oakland University</td>
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<tr>
<td>Ocean County College</td>
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<tr>
<td>Ohio Dominican University</td>
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<tr>
<td>Parkland College</td>
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<tr>
<td>Purdue University</td>
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<tr>
<td>Quinsigamond Community College</td>
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<tr>
<td>Red Rocks Community College</td>
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<tr>
<td>Rice University</td>
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<tr>
<td>San Diego Community College</td>
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<tr>
<td>San Francisco State University</td>
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<tr>
<td>Southern Maine Community College</td>
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<tr>
<td>Spokane Falls Community College</td>
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<tr>
<td>Springfield Technical Community College</td>
</tr>
<tr>
<td>St. Louis Community College at Florissant Valley</td>
</tr>
<tr>
<td>Suffolk University Law School</td>
</tr>
<tr>
<td>Tarrant County College District</td>
</tr>
<tr>
<td>Teachers College, Columbia University</td>
</tr>
<tr>
<td>The Community College of Baltimore County</td>
</tr>
<tr>
<td>The Pennsylvania State University</td>
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<tr>
<td>The Richard Stockton College of New Jersey</td>
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<tr>
<td>The University of Akron</td>
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<tr>
<td>The University of Montana</td>
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<tr>
<td>The University of Montana</td>
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<tr>
<td>The University of New Mexico</td>
</tr>
<tr>
<td>The University of Toledo</td>
</tr>
<tr>
<td>The University of Texas at Tyler</td>
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<td>The University of Vermont</td>
</tr>
<tr>
<td>Union County College</td>
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<tr>
<td>University of Arkansas at Little Rock</td>
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<td>University of Dayton</td>
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<td>University of Maryland, College Park</td>
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<td>University of Michigan</td>
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<tr>
<td>University of Minnesota</td>
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<tr>
<td>University of Minnesota, Morris</td>
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<tr>
<td>University of Nebraska at Omaha</td>
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<tr>
<td>University of New Hampshire at Manchester</td>
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<tr>
<td>University of North Dakota</td>
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<td>University of Oklahoma</td>
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<tr>
<td>University of Pittsburgh</td>
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<td>University of Texas at Austin</td>
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<tr>
<td>University of Wisconsin-Whitewater</td>
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<tr>
<td>University of Wisconsin- River Falls</td>
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<tr>
<td>University of Wisconsin-Madison</td>
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<tr>
<td>University of Wisconsin-Milwaukee</td>
</tr>
<tr>
<td>Virginia Tech</td>
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<tr>
<td>Waukesha County Technical College</td>
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<tr>
<td>Wellesley College</td>
</tr>
<tr>
<td>Western Kentucky University</td>
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<tr>
<td>Western Oregon University</td>
</tr>
<tr>
<td>Western Washington University</td>
</tr>
<tr>
<td>Whatcom Community College</td>
</tr>
</tbody>
</table>
Part 1: Staff serving students who are deaf/hard of hearing

Approximately 75% of the institutions have 1-5 full time equivalent positions assisting with services to deaf/hard of hearing students.
Of the institutions providing interpreting services, over 50% of them cover between 11 – 100 hours weekly.
PART 2: Interpreting Practices and Salary/Hourly/Agency Rates

Can you cover all of your interpreting needs with STAFF interpreters?

Fourteen percent (17 campuses) of all respondents providing interpreting services state they are able to cover 100% of their interpreting needs with STAFF interpreters.

Who provides the interpreting services?

In other words, of all the interpreting required for the 108 campuses which answered this question, 42% of those hours are covered by staff interpreters, 10% by freelance/private practice interpreters, 15% by agencies and 3% other. Please see the full online survey results to view the “other” comments.
## Staff Interpreter Salaries

Forty eight (48) institutions answered the question about average gross salaries for full-time 9, 10, 11 and 12 month interpreting STAFF. Expanded results showing minimum gross/maximum gross available at [http://www.surveymonkey.com/sr.aspx?sm=JL1TiyKmSHAA22hUjUWm0CJx0Vr601lZiP4lxgqz7M_3d](http://www.surveymonkey.com/sr.aspx?sm=JL1TiyKmSHAA22hUjUWm0CJx0Vr601lZiP4lxgqz7M_3d)

### What is the AVERAGE GROSS annual salary for FULL-TIME interpreting staff? Answer only the rows that apply to your campus.

<table>
<thead>
<tr>
<th>Hours</th>
<th>&lt;$20,000</th>
<th>$21,000 to 25,000</th>
<th>$26,000 to 30,000</th>
<th>$31,000 to 35,000</th>
<th>$36,000 to 40,000</th>
<th>$41,000 to 45,000</th>
<th>$46,000 to 50,000</th>
<th>$51,000 to 55,000</th>
<th>$56,000 to 60,000</th>
<th>$61,000 to 65,000</th>
<th>$66,000 to 70,000</th>
<th>$71,000 to 75,000</th>
<th>$76,000 to 80,000</th>
<th>&gt;$80,000</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 mo.</td>
<td>15.0% (3)</td>
<td>15.0% (3)</td>
<td>15.0% (3)</td>
<td>25.0% (5)</td>
<td>20.0% (4)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>20</td>
</tr>
<tr>
<td>10 mo.</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>54.5% (6)</td>
<td>18.2% (2)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>11</td>
</tr>
<tr>
<td>11 mo.</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>100.0% (2)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>2</td>
</tr>
<tr>
<td>12 mo.</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>25.7% (8)</td>
<td>15.7% (5)</td>
<td>16.7% (5)</td>
<td>10.0% (3)</td>
<td>23.3% (7)</td>
<td>3.3% (1)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>3.3% (1)</td>
<td>30</td>
</tr>
</tbody>
</table>

**answered question** 48  
**skipped question** 75

## Freelance/Private Practice Interpreter Rates

What are the hourly rates you pay directly to freelance/private practice interpreters? (NOT AGENCIES)

### What are the hourly rates you pay directly to freelance/private practice interpreters? (NOT AGENCIES)

<table>
<thead>
<tr>
<th>Rate Range</th>
<th>&lt; $10/hr</th>
<th>$10 - $15/hr</th>
<th>$16 - $20/hr</th>
<th>$21 - $25/hr</th>
<th>$26 - $30/hr</th>
<th>$31 - $35/hr</th>
<th>$36 - $40/hr</th>
<th>$41 - $45/hr</th>
<th>$46 - $50/hr</th>
<th>$51 - $55/hr</th>
<th>More than $55/hr</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum</td>
<td>0.0% (0)</td>
<td>10.1% (9)</td>
<td>13.6% (12)</td>
<td>14.6% (13)</td>
<td>16.2% (18)</td>
<td>15.7% (14)</td>
<td>16.6% (13)</td>
<td>0.0% (0)</td>
<td>1.1% (1)</td>
<td>4.6% (4)</td>
<td>0.0% (0)</td>
<td>89</td>
</tr>
<tr>
<td>Average</td>
<td>0.0% (0)</td>
<td>1.3% (1)</td>
<td>3.8% (3)</td>
<td>5.1% (4)</td>
<td>24.4% (19)</td>
<td>24.1% (18)</td>
<td>10.3% (8)</td>
<td>7.7% (6)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>78</td>
</tr>
<tr>
<td>Maximum</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>3.6% (3)</td>
<td>0.0% (0)</td>
<td>3.6% (3)</td>
<td>19.0% (16)</td>
<td>17.9% (15)</td>
<td>17.9% (15)</td>
<td>12.1% (11)</td>
<td>10.7% (9)</td>
<td>5.0% (5)</td>
<td>84</td>
</tr>
</tbody>
</table>

**answered question** 91  
**skipped question** 32
PART 2: Interpreting Practices and Salary/Hourly/Agency Rates

Interpreter Agency Rates

If you use a local interpreting agency or agencies, what is the AVERAGE HOURLY RATE you pay the agencies? You might use several agencies. Please give us the average rate you pay.

- We do not use agencies: 48.1%
- < $40/hour: 5.8%
- $41 - 45/hour: 4.8%
- $46 - 50/hour: 5.8%
- $51 - 55/hour: 8.7%
- $56 - 60/hour: 4.8%
- $61 - 65/hour: 6.7%
- $66 - 70/hour: 4.8%
- $70 - 75/hour: 4.8%
- $76 - 80/hour: 1.0%
- Other: 4.8%
Video Remote Interpreting

Five campuses stated that they purchase video remote interpreting services and two campuses stated that they sell video remote interpreting to others.

Video REMOTE Interpreting Rates

If you purchase VIDEO REMOTE interpreting services, what is the AVERAGE HOURLY RATE you pay? You might use several companies at different rates, please give us the average rate you pay. If you pay a per/minute rate, please convert that to an hourly rate.
Approximately how many total speech-to-text service hours are needed at your campus, PER WEEK? It does not matter whether you cover these hours with staff, agency or private practice captionists.

- 0, we have no speech-to-text service...: 32.1%
- 10 or under: 18.9%
- 11 - 50: 31.1%
- 51 - 100: 12.3%
- 101 - 150: 0.9%
- 151 - 200: 2.8%
- 201 - 250: 1.9%
- 251 - 300
- 301 and above
PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

Types of Speech-to-Text Service Used

- CART 50%
- C-Print 27%
- TypeWell 19%
- Other 4%

This chart reflects the overall amount of use of these types of services. Please refer to the full survey results to see how each institution covers speech-to-text needs.

46 campuses reported exclusive use of only one type of speech-to-text service to cover all of their needs. Twenty four use only CART, 14 use only C-Print and 8 use only TypeWell.

Exclusive use of one speech-to-text service

Number of institutions using only one type of speech-to-text service

- CART/24
- C-Print/14
- TypeWell/8

- Exclusive use of one type of speech-to-text service
Which types of providers cover speech-to-text services?

In other words, of all the speech-to-text needs required for the 70 campuses which answered this question, 45% of those hours are covered by staff freelance/private practice captionists, 32% by agencies, 22% by staff and 1% other.
# PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

## Staff Speech-to-Text Provider Salaries

What is the AVERAGE GROSS annual salary for FULL TIME captioning staff? Answer only the rows that apply to your campus.

<table>
<thead>
<tr>
<th>Salary Range</th>
<th>&lt; $20,000</th>
<th>$21,000 to 25,000</th>
<th>$26,000 to 30,000</th>
<th>$31,000 to 35,000</th>
<th>$36,000 to 40,000</th>
<th>$41,000 to 45,000</th>
<th>$45,000 to 50,000</th>
<th>$51,000 to 55,000</th>
<th>$55,000 to 60,000</th>
<th>$61,000 to 65,000</th>
<th>$66,000 to 70,000</th>
<th>$71,000 to 75,000</th>
<th>$76,000 to 80,000</th>
<th>&gt; $80,000</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>9 month staff</td>
<td>14.3% (7)</td>
<td>0.0% (0)</td>
<td>42.9% (3)</td>
<td>14.3% (1)</td>
<td>14.3% (1)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>7</td>
</tr>
<tr>
<td>10 month staff</td>
<td>0.0% (0)</td>
<td>33.3% (1)</td>
<td>0.0% (0)</td>
<td>33.3% (1)</td>
<td>33.3% (1)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
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<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>3</td>
</tr>
<tr>
<td>11 month staff</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
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<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0</td>
</tr>
<tr>
<td>12 month staff</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>16.7% (1)</td>
<td>33.3% (2)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
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<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0.0% (0)</td>
<td>0</td>
</tr>
</tbody>
</table>

**Answered Question:** 15

**Skipped Question:** 71

## Freelance/Private Practice Speech-to-Text Provider Rates

What are the hourly rates you pay directly to freelance/private practice captionists? (NOT AGENCIES)

| Rate Range       | < $10/hr | $10-$15/hr | $15-$20/hr | $21-$25/hr | $26-$30/hr | $31-$35/hr | $36-$40/hr | $41-$45/hr | $46-$50/hr | $51-$55/hr | $56-$60/hr | $61-$65/hr | $66-$70/hr | $71-$75/hr | $76-$80/hr | $81-$85/hr | More than $85/hr | Response Count |
|------------------|----------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|---------------|----------------|---------------|
| **Minimum**      | 2.1% (1) | 8.3% (4)   | 16.7% (8)  | 6.3% (3)   | 6.3% (3)   | 10.4% (5)  | 10.4% (5)  | 2.1% (1)   | 2.1% (1)   | 2.1% (1)   | 6.3% (3)   | 2.1% (1)   | 8.3% (3)   | 2.1% (1)   | 5.3% (3)   | 10.4% (5)    | 48             |
| **Average**      | 2.5% (1) | 0.0% (0)   | 15.0% (6)  | 5.0% (2)   | 12.5% (5)  | 7.5% (3)   | 12.5% (5)  | 5.0% (2)   | 5.0% (2)   | 2.5% (1)   | 5.0% (2)   | 2.5% (1)   | 5.0% (2)   | 2.5% (1)   | 10.0% (4)  | 12.5% (5)   | 40             |
| **Maximum**      | 2.3% (1) | 0.0% (0)   | 11.8% (5)  | 2.3% (1)   | 2.3% (1)   | 6.3% (4)   | 9.3% (4)   | 7.0% (3)   | 2.3% (1)   | 2.3% (1)   | 0.0% (0)   | 4.7% (2)   | 9.3% (4)   | 4.7% (2)   | 11.6% (5)  | 20.8% (9)    | 43             |

**Answered Question:** 52

**Skipped Question:** 71
PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

Speech-to-Text Agency Rates

According to the survey, 56.9% of institutions do not use agencies at all. The remaining institutions have varying average hourly rates, with the majority paying between $50 and $60 per hour. A minority of institutions pay more than $100 per hour for captioning services.

Dual Service Providers

Of the 24 institutions who stated they have staff speech-to-text providers, 15 said they had 1-5 dual service providers, people who can both interpret and caption. A note indicates that three campuses said dual service providers are paid more for having an additional skill.
If you use REMOTE speech-to-text/captioning services, what is the AVERAGE HOURLY RATE you pay? You might use several companies at different rates, please give us the average rate you pay.

- We do not use remote speech-to-text/captioning
- < $40/hour
- $41 - 45/hour
- $46 - 50/hour
- $51 - 55/hour
- $56 - 60/hour
- $61 - 65/hour
- $66 - 70/hour
- $70 - 75/hour
- $76 - 80/hour
- Other
PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

Speech-to-Text Programmatic Questions

Use of transcripts:

Voice Recognition Software

Thirteen campuses use voice recognition software to provide classroom speech-to-text services and seven use it to make transcripts for post production captioning.
PART 4: Miscellaneous

Funding for interpreting/captioning for campus-wide, non-academic events

If your office provides interpreting/captioning services for campus-wide events other than classes, for example, guest lectures, chancellor’s speeches, departmental meetings, theatrical performances, etc., which procedure below is used for funding?

- We bill back to the department hiring us: 28.2%
- We have general campus funds given to our department to provide the service: 36.9%
- NA We provide interpreting and captioning services only for academic purposes: 16.2%
- Other (please specify): 22.7%

See full survey results online to read all “other” comments

Faculty/Staff who are deaf/hard of hearing

83 campuses, or 80% of the campuses responding stated that they have between 1-10 faculty/staff members who are deaf/hard of hearing:
If you would like to see the full survey results, please go to http://www.surveymonkey.com/sr.aspx?sm=JL1TiyKmSHAa22hUjUwm0CJx0Vr601lzPi4lxgngz7M_3d. You will be able to view individual survey responses, all additional comments and many more questions, such as:

- How many total FTE (full-time equivalent) STUDENTS at your campus use interpreting services?
- How many full-time and part-time staff interpreters have positions at your institution?
- Approximately what percentage of your STAFF interpreters hold either National RID/NAD certification, or 2 year or 4 year degree?
- What are you minimum and maximum gross salaries?
- What benefits do you provide to staff interpreters and captionists?
- If your office provides interpreting or captioning services to deaf or hard of hearing faculty/staff in different departments, how are these services financed?

Written by: Bambi Riehl, PEPNet-Midwest
For questions contact: Director, pepnet-midwest@pepnet.org
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For more information, visit www.pepnet.org

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