Remote Services for Deaf College Students

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Session Objectives

▷ Effective Communication
▷ Remote Services
  ○ Speech-to-Text
  ○ Interpreting
What does effective communication mean?
“The goal is to ensure that communication with people with [communication] disabilities is equally effective as communication with people without disabilities.”

-Department of Justice

ADA Requirements: Effective Communication
"deciding what aid or service is needed to communicate effectively is to consider the nature, length, complexity, and context of the communication as well as the person’s normal method(s) of communication."

-Department of Justice

ADA Requirements: Effective Communication
Speech-to-Text Services
Speech-to-Text Services

- TypeWell
- Auto-Captions or ASR
- Real-time translation
- CART
- C-Print
- Transcription

NDC, Speech-to-Text Services: An Introduction
Can automatic speech recognition technology replace speech-to-text service providers?
Speech-to-Text Services

Auto-captions do not provide equitable access and create barriers to effective communication.
Speech-to-Text Services

What if I cannot connect real-time captions directly in the video conferencing platform?
Speech-to-Text Services

Real-time captions that cannot sync in a platform can be streamed through a separate browser. Check your platform’s features and work with the provider on alternative options.
Sign Language Interpreting Services
What's the difference between VRI and VRS?

Video Remote Interpreting (VRI)

Video Relay Services (VRS)
Can speech-to-text services replace sign language interpreters?
Substituting an accommodation for another that was not requested by the student may inhibit the student’s ability to access the course.
Sign Language Interpreting Services

How can we add sign language interpreters in synchronous online courses?
Sign Language Interpreting Services

- Provide access to the video platform service
- Familiarize students and instructors with viewing options
- Use a multi-platform approach
The following questions were submitted during a live presentation. Some questions have been edited for clarity or brevity.
Q&A

Why are Typwell or C-Print services generally less expensive than CART? How are they different?
## Q&A

<table>
<thead>
<tr>
<th>Provider Equipment</th>
<th>CART</th>
<th>C-Print</th>
<th>TypeWell</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stenograph/ Stenotype Machine + Laptop</td>
<td>QWERTY Laptop</td>
<td>QWERTY Laptop</td>
<td></td>
</tr>
<tr>
<td>Words Per Minute (WPM)</td>
<td>Avg. 225-360*</td>
<td>Avg. 100-120*</td>
<td>Avg. 100-120*</td>
</tr>
<tr>
<td>Style</td>
<td>Verbatim</td>
<td>Meaning-for-Meaning</td>
<td>Meaning-for-Meaning</td>
</tr>
<tr>
<td>Training</td>
<td>2-year or 4-year programs</td>
<td>3-6 months</td>
<td>3 months</td>
</tr>
<tr>
<td>Certification</td>
<td>Yes - NCRA</td>
<td>No</td>
<td>No</td>
</tr>
</tbody>
</table>

*Actual wpm and accuracy varies by individual.
Q&A

Do all video platforms have the ability to pin the interpreter to be visible the whole time?
Q&A

- Check with Support Services or review the FAQs from the video platform provider.
- Review the features available, do a test run, connect with instructor.

NDC’s Making Online Learning Accessible for Deaf Students: A Guide for Disability Services
Should the deaf student receive a copy of the transcript from the STTS provider? Is this considered an unfair advantage?
Q&A

- Deaf students must attend to communication access which makes note taking a difficult task
- Transcripts and/or note taking services do not give an unfair advantage
- Evaluate each student's needs on a case-by-case basis
Q&A

Is it a reasonable accommodation to exempt deaf students from participation in class discussions due to the lag time in the sign language interpretation process?
Q&A

Opportunities to educate instructors:

● Include resources in **Letter of Accommodations**

● Provide **awareness and training** to instructors
Q&A

An auto-captioning vendor claims there are no legal standards for minimum delays and accuracy of auto-captions. I understand CART also has a slight delay, but is it true there are no legal standards?
Q&A

- **Effective Communication** is the minimum legal standard

- Courts defer to the subjective experience of the deaf person whether an accommodation is effective. (See *Equitable Access Guide*, p. 19)
The interpreting agency we work with sends a different interpreter to class each week. Should we require consistent interpreters from the agency?
Q&A

- Schedule **interpreters** in advance.

- Outline the **terms and conditions** in your contract proposal.
If following the Web Content Accessibility Guidelines (WCAG) 2.1, is ASR sufficient for pre-recorded or live audio captioning standards?

What about incorporating sign language interpretation?
**Q&A**

- ASR is not mentioned in the success criterion
- WCAG technique uses real-time captioning provided by a “trained human operator”
- Sign language interpretation is encouraged for accessibility of recording live events but can also be added post-production.

**WCAG References:**
- Incorporating a live audio captioning service into a Web page
- Understanding Success Criterion 1.2.4: Captions (Live)
- Understanding Success Criterion 1.2.2: Captions (Prerecorded)
- Understanding Success Criterion 1.2.6: Sign Language (Prerecorded)
NDC Live! Remote Services

Thank you for joining us today!

Visit out our website: nationaldeafcenter.org
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Contact Us: help@nationaldeafcenter.org

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