Remote Access Services

Considerations and Guidance

National Deaf Center on Postsecondary Outcomes • nationaldeafcenter.org

NDC National Deaf Center on Postsecondary Outcomes

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IDEAs that Work, Office of Special Education Programs, U.S. Department of Education · TA&D Network

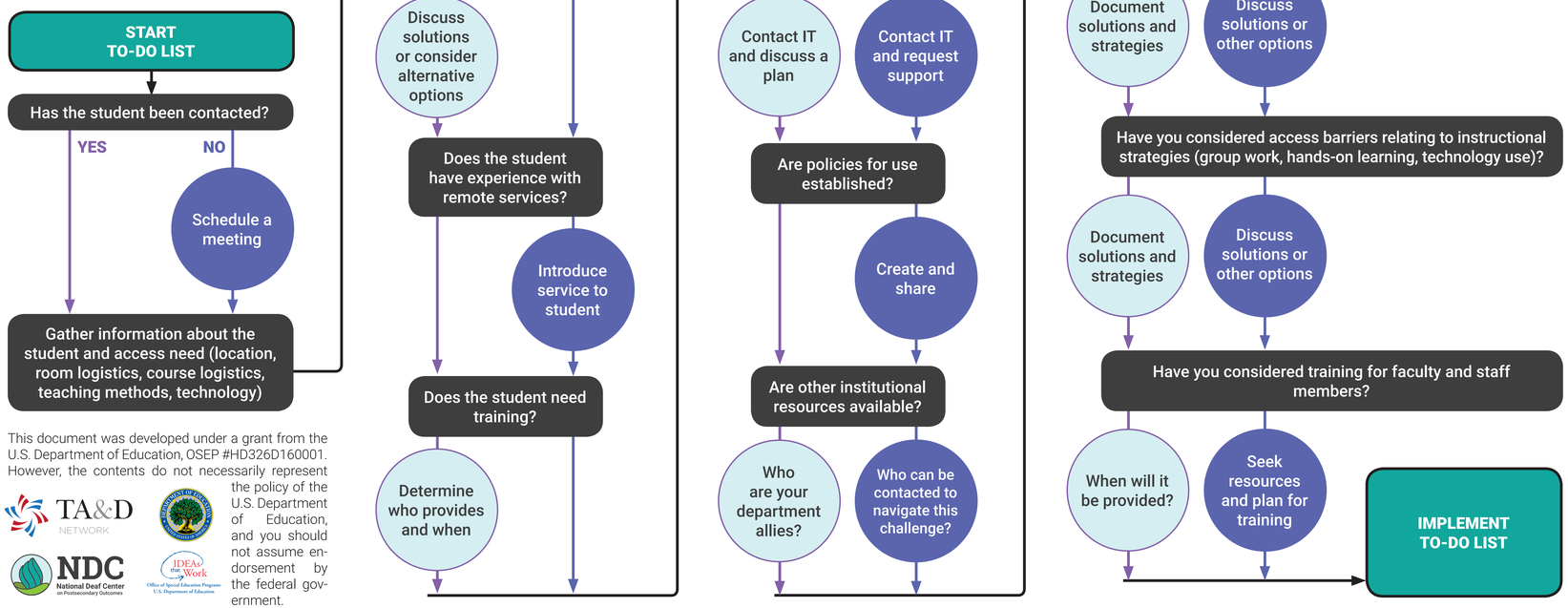
Overview

Both speech-to-text and sign language interpreting are available as remote services. The service provider and the consumer would be in different locations. Remote services can be provided by agencies and contractors through the use of high-speed internet, software or web-based platforms, and equipment appropriate for the service.

Remote access services are a viable option for many institutions under the right circumstances. Though remote services may appear to be convenient, to ensure that effective services are provided, careful consideration of factors including the student, the institution, and the circumstance requiring access is essential. The underlying goal is to provide quality and sustainable services.

Providing Remote Access Services

Use this tool to guide you through the process of providing remote access services. Answer each question with a "YES" (left) or a "NO" (right). At each answer point, write your responses, ideas, action steps, or other notes on a to-do list. Once complete, you should have a comprehensive plan for implementing services. If at any point your answer is unknown, determine whom to ask and note that on your to-do list.



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Key Considerations

Talk to the individual

An interactive dialog with the consumer about communication preferences, strategies, and subjective experience is important.

Gather information

Obtain details on the type of need (meeting, class, presentation), location (on site, off site, remote, online, room setup, room acoustics), number of participants, format (lecture, 1:1 meeting, group activity), and staff training needs.

Plan proactively

Anticipate challenges and prepare protocols for solutions to decrease lapses in communication and reduce stress while problem-solving.

Provide training for users

All users should be familiar with the service, equipment, what to expect, and how to navigate challenges.

Evaluate services

A systematic process for obtaining and responding to feedback and concerns is helpful for monitoring the quality and effectiveness of services.