

# Remote Services for Deaf College Students



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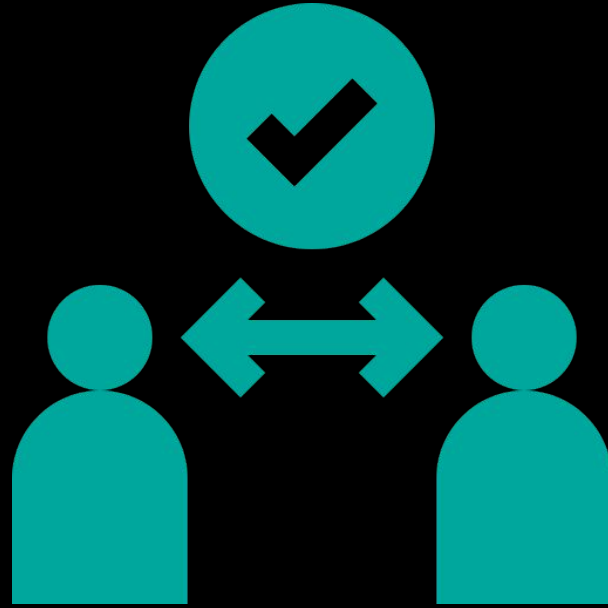
*Lore Kinast and Stephanie Zito*



# 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





# 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.**”

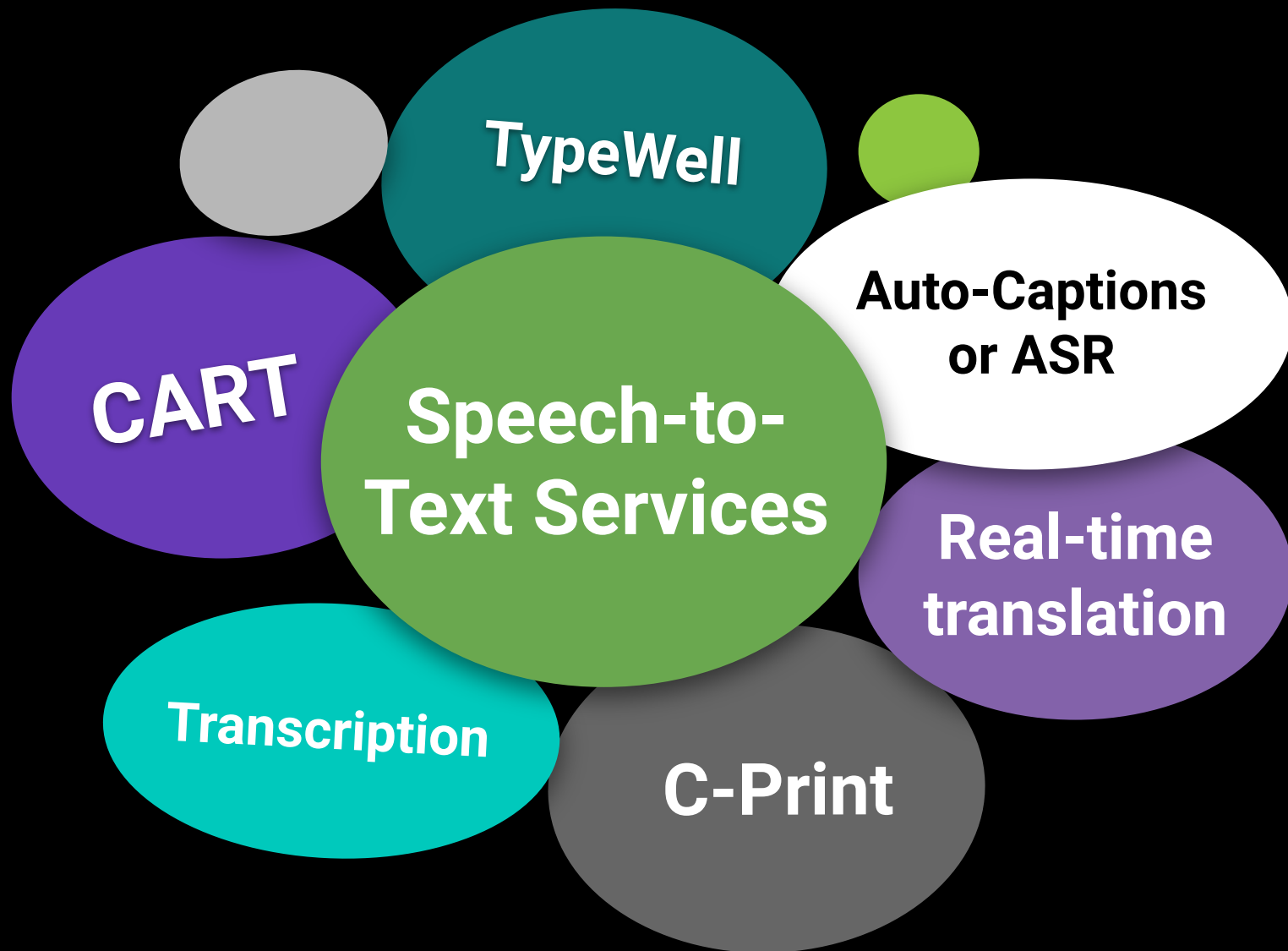
-Department of Justice

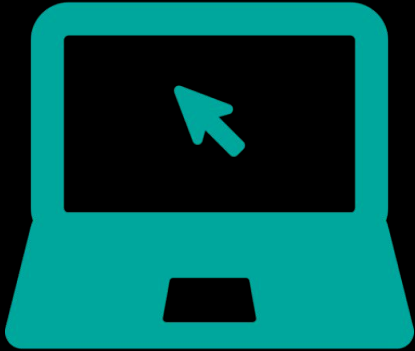
ADA Requirements: Effective Communication



# Speech-to-Text Services





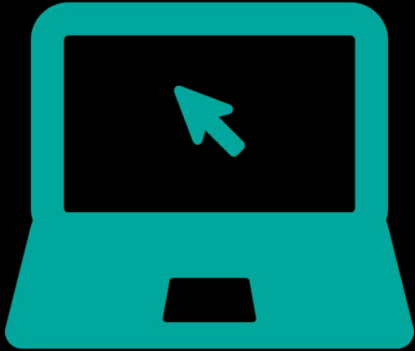


# Speech-to-Text Services

**Can automatic speech recognition  
technology replace speech-to-text  
service providers?**



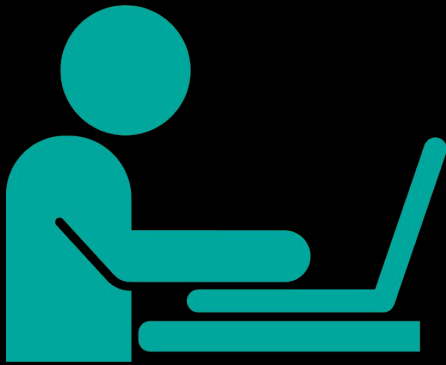




# Speech-to-Text Services

**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)**





# Sign Language Interpreting Services

**Can speech-to-text services  
replace sign language  
interpreters?**





# Sign Language Interpreting Services

**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**



# Q&A

***The following questions were submitted during a live presentation. Some questions have been edited for clarity or brevity.***



# Q&A

**Why are Typewell or C-Print services generally less expensive than CART?  
How are they different?**



# Q&A

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

**\*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.



# Q&A

**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 students' 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)



# Q&A

**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.



# Q&A

**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](https://nationaldeafcenter.org)**

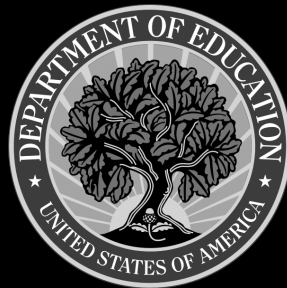


# We're here for **YOU!**



**Contact Us:** [help@nationaldeafcenter.org](mailto:help@nationaldeafcenter.org)

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NETWORK

