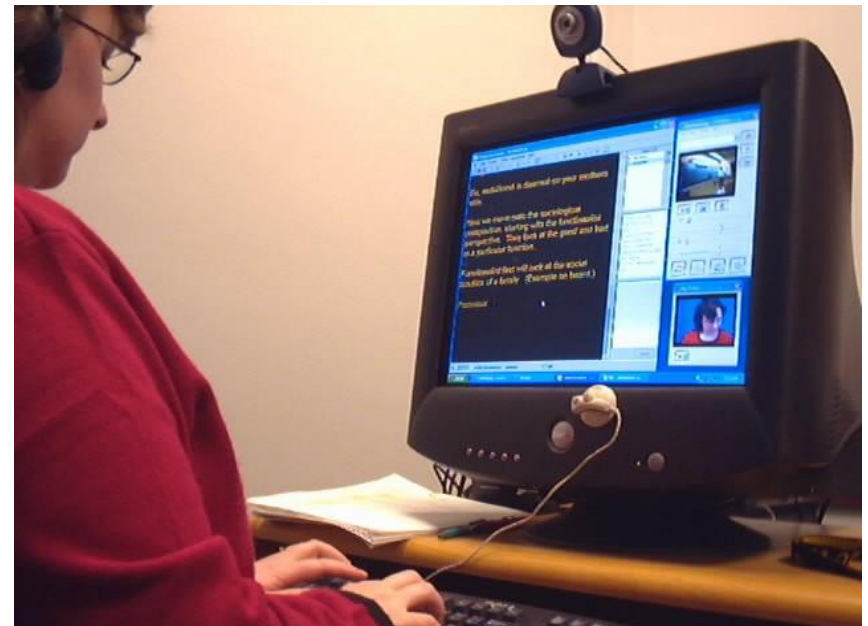


Remote Interpreting/Captioning Services



Phones with Text

Blackberries



Captioned phones



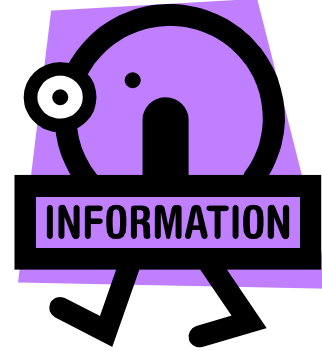
Smart Phones



Videophones

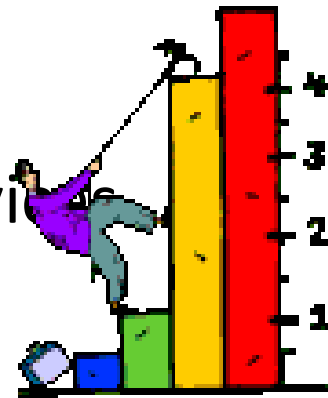


Session Goals



Participants will:

- Become familiar with recent updates and availability of remote captioning and interpreting services and equipment
- Gain knowledge from related PEPNet teletrainings, including examples of agencies providing remote services
- Identify requirements for use of remote services for your institution or agency



What is ooVoo?



A screenshot of the ooVoo interface. It shows three video windows side-by-side. The first window is labeled "Linda" and shows a woman with dark hair and a headset. The second window is labeled "Jenny" and shows a woman with blonde hair and a headset. The third window is labeled "Robert" and shows a man with a grey beanie and a headset. Below the windows is a blue "Play" button with a white play icon.

Experience ooVoo!

- Talk face-to-face
- Send Video Messages
- FREE to download and use

Get ooVoo

OOVoo is another free software, like Skype, that allows people to communicate over the internet. www.oovoo.com

Viable VPAD



Swedish Cellphone for Signing



According to the Swedish National Association of the Deaf, an estimated 4,000 to 6,000 deaf people use this “3G” or Third Generation video telephone. This phone is being used for VRI and VRS.

Raise your hand

- A. if you often do not have enough interpreters or captionists available.
- B. Raise your hand if sometimes you have excess capacity, or too many interpreters or captionists.





Educational Interpreter Performance Assessment

- <http://www.classroominterpreting.org/EIPA/index.asp>



INTERPRETER CAN DO WHAT? COLORS MEAN WHAT? DEAF RIGHTS WHAT?



MASTER

CAN DO:

Anything....

ADVANCED

CAN DO:

- All medical
- Financial
- All Government Services
- Employment
- Entertainment – Professional Live
- Most Legal

CANNOT DO:

- Trial Legal
- Criminal (Felony) Legal
- Juvenile/Family Court

INTERMEDIATE

CAN DO:

- Health Information Workshops
- Law Enforcement Workshops (Neighborhood watch)
- Conferences
- College Courses
- Video Relay Services
- Some Government Services
 - IEP Meetings
 - Parent Teacher Conferences
- Employment Maintenance
 - Staff Meetings
 - Trainings
- Limited Medical
 - Home Care
 - AA Meetings
 - Testing (X-Rays, Blood Work, CAT Scan, MRI)

CANNOT DO:

- Legal
- Financial
- Doctor Appointments

PROVISIONAL

CAN DO:

- Vocational Rehabilitation
 - Job Coaching
 - Employment Training
- Community Education
- Recreational Programs
- Social Events
- Community Entertainment

CANNOT DO:

- Legal
- Medical
- Financial
- College Courses
- Government Services
- Video Relay Services

Video Remote Interpreting (VRI)

One minute videoclip demonstrating remote interpreting:

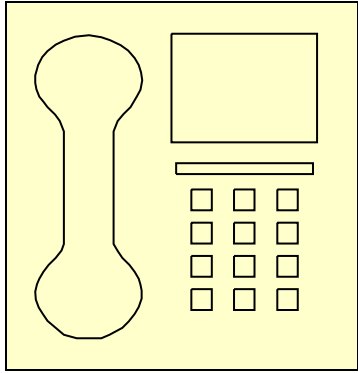
<http://pride.valdosta.edu/media/video/RemoteInterpreting.wmv>

More Info From A PEPNet Teletraining

Tuesday, May 22, 2007:

An Inside Look:

Providing Remote Interpreting
Accommodations



Transcript, powerpoint and audio file of this
event is available at

<http://pepnet.org/sermat.asp>

The PEPNet website training materials page

Synopsis of the May 22, 2007 Teletraining

- Three presenters from various VRI agencies participated - (NOTE: PEPNet does not endorse vendors, we are citing them as examples.)
- All answered a variety of questions about their services, including prices, equipment, postsecondary experience, etc.

AccessAmerica

VIDEO REMOTE INTERPRETING

...making the world a much smaller place!

A service provided in partnership with
Deaf Resource Center of New Orleans
Sign Language Services International
Visual Communication Inc.



David W Hylan Jr., MS, CI/CT
Executive Director

The Betty and Leonard Phillips Deaf Action Center

601 Jordan Street, Shreveport, LA 71101

(318) 425-7781

***Empowering the Deaf Community Since
1982.***



Jason Smith
Video Interpreting Sales
Engineer
1.866.688.7100 v/tty
Video IP:
Jason.SignOnASL.com
Jason@SignOnASL.com
www.SignOnVRI.com

SignOn: a Sign Language Interpreting Resource, was founded in 1997 and is committed to providing quality interpreting services, making communication between deaf and hearing people easy and efficient. SignOn is based in Seattle, Washington.



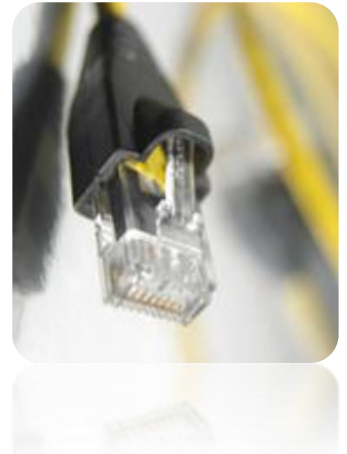
BIS VRI



J. Anthony Glatt
Senior Manager—Video Services
Manager of Technical Initiatives

What did we learn about agencies and VRI from the teletraining?

- Your school/agency must have appropriate, consistent bandwidth or you cannot use or provide remote services, probably 425 KBPS
- Most agencies prefer a one month lead time to establish the service, but will work with you to establish a connection sooner
- Rates vary: \$1.75 per minute (\$105 per hour) to \$4.95 per minute (\$297 per hour). If you buy bulk – for example, a whole semester – you get a lower rate, perhaps \$75/hour. Remember, no travel time!
- Some agencies specialize in postsecondary VRI



Have you Googled “video remote interpreting” lately? Or “remote captioning services?”

The number of vendors is growing!!



Distance Interpreting

<http://www.siu.edu/~dss/distance.htm>

- SIUC Distance Interpreting Service is already technologically compatible with 200 schools (public schools, colleges, and universities all over Illinois). Schools, colleges, or universities anywhere in the nation or world that have video conferencing capability are also able to use this service. Services to public agencies or private corporations can be provided on an appointment basis.
- Monday-Friday 8:00am-9:00pm CST
Saturday and Sunday interpreters may be available upon request.
"Call-in" or "on-demand" services are not currently available. Services must be scheduled in advance. Start the process the minute you know you need an interpreter. First-time customers will need to request services a minimum of one working week in advance.

Video Remote Interpreting Services Available:

- - [Access America VRI](#)
- - [Birnbaum Interpreting Services VRI](#)
- - [Communication Access Center VRI](#)
- - [Communication Access Ability Group Video Services](#)
- - [CSD Interpreting Online](#)
- - [Deaf Link](#)
- - [Deaf Services Unlimited](#)
- - [Deaf-Talk](#)
- - [Fluent Language Solutions](#)
- - [Interpretek](#)
- - [Language Access Network](#)
- - [Language Line Services](#)
- [MEJ Personal Business Services: Interp-Via-Video](#)
- [Mid-Atlantic Interpreting Group VRI](#)
- [Network Interpreting Service VRI](#)
- [Network Omni](#)
- [NorCal Center on Deafness VRI](#)
- [PantherCom \(U. of Wisconsin/Milwaukee\)](#)
- [Pine Tree Society VRI](#)
- [Sign Language Interpreting Services VRI](#)
- [Sign On VRI](#)
- [Illinois University Carbondale -- Distance Interpreting Program](#)
- [Sign Language Associates VIP](#)
- [Sorenson VRI](#)
- [Telelanguage](#)

http://www.clearviewinnovations.com/about.html#VRI_list

How available is Video Remote Interpreting?

Many agencies list remote interpreting as available

24/7!

Technology:

Steno Based

CART (Communication
Access Realtime
Translation)



Technology:

Laptop based

- C-Print
- TypeWell



Remote Speech to Text Services: Who does this?

- Individual providers, listed in directories

<http://cart.ncraonline.org/Directory/Remote.htm>

<http://www.cartwheel.cc/index.php>

- Agencies, for example

<http://www.speche.com/>

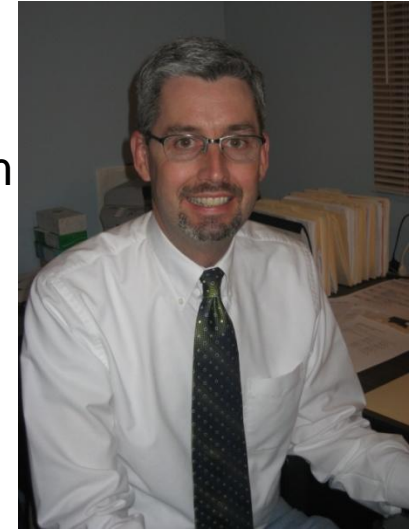
<http://www.captionfirst.com/index.htm>

- Staff providers from one building on campus to another

Try The Alternative...



Philip A. Hyssong, Managing Partner
Alternative Communication Services, LLC
P.O. Box 278
Lombard, IL 60148
800-335-0911
Phil@ACSCaptions.com



www.AlternativeCommunicationServices.com

Where the client AND the employee matter!



You see what we hear.™



www.2020Captioning.com

866 554-2099

captioning &reporting



20/20 Captioning is always prepared, always on time, and always responsive. Our team consists of Nationally Certified realtime writers located across the United States, which allows us to serve clients in all time zones.

Services

- **CART:** Nationwide Remote and Onsite
- **Captioning:** Broadcast, Emergency, Offline
- **Webcasting:** Training, Conventions, Financial
- **Court Reporting:** Serving the Legal Profession

C. Jeanette Christian CSR, RPR, RMR, CRR, CBC, CCP
Founder and President with 20 years of experience
Jeanette@2020Captioning.com



What is the cost per hour for remote captioning?

- Remote CART from \$75 to \$250 per hour.
- C-Print and Typewell are usually less.
- Ask provider what services are included:
 - Prep time
 - Rough edit
 - Script



Another question for you:



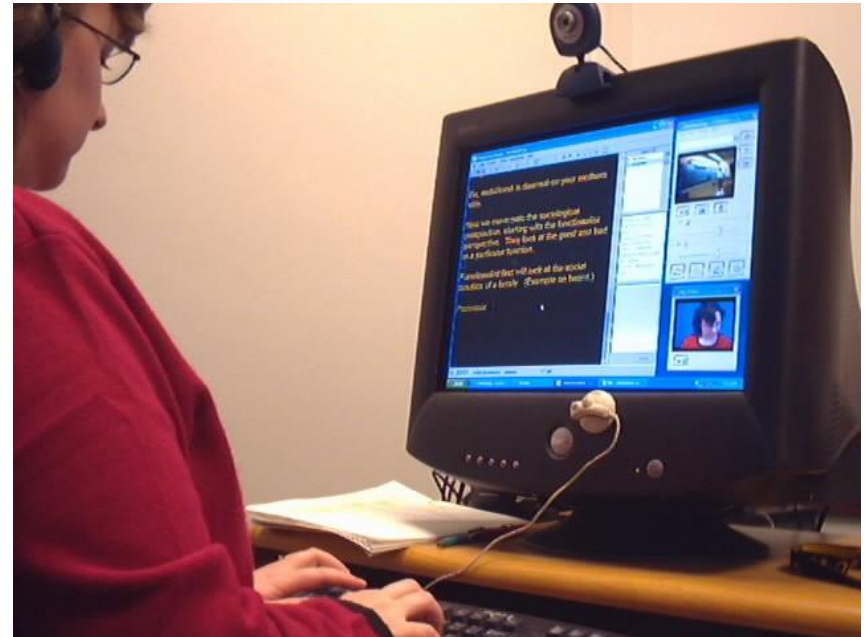
How many of your institutions, schools or agencies *purchase* remote interpreting?

Do you *provide* remote interpreting?

Another Question:

How many of your institutions, schools or agencies purchase remote speech to text services?

Do you provide remote speech to text services?



General Requirements for Remote Services?




1. Consistent high speed internet access, preferably 425 kbps for sign language
2. Computer monitor/relatively new computer
3. USB-type Webcamera
4. Audio connection so interpreters/captionists can hear/speak
5. Possibly specific software used by company, agency or institution



Software/Hardwares Examples



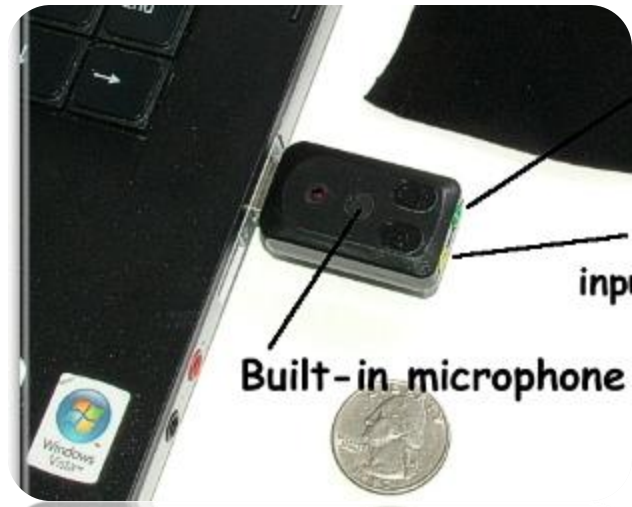
1. Skype is  software that lets you make free internet “calls” to anyone else on Skype, anywhere in the world.

- Calling other people on Skype
- Video calls on Skype
- One-to-one and group chats
- Conference calls with numerous people
- www.skype.com

Simple, Powerful USB Microphone

Price: approximately
\$50 - \$100
depending on
additional
accessories.

<http://www.soundprofessionals.com/cgi-bin/gold/category.cgi?item=SP-SKYPE-MIC&source=froogle>



What is ooVoo?

A screenshot of the ooVoo software interface. It shows three video call windows side-by-side. The first window is labeled "Linda" and shows a woman with a surprised expression. The second window is labeled "Jenny" and shows a woman smiling. The third window is labeled "Robert" and shows a man wearing a cap and smiling. Below the windows is a blue "Play" button. To the right of the windows is a dark panel with the text "Experience ooVoo!" and a list of features: "Talk face-to-face", "Send Video Messages", and "FREE to download and use". At the bottom of this panel is a large yellow button that says "Get ooVoo".

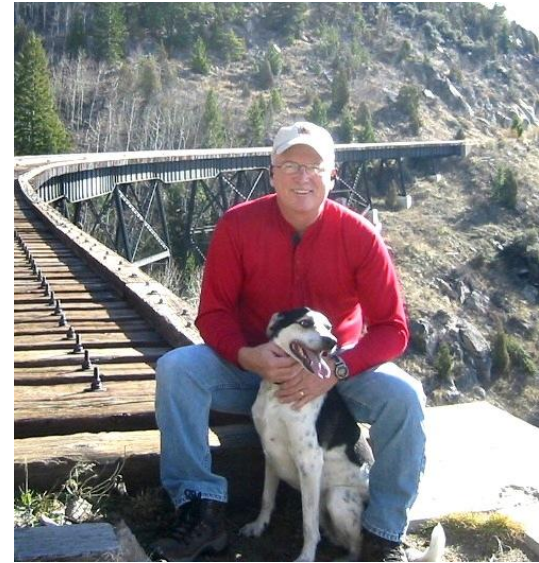
Experience ooVoo!

- Talk face-to-face
- Send Video Messages
- FREE to download and use

Get ooVoo

OOVoo is another free software, like Skype, that allows people to communicate over the internet. www.oovoo.com

“Approximately five years ago we needed interpreters and none were available in area, even after a national search. Montana Tech attempted to use an interpreter from Bozeman, 80 miles away, but after one semester, the interpreter gave notice. This led to us using VRI. We don’t have a need for interpreters now, but if we do, I would not hesitate to contract again with VRI. My advice? If you want to try this, check out a campus who is currently using the VRI technology.”



Paul Beatty
Associate Vice
Chancellor for
Student Affairs/Dean
of Students
Montana Tech
1300 West Park
Butte, MT 59701
406.496.4198 (W)
406.496.4757 (Fax)

One campus experience:



The University of Montana - Helena
COLLEGE OF TECHNOLOGY

Cindy Yarberry

“I wouldn’t use VRI because it’s easier than searching for an interpreter or for other reasons of convenience; I would use VRI if it’s necessary or if the student prefers it. Live interpreting still seems to offer more benefits to students and campuses, but VRI is a great alternative if you need it.”

Cindy Yarberry

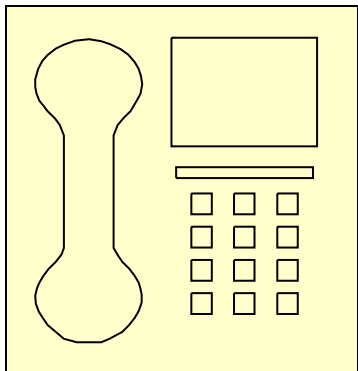
Director of the Learning Center and Disability Services

UM-Helena College of Technology

yarberryc@umhelen.edu

More New Info From A PEPNet Teletraining Tuesday, Oct 25, 2007:

An Inside Look:
Providing Remote Captioning
Accommodations



Transcript, powerpoint, audio file
and follow up questions of this
event are available at
<http://pepnet.org/sermat.asp>

The PEPNet website training
materials page

Remote CART Services

<http://cart.ncraonline.org/Directory/Remote.htm>



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americaption@comcast.net

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Los Altos, CA 94022-3915
650-949-1900
650-949-1961(fAX)

<http://www.quicktext.com/>

Marie Bryant, RMR CRR, CCP

The Captioning Company
P.O. Box 441179
Houston, TX 77244-1179
281-684-8973
281-347-2880

captioningcompany@comcast.net

Mike J. Cano, RMR, CRR, CBC, CCP

Alternative Communication Services
9236 Brindlewood Dr.
Odessa, FL 33556
800-335-0911
813-926-7855

info@acsCaptions.com

This list includes pages and pages of names!



- CARTWHEEL MISSION STATEMENT

“CARTWheel is committed to providing a network of highly qualified CART providers to furnish a referral system for clients using voice-to-text technology. Furthermore, CARTWheel's network of CART providers and consumers exists for technical assistance, camaraderie, and business contacts. CARTWheel's guiding principle is communication access with integrity above reproach.”

Speche Communications

“Providing scaleable, realtime streaming text services for integration with Internet depositions, webcasts, and CART applications.

“Speche Communications is dedicated to providing realtime access to anyone, anywhere via the internet. Insuring access by all, our scaleable, independent realtime text stream defeats issues relating to firewalls by delivering text in a standard internet format that passes freely through Port 80.

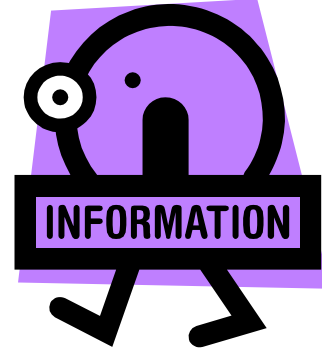
Speche now delivers unrivaled solutions to three distinct realtime applications”

Live broadcast / webcast events

Remote C.A.R.T. (Computer Assisted Real Time) for the deaf and hard-of-hearing

How does this affect you?

Food for thought:



1. We cannot ignore remote services as an option
2. Bandwidth, bandwidth, bandwidth. You must have consistent bandwidth, without it you cannot purchase nor provide remote services; at least 425 kbps is best and it should be dependable
3. You must have technology support
4. Things are getting easier
5. Many students like technology
6. Remote speech to text is generally easier than VRI
7. We must be open to change.....

Resources

Remote C-Print Captioning Tipsheet:

http://www.netac.rit.edu/downloads/TPSHT_RemoteCprint.pdf

List of VRI vendors:

http://www.clearviewinnovations.com/about.html#VRI_list

Beyond VRS: Video Interpreting in Postsecondary Environments:

http://www.pepnet.org/training/train070713/VIEWS_VRI_article_May_2005.pdf

An Inside Look: Using Video Conferencing Technology to Provide Interpreting (PEPNet Teletraining archived materials)

<http://www.pepnet.org/training/train070713/>

Brief videoclip demonstrating remote interpreting:

<http://pride.valdosta.edu/media/video/RemoteInterpreting.wmv>



Holographic
glasses

Holograph Sign Language Interpreters in the future?

Contact Information

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Center for Sight & Hearing

Ann.Gronlund@pepnet.org

815-332-6836 voice

