



TECHNOLOGY CONSIDERATIONS FOR VIRTUAL TEXT & INTERPRETING SERVICES

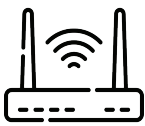
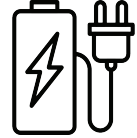
- SYNCHRONOUS COURSES -

General Considerations for Everyone



Make sure that your software is up to date.
Install any new updates before your classes begin.

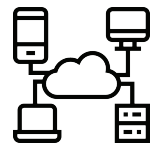
Keep your devices charged.



Ensure you have **strong internet connection**. Hardwired is best.
A minimum internet speed of 1.5 Mbps for uploading and downloading is recommended. Test your internet speed [here](#).

Establish a backup plan in case you lose connection.

If you have trouble maintaining internet connection, it may be because multiple devices are being used at the same time.



Remain flexible and open-minded. Everyone is trying their best to navigate online learning.

TRANSCRIBING/CAPTIONING

For Instructors



Share lesson materials with students and service providers ahead of time.
Ensure videos are captioned for equitable access.

Make sure the transcriber/captioner will be allowed into the class meeting.



If the transcriber will be writing captions in the meeting, make sure that captioning is enabled and the “assign captions” feature is used.

Check in with students regularly during the class and throughout the semester. You may need to adjust the pace of the lesson to better suit your students.



Consider recording the lecture for students to review later.
Make sure the lecture is captioned.

Establish protocols for communicating on Zoom, such as taking turns to speak and having each new speaker identify themselves by name.



TECHNOLOGY CONSIDERATIONS FOR VIRTUAL TEXT & INTERPRETING SERVICES - SYNCHRONOUS COURSES -



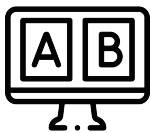
TRANSCRIBING/CAPTIONING

For Students



Check that your transcriber has the link to join the class discussion.

You can view the transcript on the same screen as the class video (split screen) or a separate screen (ie. a phone, tablet, TV, or external monitor). There are various ways to [mirror/stream](#) from your phone to TV. A larger screen may help with your access.



To set up [split screens](#), open both screens and drag them into position.

If captions will be provided in the class video, adjust your settings to turn them on. If having trouble, you may need to check that your instructor has enabled captions.



For Service Providers



Share out the web link to the transcription ahead of time and in the chat window. You may need to re-share the link in the chat once more students arrive.

Check that your equipment is connected and in working order. This includes:

- Computer



- Foot pedal



- Headset/ audio equipment



- Transcribing software



Make sure to identify yourself as the transcriber/captioner at the start of the class session.

Send the student the edited transcript after class.



TECHNOLOGY CONSIDERATIONS FOR VIRTUAL TEXT & INTERPRETING SERVICES - SYNCHRONOUS COURSES -



INTERPRETING

For Instructors



Share lesson materials with students and service providers ahead of time.

Consider recording the lecture for students to review later.
Make sure the lecture is captioned.



For the interpreter's video to show on the recording, you need to be in gallery view and keep the interpreter's video on your screen. This can be done by pinning the video or spotlighting. Find out how from the [Zoom Help Centre](#).

Make sure the interpreter will be allowed into the class meeting.



The interpreter will need to be allowed to keep their video on.

Check in with students regularly during the class and throughout the semester. You may need to adjust the pace of the lesson to better suit your students.



Establish protocols for communicating on Zoom, such as taking turns to speak and having each new speaker identify themselves by name.

For Students



Find out whether your interpreter will be interpreting in the same virtual meeting room as the class or if they will send you a separate meeting link.

Make sure your interpreter has the link to the online class meeting.

If interpreting is provided in the class meeting, you will need to “pin” the interpreter's video. Find out how from the [Zoom Help Centre](#).



If in separate virtual meetings with the interpreter and the class, you will need to have both meetings running simultaneously.

It may help your internet connection to close any unnecessary browsers.

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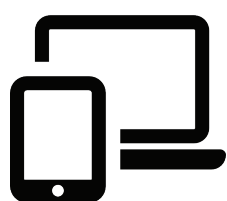
INTERPRETING

For Students Continued ...

Establish a backup plan with your instructor and service provider in case your internet does freeze up.

Let your instructor and service provider know if they are proceeding too quickly. Ask them to slow down and repeat information.

You can watch the class and interpreter videos on the same screen or on another screen.



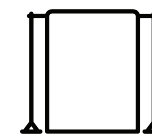
- Consider streaming from multiple devices; such as your phone, tablet, desktop, laptop, TV, or external monitor.
- There are various ways to [mirror/stream](#) from your phone to TV.
- Keep the interpreter on the bigger screen to see their facial expressions.

For Service Providers



If you are hosting a separate meeting, make sure to send the student the link.

Use a solid coloured background and plain clothing.



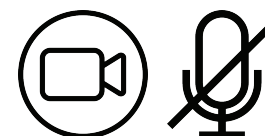
Make sure your hands and face are visible on video.

Natural lighting is best. Have lighting that faces you or to the side rather than behind you.



Make sure to identify yourself as the interpreter at the start of the class session.

Your video will need to be on for the entire session.
You can keep your audio muted for most of the class.



Please contact office@ace-bc.ca if you have questions about transcribing, captioning, & interpreting services. Please let us know if there is technology that you would like us to test for accessibility.

