

Collaborative Distance Education: A New Twist on Service Delivery

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Our Goals

- Identify challenges faced by various departments in making distance education programs accessible for participants who are Deaf and Hard of Hearing.
- Understand the technology used to deliver the online Rehabilitation Counseling Program as well as the components of the software utilized.
- Identify successful components of an online distance program for students who are Deaf and Hard of Hearing.

Our Goals

- Enhance your knowledge base of online classroom delivery software programs and capabilities of such programs.
- Explore benefits of collaboration with various departments on campus to enhance accessibility for students who are Deaf and Hard of Hearing.

What are your goals for this session?

New Trends in Higher Education

- Economic Outlook
 - Cost savings
 - Continue to be affordable yet also accessible
 - Increased competition for scarce resources
- Pressure for institutional merger
 - Telecourses
 - Distance Education
- Increase diversity in the classroom
 - Universal Design

This drives us to...



The Challenge

Rehabilitation Counselor in Education (RCE):
Comprehensive System of Personnel
Development.

State of Tennessee – Rehabilitation Counseling
Staffing Needs

Rehabilitation Counselor Education Program
began offering distance education classes to
meet the needs/demands



The Challenge

ODS: This created a puzzle for ODS to be more
creative in service provision for various students
and/or programs.



The Parameters

Classes for Fall semester were scheduled to begin August 22, 2007.

Initial meeting with the Associate Professor in the Rehabilitation
Counseling Education program, Director of Distance Education,
Coordinator for Centra, Director of PEPNet South and
Technology Specialist for PEPNet, Interim Director for ODS,
Interpreting Coordinator for ODS, Interpreting Services
Scheduler for ODS was scheduled for August 22, 2007.

The program had already admitted and confirmed attendance of
one student who would be in need of interpreting services.

Services needed to begin immediately.

The Think Tank

- Office of Disability Services
- Distance Education
- Rehabilitation Counselor Education program
- Innovative Technology Center
- PEPNet South



Technology - 2007

- Saba Centra
- Voice-over-IP (VoIP) technology with the ability to include class materials
 - Video capability was negligible
 - Bloomsburg University was utilizing Wimba to deliver online courses with a video of an interpreter and captions

Service Delivery Decision

- Sign Language Interpreters onsite
- Transcript developed post-production and given to the student

These accommodations were provided for two semesters.

The Dilemmas

- Interpreting
 - Private Hire
 - Local Agency
 - Quality Assurance
 - Billing issues
- Transcribing
 - Hiring
 - Access to Rehabilitation classes (taped lecture)
 - Classes on CD: Required to be physically taken to/from service provider
 - Podcasts
 - Lag time
- Disconnect between student, ODS and service provision
 - Cancellation (student and Interpreter)
 - General Communication Issues
- Not fiscally responsible
- Duplication of effort



- Student attended a professional conference to NAD in July 2008 and needed access to class.
- Webcast training by PEPNet South
- ODS, PEPNet South and ITC met on May 13, 2008 to discuss other options for service delivery

"Ideas won't keep; something must be done about them."

- Alfred North Whitehead

Technology 2008-09

Saba Centra

- Meeting with ODS, ITC, and PEPNet-South to discuss potential options with review of Bloomsburg University and Wimba Use
- ITC determined that testing with the Centra system and video was needed
- PEPNet-South/ITC/ODS tested equipment along with the video component in Saba Centra

The Key Players

- Center on Deafness/PEPNet South/
Rehabilitation Counseling Education Program
- Office of Disability Services
- Innovative Technology
Center
- Office of Information
Technology



Evaluating Other Possibilities

- Fall 2008
- UTK Office of Information Technology begins
evaluation of several online software solutions
- PEPNet-South invited to participate in order to
evaluate accessibility
- Evaluation of video & captioning components
- Results

PEPNet Centra Activities

- Evaluation of Online Software with staff from 4
regional centers
- PEPNet-South Advisory Board Meeting –
March '09
- PEPNet Staff Training – “Creating Quality
Multimedia” – May '09
- Challenges/Successes

Considerations for Providing Quality Video

- Background (solid color)
- Lighting
- Interpreter's clothing (maroon, green, brown – not navy or black)
- Testing is definitely the main ingredient!!!
Determining and eliminating barriers, one problem at a time.

Camera Types

- Low cost solutions (when you can use and when not to use, including what happens if using a webcam)
- Mid-range solutions (consumer grade DV cameras)



- High-end solutions (Prosumer and above)



Background

- Color options
- Fabric vs. painted wall
- Contrast between clothing & background
- Low cost solutions
- High-end solutions



What do we do now?

- Computer
 - Re-formatted & only installed needed software
 - Opened ports
- Webcam
- Backdrop
- Lighting
- Space
- Camcorder

Interpreters

- Hiring
- Training
 - Fingerspelling– slow and clear
 - Team Interpreting
 - Clothing
 - Digital Video camera
 - Steps to Opening/Closing down your shift
 - Be cognizant of camera

Professors

- Collaboration
 - Provide prep material (powerpoint) to the Interpreters in advance
 - Interpreter set as co-presenter (for video rights)
 - Communication between students:
 - Students able to use the mic
 - Students to use text chat only
 - Breaks scheduled to match recording time of video
 - Scheduling classes

Questions?

Video Resources

- Video Best Practices – Malaspina University-College
<http://cdhi.mala.bc.ca/bestpractices/bpvvideo.htm>
- Top Ten Digital Video Tips – O'Reilly macdevcenter.com
http://oreilly.com/pub/a/mac/2003/06/13/dv_tips.html
- Web Video Guidelines – The University of Texas @ Austin
<http://www.utexas.edu/web/video/>
- Video Production Handbook, Fourth Edition
Gerald Millerson & Jim Owens
ISBN: 978-0-240-520803
- Digital Video for Dummies
Martin Doucette
ISBN: 0-7645-0023-6

Resources

- <http://professionals.collegeboard.com/data-reports-research/trends>
- PEPNet
<http://www.pepnet.org/>

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