

**Opening a World of  
Opportunity by Providing  
Remote Captioning (text)  
Services**

AHEAD National Conference  
Louisville, KY  
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**Learning Outcomes**

- identify 3 factors that justify remote captioning services (cost, availability, ease)
- identify key people or groups of people in the process (student, IT, professor, DSS)
- through experience, be able to articulate the process and how it is achieved (listen to audio, transcribe, see text via internet)

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**Introduction**

Who are today's presenters?

Why are we here?

Why should you listen?

Where's the text coming from?

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### **Terms- The difference between CART and Speech-to-Text**

- CART = Communication Access  
Realtime Translation  
Only text on screen
- Remote CART = ??????
- Captioning = visual and text
- Text Interpreting = C-Print & TypeWell  
Meaning-for-meaning translation

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### **What does “Remote” mean?**

Text producer listens from a remote location and sends text back via the internet to the student.

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### **What is it and how does it work?**

- Flash based text streaming platform
  - Firewall friendly
- Key components
  - Computer
    - Flash/Java
  - Internet access
  - Audio connection
    - Phone
      - Voice-over-IP (VoIP)
  - Directions and practice

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**Why provide remote services ?**

- Institutional Issues
  - Budget Limitations
  - Cost Increases
  - Increasing numbers of students
- Service Provider Issues
  - Shortage of skilled CART writers
  - Traffic/travel
  - Reliability

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**What do you fear about remote communication services?**

- Internet Security Issues
- Computer Issues
- Equipment Costs
- Ease of Use
- Cost

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**Preparing for the Transition to Remote**

- Prepare a cost benefit analysis
- Complete new vendor paperwork with purchasing
- Purchase equipment (inc. wireless and microphones)
- Preparation materials for students/faculty
- Choose 1-2 students who are computer savvy to start with

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## Cost Benefit Analysis

- On-site provider:
  - \$220 per hour (i.e. 90-minute class \$660)
  - \$275 per hour evening and weekend
  - 3-hour minimum
  - 24-hour advance cancellation policy
- Remote provider:
  - \$125 per hour (15-min. increments after the first hour) (i.e. 90-minute class \$187.50)
  - No evening or weekend rate difference
  - 1-hour minimum
  - Additional cost outlay for equipment, initial on-site training and service
  - More flexible cancellation policy
- Savings- \$5000 one semester for one student

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## Cost Averages

- Remote CART
  - \$75/hr. low
  - \$200/hr. High
  - \$137.50/hr. average
- Text Interpreting TypeWell/C-Print
  - \$45/hr low
  - \$100/hr. high
  - \$72.50/hr. average

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## Making the Transition to Remote

- Coordinate logistics with IT (wireless, bandwidth, jacks)
- Coordinate logistics with registrar (schedule, locations)
- Schedule training for students
- Arrange schedule with service provider
- Contact faculty (info on logistics of class-discussion, lecture, small groups)
- Connect faculty and students with service provider
- **Important- Needs to be a team effort with student, faculty, provider, DSS, IT and registrar**

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### **Preparing for the First week of Classes**

- Check equipment
- Confirm room locations
- Service provider visit campus
  - Meet with IT
  - Meet with Faculty (or at least email)
  - Double check equipment
- Student training
- Email instructors
- On-site and remote for 1<sup>st</sup> week only

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### **Email Instructors**

- Things to address in email:
  - Accommodation Process
  - Transcribing Service Provider
  - Explain How Remote Works (i.e. equipment)
  - Things the Instructor Can do to Help
    - Speaking clearly
    - volume
  - Unavoidable Situations (i.e. no transcriber)
  - What to do if There is a Problem

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### **Security Issues**

- Non-disclosure agreements
- Specially trained court reporters/ethics
- Clearance
- Destroy files
  - Transcript available
- Internet platform sign in
- Unique meeting IDs

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## Past Experience

- “Oh I tried that!”
  - Times have changed
  - Technology has improved

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## Final Thoughts

- Remote services offers an economical option for DSS offices.
  - Maximize budget (service provision without paying for down time)
- Preparation will make all the difference in the students getting a high quality service.

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## Q & A

THANK YOU!

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## Contact Us

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