Tips for Working with WOU Service Providers via Online Platforms

Service Providers Include:

> ASL/English Interpreters, Real Time Captioners, and Typewell Transcribers

Essentials for Service Providers in Your Online Synchronous Session(s)

➔ Provide the Zoom link for the video platform you are using (including the Meeting ID/Password) before meeting/class start time - via email to raineys@wou.edu
  ◆ Scheduling a recurring meeting for your class with the same Meeting ID/Password for each class meeting is easiest to access
  ◆ If you change the Zoom link, inform ODS of the updated link as soon as possible
➔ Keep the Chat function enabled in Zoom
  ◆ This is sometimes the quickest/only way to resolve tech issues
➔ Pair Service Providers with the participant(s) they are working with while assigning participants to breakout rooms in Zoom (see "Breakout Rooms")
➔ Inform Service Providers of schedule changes (class cancellations, delayed start times, etc) at least 24 hours in advance via the same method that is used to communicate with participants (i.e. email, Moodle, Canvas, etc.)
➔ Give Service Providers advance access to any materials that will be used for the class (PowerPoints, worksheets, videos, etc) via email, Google Drive, Moodle/Canvas, etc.

**Best Practices for Accessibility in a Zoom Environment**

➔ Service Providers will have their screen renamed as [FirstName (ServiceProvider)] so they are easily identified during class meetings
  ◆ Upon entering the online 'classroom' the Service Provider's name will be followed by the proper Service Provider designation [ex: Stacey (Interpreter) or Stacey (Transcriber)], this can also assist you in creating breakout rooms more efficiently
➔ Ask participants to mute their microphone when not speaking
➔ Implement turn taking practices with only one person speaking at a time
  ◆ Ask participants to state their name before speaking ensuring equitable access for all
➔ Have captions on all videos
  ◆ Per recent policy change, all audio/video materials to be interpreted/captioned by ODS will only be retrieved by ODS through the shared Google Drive folder for your class(es)
  ◆ Automatic captions are not acceptable - at best they are hard to read due to lack of punctuation and at worst they are indecipherable due to errors
  ◆ Allow at least two to three weeks for captioning to be completed before using the video on Moodle, Canvas or Zoom
    ● Sharing inaccessible materials means the university is out of compliance with Federal legislation

- Videos are prioritized by due date and then on a first come, first serve basis; the earlier you submit your videos that can help ensure they are captioned and returned to you in a timely manner

Interpreter-Specific Tips:

➔ Give Interpreter and participant(s) using services access to Multi-Pin in Zoom

1) Click Participants.
2) Hover over the participant's name
3) Click More
4) Click Allow to Multi-pin
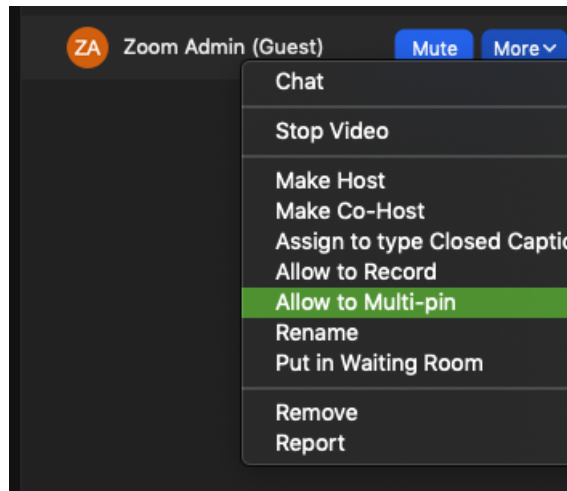
➔ Avoid using the built in video platform in Canvas - video quality does not support visual communication
◆ Zoom is the recommended platform for video conferencing per recommendation by the Canvas developers and WOU's Instructional Design Team
➔ If recording a class meeting or event in Zoom, pin the interpreter(s) before pressing record, to ensure they are visible in the entire recording
◆ Make sure the interpreters know ahead of time if you will be recording class sessions

Breakout Rooms

If you plan on breaking participants into small groups, you may wish to assign them to groups before the meeting. Remember to assign the Service Provider(s) to the same room as the participant who is utilizing services. Zoom Support also offers specific instructions to pre-assign breakout rooms.

You may also elect to break participants into groups during the meeting, please make sure that the Service Provider is assigned to the same breakout room as the participant who is utilizing services.

Questions

For questions, please contact Stacey Rainey, Assistant Director, Deaf & Hard of Hearing Services at raineys@wou.edu. You can also reach out to the ODS team at ods@wou.edu.

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