

Best Practices



DEAF
SERVICES
UNLIMITED

While preparing for a new semester, it can be helpful to review best practice standards and keep them top of mind throughout the planning process. These standards are set by the Department of Justice to meet the requirements of the Americans with Disabilities Act. The Federal Communications Commission sets additional best practice standards for captioning services. Having an understanding of these standards will help create a strong foundation for your school's effective communication access plan for next semester.

On-site Interpreting

- Providing a qualified interpreter means someone who is able to interpret effectively, accurately, and impartially, both receptively (i.e., understanding what the person with the disability is saying) and expressively (i.e., having the skill needed to convey information back to that person) using any necessary specialized vocabulary.
- When deciding if an on-site interpreter is needed, consider the nature, length, complexity, and context of the communication as well as the person's preferences and normal methods of communication.
- Certification and licensure requirements for American Sign Language interpreters vary in each state. Be sure to review your state's requirements as well.

Video Remote Interpreting

- Real-time video and audio over a high-speed, wide-bandwidth wireless connection that delivers high-quality video that is not blurry, lagging, or disruptive of communication.
- A sharply delineated image that is large enough to display the interpreter's face, arms, hands, and fingers, and the face, arms, hands, and fingers of the person using sign language, regardless of his or her body position.
- Clear, audible transmission of voices.
- Adequately trained staff that can ensure quick set-up and proper operation.

Real-time Captioning

- Live captioning is required for all external-facing events, and any other event when an accommodation request is made.
- Captions should relay the speaker's words as spoken with correct spelling, punctuation, and grammar with 99% accuracy.
- Captions should be well-timed and on-screen for ample time for viewers to read them.
- Music, verbal sound effects, and important ambient noises should all be included appropriately.
- Captions should be provided from the beginning to the end of the event to the fullest extent possible.

Deaf Services Unlimited has nearly 30 years of experience partnering with higher education institutions to provide communication accommodations to Deaf and hard-of-hearing students. DEAFSERVICESUNLIMITED.COM