

CART - A Primer

COMMUNICATION ACCESS REALTIME TRANSLATION

NCVRA 2015 – ANNUAL MEETING

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- * Subcontracted in both voice and steno to provide fill-in CART
- * Held a contract with a local college for two years to provide CART
- * Provided individual services to a client with a government agency

- * Passed the RCP examination last fall with the open microphone (but not currently providing CART services)

This is a “tough love” session.

“Primer”?

Dictionary

1 primer

noun prim·er \ 'pri-mər, chiefly British 'prī-mər\

(so “primmer” here in the States)

Definition of PRIMER

1: a small book for teaching children to read

2: a small introductory book on a subject ← That’s what I’m doing

*Webster’s Online Dictionary

What is CART? (NVRA Definition)

Communication Access Realtime Translation, or CART, offers instantaneous transcription of the spoken word into English text through the use of speech-to-text software, a computer, and either an open or closed microphone or stenotype machine. The text is then displayed on a computer monitor, large screen, or other display device for the individual or individuals who are deaf or hard of hearing to read.

This technology is primarily used by people who are deaf and persons with hearing loss, but it is also utilized by people with learning disabilities, with central auditory processing disorder (CAPD), and those for whom English is not their primary language. CART services are provided to students in elementary through post-secondary classrooms and labs, in government and private industry workplaces, in public and private meetings, conferences and conventions, and many other venues. CART transcripts may be viewed on laptop or tablet screens, monitors, or large room-size screens, either through direct connection to the CART provider or remote connections such as the Internet.

The most important aspect to recognize is that CART provides equal access, allowing consumers to receive the same information as anyone else present, thus affording them the ability to interpret the meaning for themselves and permitting full interaction in any setting. CART provides complete communication access by capturing the spoken word as well as any environmental sounds. As a result, the consumer has the opportunity to fully participate.

What is CART? (Public Search)

Communication Access Realtime Translation (CART) Service is a verbatim, word-for-word, instant translation of the spoken word into written text. The text appears instantly on a computer screen (or other display) so that deaf or hard-of-hearing consumers may read what is being said.

CART often contains environmental sounds, and other audible and visual content that the consumer may miss otherwise.

CART is similar to Realtime Captioning in that the same equipment is used. The difference is that CART is a full screen of text, whereas Realtime Captioning contains few lines of text in addition to a video picture.

(text from the Florida Coordinating Council for the Deaf and Hard of Hearing)

Americans with Disabilities Act - 1990

* Discrimination based on disability (“nonability”?) is not allowed

* Providing “reasonable accommodation” is required of employers and public entities

Know Your Audience

“deaf” v “Deaf”

- * Little-d deaf is the physical inability to hear
- * Big-D Deaf is the culture of the nonhearing community.
- * Deaf persons can use CART, but may prefer other options

Understanding the Deaf Culture

- * It is a different culture than the hearing one
- * Language is based on concepts, not necessarily words
- * Many different sign languages

Learning About the Community

Contact state and local agencies

Contact service organizations

Take a class in ASL

Take seminars at conventions

Talk to CART providers

Read books and articles

DO YOU WANT to PROVIDE CART?

- * Are you ready to make a commitment to the client?
- * Are you familiar with the HOH community? Will you join the association?
- * Do you know anyone with a hearing loss?
- * Are you willing to take a pay cut?
- * Are you willing to spend HOURS perfecting your skill with only the “live” time compensated?
- * Are you willing to keep your hardware cutting edge?
- * Are you willing to stay current with software support?
- * Are you really aware of current events? Are you willing to become more so?

Are You Ready?

To be someone's ears?

To be a servant?

To commit to long-term growth of your skill and understanding?

To spend the time shadowing and learning your new craft?

To have your work critiqued?

To be appreciated and thanked for a job well done?

Be Sure You Know Your Why

- * This is a service profession
- * Someone out there NEEDS accurate captions to participate
- * It's not easier than judicial work
- * Technology is ever-changing
- * Liability – you can be held liable for poor CART provision

All these things need to be considered when considering a transition

What's Next? Training.

- * Know your software inside out, backwards, forwards
- * Ability to take down AND research at the same time - Multitasking
- * Know how to make realtime connections using various modalities (phone, Skype, Go-to-Meeting, Adobe, Web platforms, etc.) and how to troubleshoot
- * Learn how to use the various Blackboard technologies
- * Your certification is ONLY an entry-level test. It's five minutes, when sessions can go several hours. You have to be ON all the time!
- * Invest in the best you can afford and be willing to upgrade frequently.
- * Keep your support contract current

Things to Keep in Mind

- * Sound-alike words
- * Dictionary entry and maintenance
- * CART screen is different than judicial screen
- * SRE alone is really not enough – CAT systems improve functionality and readability
- * Fatigue is an issue and you should not plan to work more than 2 hours at a time
- * Networking is huge – preserve your reputation
- * Be willing to shadow someone for a while
- * Don't expect to work full-time right away

You Thought CR-World Was Small?

The Deaf/HOH community is even smaller than the court reporting world

They are VERY connected

They are passionate advocates for themselves

They deserve and DEMAND accuracy

They talk about their providers

You are only as good as your last CART performance

Still Thinking About It?

- * Practice, Practice, Practice
- * Read everything you can get your hands on
- * Build vocabularies – for all kinds of topics!
- * Network with providers
- * Test yourself

Certification through NVRA - RCP

Candidates must be a high school graduate and provide documentary proof of high school graduation, GED, or passage of an independently administered test approved by the U.S. Secretary of Education. Documentation of a higher education degree is also acceptable.

Candidates must be a General, Military, Student, or Honorary member of NVRA in good standing.

Candidates must attain a score of 70 or greater on the Written Knowledge Test designed to test their knowledge of preparation and performance including hardware and software configurations, voice recognition technology and development, vocabulary and punctuation, the understanding of the needs of the deaf and hard of hearing community and proper interaction therewith, professional responsibilities including FCC regulations, and ethics.

Candidates must pass the Skills Test consisting of the dictation and submission of one eight-minute segment with accuracy of 95 percent. No editing is permitted following the end of the dictation. The segment is a 180 word-per-minute literary. Segments will be graded in full-minute increments comprising five consecutive minutes. The lowest error total on a continuous five-minute segment will be considered the score.

Let's Do That Math for a Minute...

What is 95% Accuracy for a 60-minute class?

- Let's use 200 wpm.
- 12,000 Words total
- **600 errors**

What is 98% Accuracy for a 60-minute class? **240 errors**

WHICH OF THOSE WORDS WE MISSED WERE NOT IMPORTANT?

Accuracy for the client is critical. 95% is JUST an entry level. Keep pushing and pushing and pushing.

Pretty daunting, no?

- * It is doable.
- * We have colleagues doing it every day.
- * They are so knowledgeable about their software and hardware.
- * They have excellent dictation and multitasking skills.
- * And they continually update their systems and voice models, CAT dictionaries.

How do I work?

- * Start slowly – one class per week
- * Find a good team – solo work is dangerous (Illness? Vacation? Prep work? Backup?)
- * Keep current with technology – continuing education
- * Remember that you are providing a service that is CRITICAL to someone's participation

Other Details of Note

- * Prep time is on you – not compensated (and is generally 2x “live” session time)
- * Transcript is generally produced for the client – not compensated
- * Your “live” time is what is compensated
- * Unless you are an employee, all expenses for equipment are yours
- * You will be expected to be able to troubleshoot your problems, period.
- * Your client is depending on your feed, so do whatever you can to make it not just “readable” but as verbatim as possible. (to include Googling spellings and doing research WHILE continuing to be “live” dictating)

Do it for the LOVE of Service

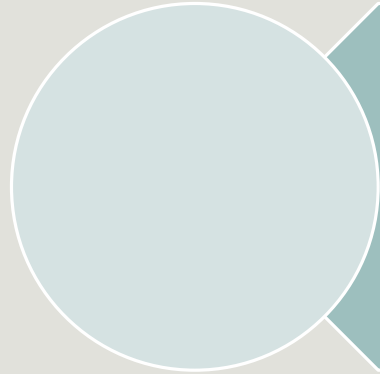
- * Once you've done CART and felt the true appreciation of a client, it can be addicting
- * Being a part of someone's access is a privilege
- * This part of reporting is not for the faint of heart, but for one who thirsts for more knowledge and the ability to provide a much-needed service

Now That We've Covered That...

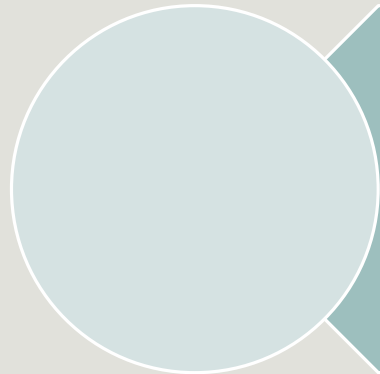
Let's talk about

- * the consumer
- * locations where CART is provided
- * types of CART service
- * equipment needed
- * making contact

Who Uses CART?



Late-Deafened
Adults



Hard-of-Hearing

Late-Deafened Adults

- * Already have a grasp of the written word
- * May have lip-reading ability
- * May or may not have ASL or other language experience

Hard of Hearing

- * Perhaps have lost hearing partially
- * May be able to lip read
- * May not know ASL or other language
- * Use as assistive tool in addition to amplification

What are the Types of CART?

Individual CART - This is CART service provided for one deaf or hard-of-hearing consumer. The CART provider sits near the consumer, and the consumer views the CART on a notebook-sized portable computer.

Group CART - For small groups, up to three consumers, an external computer monitor may be connected to the CART provider's computer.

Projected CART - For larger groups, the CART text may be projected onto a screen or wall using a data projector. In some cases, the CART may be viewed on a large-screen television. Keep in mind that projectors vary greatly, and the size of the group and the size of the room should dictate the strength of the projector and the size of the screen.

Remote CART - CART services are sometimes used when the CART provider is in a separate location from the deaf or hard-of-hearing consumer. The CART provider listens to the audio via a special speakerphone or microphone system, and the CART is sent to the consumer's computer through a separate phone line, or to the internet. The consumer or consumers are then provided access and a password to view the CART through their internet connection.

(also from the FCCDHH web page)

What Equipment Do I Need?

****at a bare minimum****

- * CAT software
- * Multiple input devices and sound pods
- * Multiple different ways to connect to Internet – software and hardware

Additionally:

- * Output screens (computers, iPads, etc)
- * Display projector
- * Display Screen

What Kind of Assignments Are There?

- Government-related and Judicial
- Education- and Church-related
- Sports- and Theater-related

Really? Like What?

Some Examples of Government Opportunities:

- * Town hall meetings
- * Council meetings
- * Committee hearings
- * Utility Commission hearings
- * Review board hearings

Judicial CART

Working as the CART provider as opposed to the judicial reporter in court or deposition

- * Different responsibilities
- * Only one screen (for the client) – it's not “realtime” for the parties
- * AOC or other agency may provide for services in the courtroom

Education- and Church-Related CART

- * Elementary all the way through college and post-doc
- * Educator (may need service)
- * Perhaps at board of education meetings, PTA events, other school functions (graduation!)
- * Providing CART at church services

Sports and Entertainment

- * Display for Jumbotron
- * Theater (live)
- * Meetings and Events (hello, national conventions!)

Untapped Service Area?

What about CORPORATE CART?

- * Business meetings
- * Corporate classes
- * Working group sessions

Educational CART – Most Visible

- * Lecture translation
- * Lab participation
- * Educational meetings and events

How Do I Integrate - Educational

- * Established CART providing agencies have developed a relationship with the student services department
- * Members of this department are juggling reasonable accommodation requests – and it's not just CART; there are other modalities, such as ASL translators, note-takers, and C-print providers
- * Your role is ALWAYS to stay neutral and provide service. You are NOT an advocate.
- * If solo, establish communications with SSD and explain your needs: Lecture schedule, Power Points, textbook. Ask to be allowed to enter the classroom bulletin board system, perhaps even be assigned an email to receive class notifications
- * Communication is key.

How Do I Integrate - Judicial

- * Establish a relationship with the AOC coordinators or Disability Services Division
- * Find out if there are certification requirements
- * Educate the parties and the judge
- * Is transcript required?
- * Are you going to be given access to court file documents?

How Do I Integrate – Others

- * Develop relationships with providers who are already doing this service
- * Research your market to find businesses who may need this service

Business Questions

* Do you need a contract?

* What's included?

- *hourly rate
- *transcript
- *cancellation charge
- *wait time/no-show charge
- *payment schedule
- *all kinds of things!

Remember: This is JUST the beginning!

Thanks for listening. I am happy to provide you my Power Point upon request.
The handouts are just a jumping-off point for your research. Tori@tori-pittman.com