Below are some helpful tips and practices that you can utilize while working with Interpreters and Captionists to enhance the learning environment for your Deaf and Hard of Hearing (DHH) student(s).

Names: All Interpreters and Captionists have been instructed to change their name in Zoom to show their job title as well (e.g. Interpreter – Katie). This allows you to know who they are if any issues arise.

Videos: The best practice is to have all students turn off their videos. When only the Interpreters, the DHH student, and the teacher have their videos on, it is easier for your student to focus on the lecture. This gives the DHH student the ability to see the Interpreter's video without having to search through other students' videos.

Microphones: Students can mute their microphones to optimize the clarity of the audio. Those who wish to comment or ask a question can unmute themselves to speak.

*Please note, some DHH students feel more comfortable using the Chat feature to ask questions or leave comments.

Chat feature: Enabling this feature makes it easy for all student to ask you questions. DHH students can communicate with their Interpreters/Captionist as needed without interrupting the lecture. This also aids the Interpreter team while they are working.

Screen-sharing: Screen sharing changes the arrangement of student videos, so pausing briefly while the student reorients their focus on their Interpreter will help. Screen sharing also minimizes text and visual aids. Verifying that text is large enough to read will enable the Interpreters and Captionists to interpret/capture crucial vocabulary that your DHH student needs for exams, quizzes, and assignments.

Captioning: The Captionist will need to be assigned by the host. This will allow them to connect their software to the captioning feature within the online platform. Live captions will stream on the bottom of the screen for all students. The Captionist will speak with you if any issues arise.

Spotlight Feature: Within Zoom, the Host or Co-Host is able to "spotlight" a specific video. This "spotlight" video becomes the main video that everyone sees. It will also be the video that shows up on the recorded link. When using screen sharing, the video on "spotlight" is still seen clearly. If you are comfortable with the Interpreters using this feature, you will need to give them Co-Host permissions at the start of the lecture.

Video Pinning: All users are able to "Pin" a preferred video. By clicking on the ellipsis (…) at the top of any video, there is a menu that provides this option. The pinned video will be clearly visible when screen sharing or when people are talking.

We truly appreciate all you are doing to ensure an equitable learning environment for your student. If you have any questions or concerns regarding Interpreters or Captionists, please contact us.

Thank you!

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