



TOOL – HOW TO PROVIDE CART & ASL SERVICES

REQUESTING INTERPRETERS

The Office of the Deaf and Hard of Hearing (ODHH) works with the Department of Enterprise Services to oversee the Sign Language Interpreter Services Contract.

ODHH provides a list of registered, approved American Sign Language (ASL) agencies and freelance/independent contractors. All interpreters are certified and abide by the Code of Professional Conduct of the National Association of the Deaf and the Registry of Interpreters for the Deaf.

ODHH provides [training](#) on using the statewide contracts for Washington State government employees who provide communication access through Sign Language Interpreter services.

To request an interpreter, follow the steps on the [ODHH website](#)

1. First [set up your account](#), wait for approval status and instructions to arrive via email. This generally takes less than 1 business day.
 - You will need to have a Contract Usage Agreement (CUA). [Search for your organization's CUA or set one up.](#)
2. Fill out the correct [online Sign Language Interpreter Request Form](#). Include as much information as possible. Do not leave fields blank.
3. Save or add as a “safe sender” [for Sign Language Interpreters](#) in Outlook. All correspondence comes from this email address.
 - The Contractor (Interpreter or Agency) involved with your request will be CC'd on all correspondence.
4. Payment for Sign Language Interpreter services are paid by your organization or department.

SHARING MATERIALS

Share materials in advance to allow the interpreter(s) to prepare. Reviewing the meeting content and knowing specific vocabulary that might be used will enable the interpreters to provide the most accurate communication possible.

ASL INTERPRETERS IN VIRTUAL MEETINGS

- Allow interpreters and D/deaf participants to join the meeting a few minutes early to test their setup.
- If breakout rooms are utilized, each D/deaf participant should have at least one interpreter assigned to the same breakout room.
- Ask participants to introduce themselves before speaking to ensure clarity.



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- Slow down. It takes time for interpreters to convey what is being said, and brief pauses help them catch up with the speaker.
- Do not allow participants to interrupt or speak over each other.

ZOOM SETTINGS

Sign Language Interpretation View

- Sign Language Interpretation View creates a dedicated video channel for individual participants.
- Participants can resize or relocate the video window as needed.
- Videos from the sign language interpretation view are not included in cloud recordings but they can be recorded on a user's computer. The sign language interpreter video window must be open on the device that is recording the meeting.
- Hosts must enable this feature when scheduling the meeting
- Users can be designated interpreters prior to the meeting, using their Zoom account email address, or manually by the host during the meeting.
- Learn more: [Sign Language Interpretation View](#)

Spotlighting and Pinning

- Spotlighting and pinning are both ways to highlight a participant's video in Zoom.
- Anyone can pin another participant's video
- Pinned videos are only highlighted for the user who pinned them.
- Hosts have the option to enable multipin, so users can pin multiple participants.
- Spotlighting changes the view for all meeting participants.
- Only hosts or co-hosts can spotlight participants.
- Up to six people can be spotlighted at a time.
- Learn More: [Enable Multi-pin option](#)
- Accessibility features in Zoom are constantly evolving. Visit the [Zoom Support website](#) for the most current information.

TEAMS SETTINGS

Sign Language View is a personal setting participants can use to ensure interpreters remain visible, even when content is being shared.

Learn More: [Use Sign Language View in Microsoft Teams - Microsoft Support](#)

TRANSCRIPTION



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Transcription is the process of converting spoken information into text. Transcribed information is often displayed as captions during remote meetings. The two most common methods of transcription are CART transcription and AI transcription, also known as speech recognition.

Communication Access Realtime Translation, or **CART**, is a service in which a trained captioner listens to spoken information and translates the speech into text in real time. CART captioning captures every word spoken, as it is said. Most deaf and hard-of-hearing individuals require the level of accuracy that CART provides. Agencies schedule CART transcriptionists using the [state CART contract](#).

AI transcription uses machine learning to translate spoken information into text. AI transcription is a feature within many virtual meeting platforms including Zoom and Teams. While the accuracy of autogenerated captioning is improving, it is not as accurate as CART, and not appropriate in all situations.

Captioning ensures that individuals who are deaf or hard of hearing can fully participate and understand the content of the meeting. Captions don't just benefit people who are Deaf or hard of hearing. They also benefit people who:

- Are not native English speakers.
- Have difficulty maintaining focus.
- Are participating from locations with background noise
- Are having issues with the audio on their computer/mobile device.

To determine if CART or AI transcription should be used, consider the following questions.

- Is there a request for CART as accommodation or are you aware of participants who rely on captions for communication? Autogenerated captions can be useful, but when participants are relying on the captions for access, accuracy is essential, and CART transcription should be provided.
- Do any of the meeting participants have accents? Will there be bilingual conversations? The accuracy of AI captioning is decreased for speakers with accents and people who are not native English speakers.
- What is the quality of the audio input hardware? Built in computer microphones can produce poor quality audio, which decreases the accuracy of AI transcription.
- Will there be background noise during the meeting? Background conversations or sounds such as paper shuffling can cause decreased accuracy of AI transcription.
- Is there a single speaker or a multi-person conversation or discussion? AI transcription is more accurate when there is a single speaker.



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If the answer to any of these questions is yes, CART transcription should be used.

The Hearing Loss Association of America-Washington State (HLAA-WA) has created a [Comprehensive Guide to Captioning and CART](#) that provides detailed instructions for using CART in a variety of settings as well as local and national CART providers.

USING CART WITH ZOOM

As the meeting organizer, you will need to create and send a CART caption link to the CART captioner. They will use the link to connect their CART software to the Zoom.

To enable manual captioning go to the Settings option, select Meeting, then go to In Meeting (Advanced) and enable manual captions. Select Allow use of caption API Token to integrate with 3rd-party Closed Captioning services.

Note: these specific instructions may be subject to change if Zoom updates their software. They also may differ slightly based on your admin permissions or type of Zoom license. Please take time to test this out and practice at least a day before meeting to make sure it works as instructed.

Prior to the start of the meeting:

- Start a Zoom Meeting or Webinar as the host, or join and be promoted to co-host.
- In the control toolbar, click the up arrow next to **Show Captions**.
- Click Set up manual captioner.
- Click Copy the API token.
- Send the API token to the captioner through chat.
- Send the CART transcriptionist copies of presentation materials (PowerPoint presentations, handouts, speeches) in advance. This helps ensure accuracy when transcribing names and technical terms.
- CART captioning should be set up and tested before the meeting begins so that the captioner has time to troubleshoot any problems that might arise.
- Conduct a practice rehearsal of this process at least one day prior to the meeting if this is your first time using CART with Zoom.

Learn more: [Managing manual captions](#)

USING CART WITH MICROSOFT TEAMS

As the meeting organizer, you will need to create and send a CART caption link to the CART captioner. They will use the link to connect their CART software to the Microsoft Teams meeting.

- To get the link, on the **Meeting options** page, turn on the **Provide CART Captions** switch, and then select **Save** to create the CART caption link.



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- Send the CART transcriptionist copies of presentation materials (PowerPoint presentations, handouts, speeches) in advance. This helps ensure accuracy when transcribing names and technical terms.
- CART captioning should be set up and tested before the meeting begins so that the captioner has time to troubleshoot any problems that might arise.
- Conduct a practice rehearsal of this process at least one day prior to the meeting if this is your first time using CART with Microsoft Teams.

Note: these specific instructions may be subject to change if Microsoft updates their software. They also may differ slightly based on your admin permissions or type of Zoom license. Please take time to test this out and practice at least a day before meeting to make sure it works as instructed.

Learn More: [Use CART captions in a Microsoft Teams meeting- Microsoft Support](#)