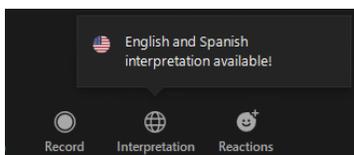


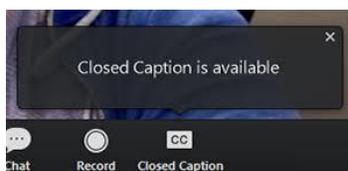
Zoom Interpreting and Closed Captioning Guide for Service Providers

Zoom Video Communications Platform has two features that are key for service providers working with communities with Limited English Proficiency (LEP) and individuals who are Deaf/Hard of Hearing.

1. **The Zoom Language Interpreting** feature allows services providers to schedule individual meetings with clients and online events with interpreters when one or more of the parties use non-dominant languages or have Limited English Proficiency (LEP). This feature allows for full simultaneous interpreting. To access this feature you will need a Zoom Pro account + Webinar add-on plan or Business, Education or Enterprise account.



2. **The Zoom Closed Captioning** feature allows service providers to add closed captioning in a meeting or event. The host, co-host or third party service can type closed captions. You can also integrate a third-party closed captioning service. [Google Live Transcribe not a good practice- machine generated].



This document reviews the steps and best practices for using this feature for individual meetings with clients, larger staff, stakeholder or community meetings, and trainings.

Pre-meeting requirements:

1) Language Needs and Communication Preferences

Inquire participants' language/communication needs and preferences are.

2) Scheduling Interpreters and Captioners

Contact interpreters and captioners as soon as you confirm the meeting. Booking (at least 3 weeks in advance!) trained, qualified and experienced interpreters and captioners ahead of time will allow you to ensure meaning access and effective communication.

Best practices when scheduling remote interpreters:

- a. Book a trained, qualified and experienced interpreter. If your meeting will go longer than 30 minutes, you need to consider scheduling a second interpreter or build-in at least 10 min breaks for the interpreter to rest and maintain accuracy¹;
- b. Inquire about interpreter's experience interpreting remotely on Zoom;
- c. Make sure you inform interpreter(s) the topic of the assignment in advance; inquire interpreter's experience, competency and comfort in the subject matter.

For information about language interpreting agencies, please contact the Interpretation and Technical Assistance Resource Center at the Asian Pacific Institute on Gender-Based Violence by filling out an information request form: <https://www.api-gbv.org/culturally-specific-advocacy/language-access/>

Best practices when scheduling captioning:

- a. Inquire what kind of captioning is provided by the agency you select, make sure that the captioners you schedule are human (vs machine) generated².

3) Language Match

For individual meetings (client-attorney interviews, Hold a pre-session with the interpreter(s) and captioner(s) and participant(s) to ensure language match.

4) Identify Tech Preference

Inquire how your client prefers to communicate (Video Remote Interpreting (VRI) call vs. Over-the-Phone (OPI) call). This will allow you to determine what support you need to provide to them to ensure they can connect and participate fully in the meeting. It was also allow the interpreter to plan which interpreting mode will be used.

**Make sure to explain you client the benefits of interactive and visual video calls, especially when working with interpreters and captioners. While VRI calls will never replace face-to-face meetings, the quality of interaction and feed parties and interpreters receive improves communication.*

5) Setting-up for success

Accessing Zoom platform in different languages

You and your clients are able to access the Zoom platform in different languages. For instructions on how to change language on Zoom, please take a look at this resource:

- TechJunkie, How to Change Your Language on Zoom, <https://www.youtube.com/watch?v=AaXFB7UYx5U>. You might need to navigate this process with your client so they can access and understand instructions in their language(s).

¹ Interpreter's fatigue note: https://www.atanet.org/chronicle-online/wp-content/uploads/4203_19_kristin_sanchez.pdf

² VITAC, Captions with a Human Touch, <https://vitac.com/captions-with-a-human-touch/>, InfoSearch Human-Generated vs Machine-Generated Captions – The Better Choice And Why?, <https://blog.infosearch.com/human-generated-vs-machine-generated-captions-the-better-choice-and-why/>

System requirements and program download

The Zoom interpreting and captioning feature is ONLY available for devices connected to a stable internet connection. Please check Zoom system requirements for Windows, macOS and Linux below:

<https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux>

Download and make sure you, you client and interpreter(s) download the most updated version of Zoom.
Mobile:

- a. Download the Zoom Application on an Android smart device: <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>
- b. Download the Zoom Application on an IOS smart device: <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>

Computer (Windows or Mac):

- a. <https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-Windows-and-Mac>

Phone:

There is no need to download any application if clients intend to join via phone.

Tutorials

We suggest you share tutorial videos with your client to instruct them how to download the Zoom program. These videos are often available in different languages. If you cannot find a video in your client's language, multilingual staff at your office or community partners might be able to help you locate videos in the languages represented by your clients.

Below are some examples:

- The Global Dream, How To Download And Install Zoom On Your Computer Or Laptop| ZOOM, <https://www.youtube.com/watch?v=o7MYcoIjNVo>
- El Tío Tech, Como descargar Zoom para PC 2020, https://www.youtube.com/watch?v=Ey_3UCvqdU0 (Spanish)
- Mark Goh, How to Install Zoom Before attend my class, <https://www.youtube.com/watch?v=1B9vd94otEY> (Mandarin)
- Hatch ESL, Zoom Instructions)Korean), <https://www.youtube.com/watch?v=0Hv4JpxKzdM>

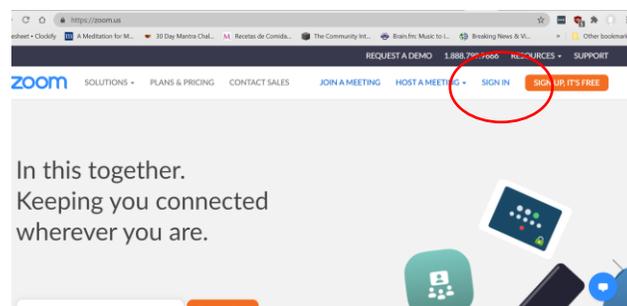
FOR SPOKEN LANGUAGE INTERPRETING

6) Getting acquainted with Zoom's Spoken Language Interpreting feature setup (for hosts)

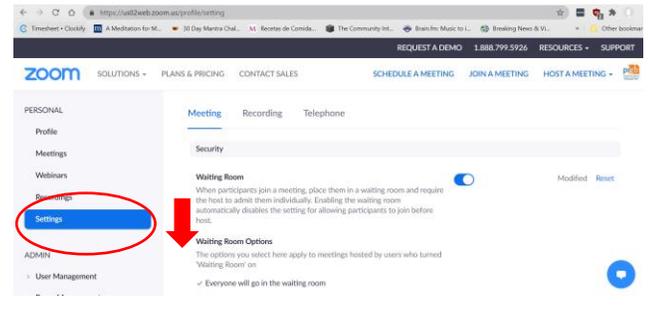
Once you have downloaded Zoom into your device, follow these steps to turn on the interpreting feature.

You can also watch this video created by Zoom: <https://support.zoom.us/hc/en-us/articles/360034919791-Language-interpretation-in-meetings-and-webinars>

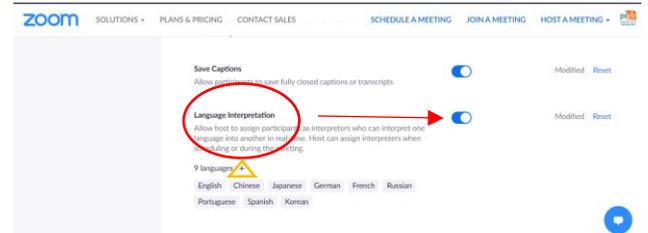
1. Log in to your Zoom account on a browser



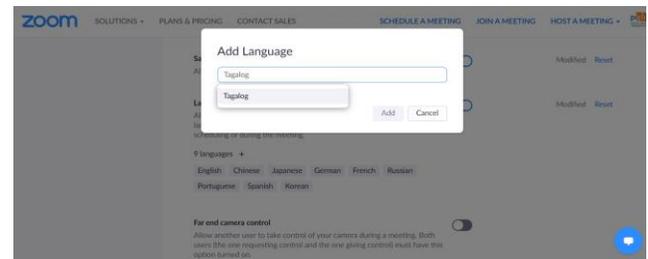
2. Once logged in, click on “Settings” in the menu on the left of the page. Scroll down to Language Interpretation feature.



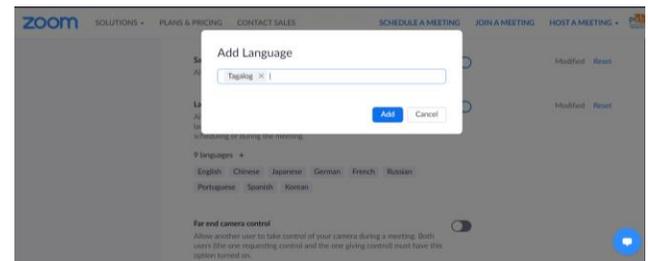
3. Enable the interpreting mode. To make sure it's on, check that it appears in a light blue color. Once you turn it on, it will remain on until you change it and you will not have to repeat this step in the future. Also once enabled, you will be able to see a list of languages.



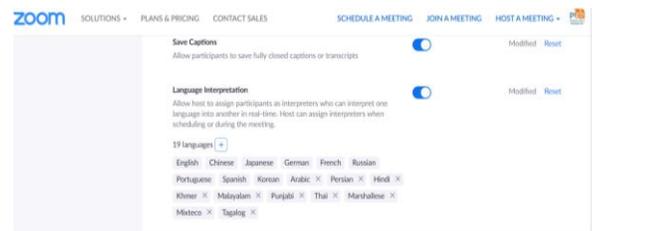
If the language you will be using is not listed, press the + symbol and type it, then select the language in the drop-down menu to add.



The languages you select for an interpreter will create audio channels for those languages in your meeting. You don't need to use all of these channels during your meeting.

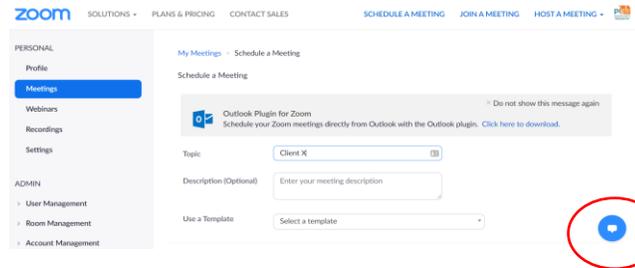


While there is not a limit for how many languages you can add; you can only use 5 languages in a meeting or webinar at the same time.



Note: If you do not see the “Language Interpretation” option in your “In Meeting (Advanced)” settings and you have a qualifying license, you will need to contact Zoom Support to have the feature enabled for your account.

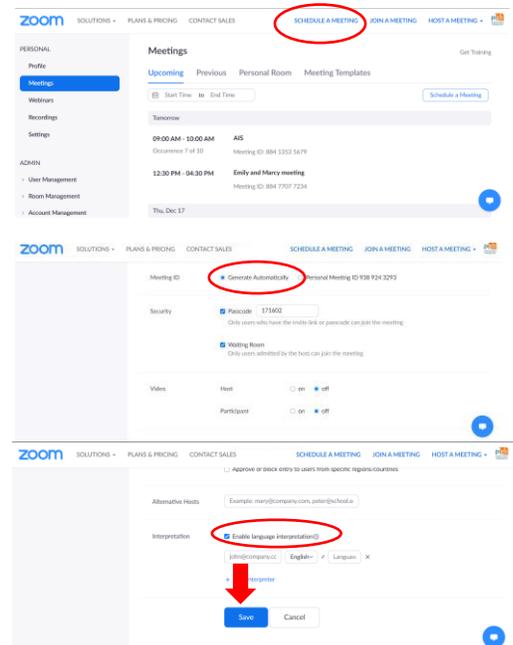
Click the Chat icon in the bottom right corner of the screen to initiate a conversation with Zoom Support.



7) Scheduling a meeting with spoken language interpreting (for hosts)

You have set up the interpreting feature in your Zoom account. The next step is to schedule a prep session and later your meeting or event

1. In your account home, select “Schedule a Meeting” on the upper right side. Populate the form with the meeting details including title, date, time (with time zone), password, and any other features you want to add.
2. Make sure you select as Meeting ID “Generate Automatically”. The interpreting feature is not available when using a Personal Meeting ID.
3. Scroll down and enable the interpreting feature. While Zoom will ask you to include the interpreters’ email and select a language, you don’t need to follow this request. It often makes interpreters access to the meeting more complicated. Then hit Save.



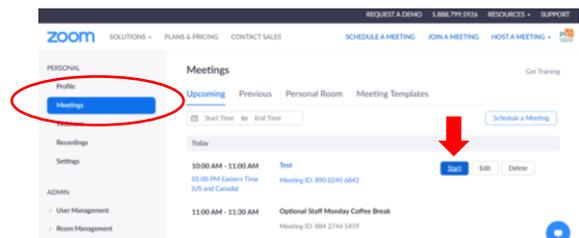
Other resources:

Joe Burbidge, How to start a Zoom meeting with interpretation,
<https://www.youtube.com/watch?v=RJYIW9ymVaU>

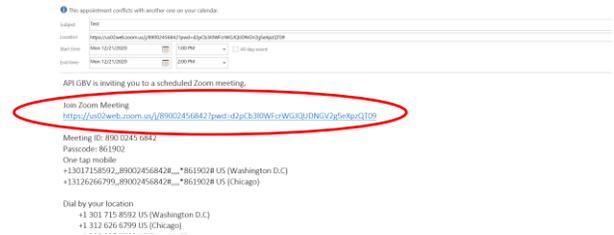
8) Starting and joining a session with spoken language interpreting

For hosts

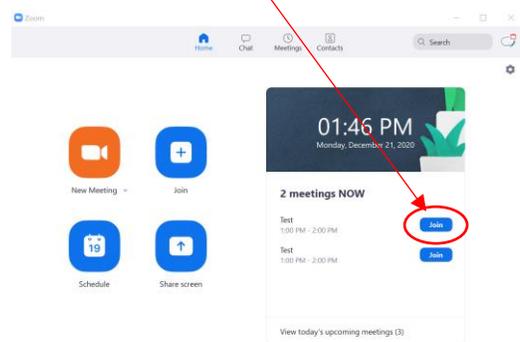
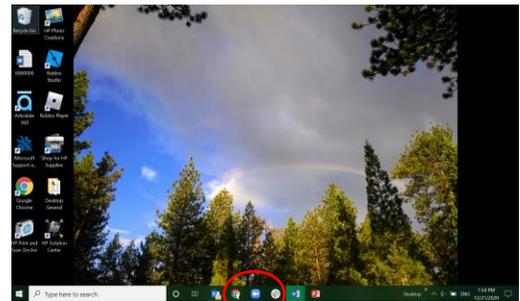
1. Start the Zoom meeting at least 10 min in advance by:
-Signing in to the Zoom desktop portal



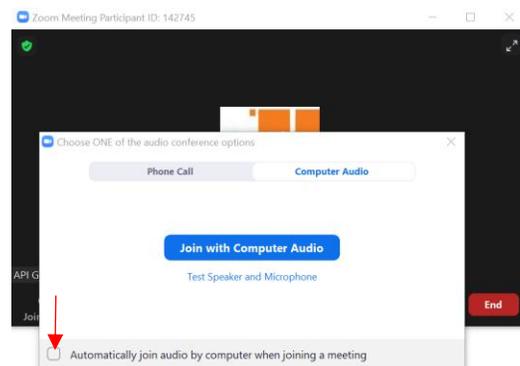
-You can also start by clicking the link provided in the meeting invitation



Or using the Zoom app in your computer

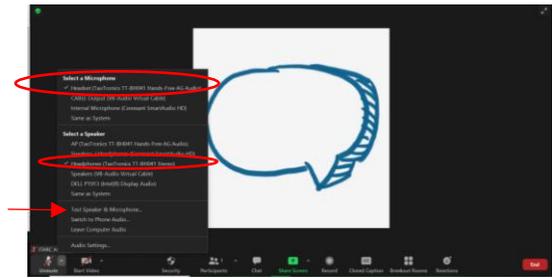


2. After starting your meeting click “Join with Computer Audio” to connect your device’s speaker and microphone. You can check the box below if you preferred audio method is using the computer’s audio and microphone.

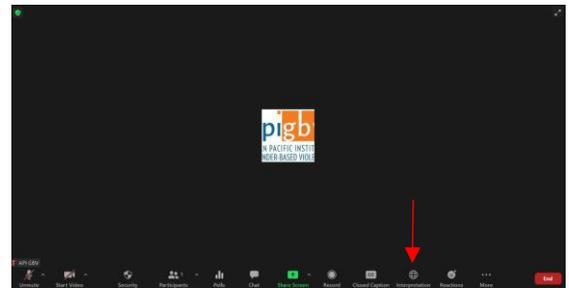


Best Practices for audio/visual quality and accessibility

- a. Invest in a quality headset and microphone to reduce background noise, encourage interpreters, and if possible invite participants to use headphones.³
- b. Make sure your headphones are connected correctly and make sure you test your audio settings before your meeting using your meeting or alternatively:
zoom.us/test

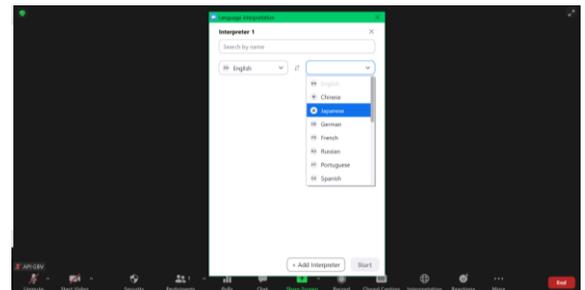


3. Allow interpreters and participants to join.
Interpreters need to be logged in so you can assign them as interpreters. Once you are ready to start interpreting, click on the Interpreting icon (Please see Interpreters Introduction below to determine when to launch the feature).



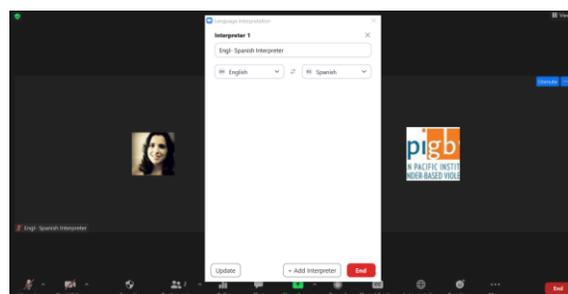
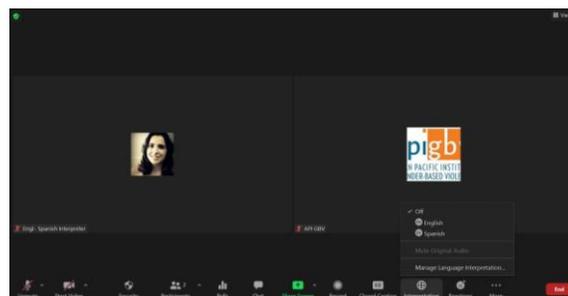
Select the language combination for each interpreter and then press start.

** Please note that interpreters will not be able to talk to anyone in the main room while the interpreting feature is on. We suggest creating a back channel line with the interpreter(s), hosts and Communications Coordinator via Whatsapp or Text message group to ensure things are running smoothly.



³ While any external earphone will improve your computer's built-in speakers, a headset with a microphone that is closer to your mouth provides better sound by rejecting unwanted background noise.

- Once you have assigned the interpreter(s), you may click on the interpreting icon again to manage additional interpreter(s), add languages or turn off the interpreting feature.



SIGN LANGUAGE INTERPRETING AND CAPTIONING

Tips on using Zoom with a Sign Language Interpreter https://deafunity.org/article_interview/tips-on-using-zoom-with-a-sign-language-interpreter/

During the meeting

Spoken Language Interpreting

Important Note: Before the meeting, please make sure all participants have downloaded the most updated Zoom version (5.0 or later).

1. Interpreter's Introduction/Pre-session

Provide 3-5 minutes right at the beginning of your meeting for interpreters to do a pre-session or introduction (instructions and guidelines on how interpreting will work).

Once interpreters are done with their pre-session/introduction (usually using consecutive interpreting in both the departing and arriving language), you can go ahead and turn on the interpreting feature, assign interpreters and their language combination, and then press start.

2. Turning interpreting feature *on* (for participants)

Interpreters or hosts should provide clear instructions on how to turn on and use the interpreting feature.

3. Recording Interpreted Zoom Meetings

To record the meeting in the different languages that are represented, you will need support from other participants:

- To record the English channel, any host or participant in that channel may record
- To record other language channels, any participant listening to that language channel may record.

4. Planning for Interpreted Breakout Groups

If you are planning for breakout groups in your meeting, you need to plan with language in mind.

Things to consider:

- Zoom interpreting feature is **only** available in the main room. You can use this room as one of your multilingual breakout groups.
- To provide interpreting in additional rooms you have several options (from most equitable to least):
 - o Create a separate Zoom meeting with interpreting enabled: At the moment of sending groups to breakout, provide participants with a new Zoom meeting link with interpreting enabled and interpreter(s) ready to go
 - o Use consecutive interpreting in additional breakout rooms: You need to make sure you account for that extra time as using consecutive mode takes twice as long. You would need to account for extra time for interpreters to do a quick pre-session explaining how interpreting will work (requesting people to pay every two or three sentences) and for the actual time it takes rendering into the arriving language.
 - o Have one room (main room) bilingual/multilingual and divide the additional breakout rooms groups based on language (no interpreting provided).