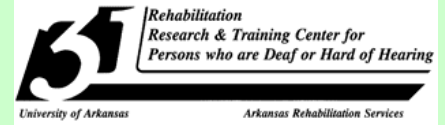




Selected Proceedings of ALDAcon 2004 “Green Mountain Odyssey”



REMOTE CART PANEL Moderator: Phil Hyssong

Panel members: Nisha Barochia and Paula Bentley.
On-site panel: Heidi Adams and Jim Russell

Phil Hyssong: Good morning. It's a pleasure to be here this morning. Our panel this morning is made up of four people. I'm not quite sure where those four people are because as you know by the title of this workshop, we are using remote CART. We have two panelists on-site, Heidi Adams and Jim Russell. We also have two panelists in remote locations, Paula Bentley and Nisha Barochia. I believe Paula is in South Carolina? Paula, that is correct?

Paula Bentley: Good morning! No, I'm not in South Carolina. I'm located in beautiful Virginia.

Phil Hyssong: Thank you, Paula. And Nisha is also with us remotely. Nisha, where are you from?

Nisha Barochia: I'm in Bristol, Connecticut.

Phil Hyssong: What I want to do first this morning, before we start talking with our panelists, is describe what you're viewing, and the process that we go through to bring you remote CART.

Generally people know that CART is the person you see in front of you, stroking in everything that is said which is translated up on the screen. The difference with remote CART is we do not have to be on-site. We're able to listen to the other panelist via the telephone. Our CART writer this morning, Pat, is attached to the telephone and has a headset on when the remote person is talking, Pat hears Paula or Nisha via the telephone. Pat writes everything they say which we are all able to read here.

In addition, there is only about a one or two second delay. As we just demonstrated, I asked Nisha and Paula questions, and they were able to respond to me via the screen,

in real-time. It wasn't a long wait while everything was being transferred. They were able to see the question, answer the question, and respond to me.

Now, one of the things that I want to show you is just what you're reading over here on the side is also on your computer screen. If you note, Pat is looking at a computer as she is writing this morning. All we are doing is projecting her computer screen up on the large screen there for you to read. So if you were in your office, at home, or in a classroom, you would be looking at a screen just like this.

If you look over to the other panelist, you'll note that she is looking at a computer screen, right here. It's just another copy of the same thing that you're looking at on the large screen.

Now, Pat will show you some of the adjustments that you can make on the screen. Before she does that, I want to tell you that we logged many people and hours on this system responding to what people told us were the best things to include. That includes the colors that you see on the screen, the size of the font, and the ability to adjust the size of the box. Those things were all important elements to our users, which they asked us to include in our final software. Now Pat will show you all some adjustments on the screen and then we will come back and chat a bit more with our panelists.

(Demonstrating).

Phil Hyssong: We also built in a chat function so that the user is able to communicate with us. Since the end-user is unable to hear on the telephone we type in a chat box. Such things as "I'm connected," or "Would you please dial in now?" The chat function lets us communicate with the end-user, the client.

What you're looking at right now is just the text screen, because there isn't a need for chat. You can cover the chat up if you want or have it on top of the screen. Everything is fully adjustable for you to provide the best communication possible.

I believe that Caption First listened to the consumer and we continue to listen to the consumer, and we are providing elements within our product because the community of people with hearing loss that use our product are telling us to fix things.

Jim, one of our panelists, has a question.

Jim Russell: My question is if those visual settings are not comfortable for me, do I have any ability to make further adjustments, so that what I'm trying to read is comfortable?

Phil Hyssong: Absolutely. The end-user, the person who is using this text, has the complete ability to change the color of the font, the background color, the size of the text, and the size of the box.

The user can adjust anything that she or he might want to on the screen. It's done on your computer. Pat can set her computer anyway she wants to set hers; and you can set yours anyway that you want to set yours.

I would like to start with Paula. I would like you to share with us when you started using CART, why you started using CART, and how it has affected your work.

Paula Bentley: I started using CART last year, when I went to my manager. My manager at IBM told me about it. He didn't know very much about it, but he told me that I should try it on my own and find out more, so I could let him know. So I did my research, and I went back to him, we talked about it, and agreed that it really seemed like a great thing. I can now attend meetings. I use it for teleconference calls or other important phone calls for work and it has really been a blessing.

Phil Hyssong: Great. I want to mention that we specifically are not voicing what you're reading on the screen. We encourage you to read the screen. Paula, thank you very much. I wonder, was the process of setting up to be prepared to do this a very difficult process, or was it an easy process?

Paula Bentley: It was not difficult at all. I went to the webpage, and I got the information that I needed. The process of actually starting up the account and learning how to use the technology is a very, very simple thing. After five minutes I had it. I was ready!

Phil Hyssong: Great. Thank you, Paula.

Nisha, I'm going to ask you the same question. Will you share with us the type of work that you do, and tell us how CART has helped you in your work and how the set up process was for you.

Nisha Barochia: I work at ESPN in Bristol, Connecticut. I'm a Web developer for ESPN.com. I started using CART three years ago. It's been fantastic. I would not be able to attend my meetings without it. I have learned that there are a few ups and downs with the meeting process, but, overall, it really has helped me in my career.

The initial setup at my old job and also here at ESPN was very simple. I talked to my HR representative, and they pretty much took care of everything. They talked to somebody at Caption First and they got everything set up. And the only thing I have to do is bring my computer wherever I go, and find an Internet connection and a phone, and I'm ready to go.

Phil Hyssong: Thank you, Nisha. I want to jump now to our panelists in the room and I'd like to talk to Heidi. Heidi most recently used CART as a rehab counselor for the State of Illinois. Heidi has used CART for a number of years. I'd like Heidi to share with you how CART affected her work environment and her world, how CART has helped.

Heidi Adams: Well, actually, it changed my world. We had captioning here at our meetings here at ALDA for years and years. The problem of getting it on an individual basis was putting all the pieces together. And in 1992, Pat Graves volunteered to

caption a planning meeting for the ALDAcon in '93, and that was the first time in my experience that you could pick up the phone and have everything in place.

I worked for a state agency that provided vocational rehab services for people with disabilities. But we still had to get a reasonable accommodation. And so Pat and I worked together on that. And I requested it for all of my meetings.

And then there were the telephone calls. How were we going to manage that? It was not at all like it is today. Getting connected was kind of tricky. Sometimes it took several tries. We actually used two phone lines. The day before we practiced. It was much less reliable than it is today.

So, it allowed me to participate in things that I wouldn't have been a part of otherwise. To me that's the crux of it right there. When you have to hear things secondhand and filter through somebody else's nervous system, rather than being able to experience it and all the body language and the other things that go on in meeting, it's limiting. When you do a face-to-face, it's much different to be able to read the words yourself and be a full participant.

Phil Hyssong: Thank you, Heidi. Jim, you are new to CART. I would like you to share with the group a little bit of your journey on how you got to CART services and how you think they will benefit you in your work.

Jim Russell: I've been pretty much isolated for a long time. When I was asked to sit up here, I thought what am I going to say? I started working with Phil and his company about a month ago. They have been extremely patient with me, helping me to become familiar with their product. They used it in the phone calls that I had with them. For the first time for me it was a dramatic difference to be able to fully participate in conversations.

I'm hoping within the next couple of weeks to be able to work with the company's political machinery, and the technological machinery, to try CART in one of my meetings.

Previous employers ranged from being reluctant to work with me to finding a solution that would enable me to be competitive with my peers, to making it very difficult with their criteria. Part of the reluctance was they didn't want to spend the money. They could not understand spending money for a single person. Part of the reluctance was I have to provide more than one business justification for the company to provide this type of service. The only thing they were interested in was the bottom line, or what they call return on investment. If they spend the money, how would they see it in a positive way on the bottom line?

When I came to IBM, I have only been there since December 31, I contacted the human resources person, and asked him if there was someone I could talk to, to get their help in researching what tools would enable me to be a better participant for my team, to not only make me be more successful, but also to help the team to be more successful.

It wasn't long before I learned what an incredible company IBM is when it comes to providing tools that enable individuals, regardless of what their disability may be, to make a positive contribution.

Phil Hyssong: Jim, a phrase you used a few minutes ago was, CART enabled you to become competitive with your peers. And I like that phrase. I want to pick that up. Paula, do you feel the same way within your work environment? Do you feel that remote CART service helps you to be more competitive with your peers? And if the answer to that is yes, can you tell me why or how it makes you more competitive with your peers?

Paula Bentley: As far as CART making me more competitive with my peers, there is no question about it. It's like Heidi said, it's a completely different thing to get information for yourself, rather than through somebody else. Not to mention that today's world is very high paced, very fast, everything has to be right on demand. So you don't want anybody else to tell you what happened in the meeting yesterday. You need to be there, find out for yourself and jump right on it. So there is no question that it made me more competitive.

Phil Hyssong: Nisha, I want to ask you the same question. Is the philosophy similar at ESPN? Do you feel more competitive with your peers there?

Nisha Barochia: Yes. I'd have to agree with Heidi and Paula for the same reasons. I mean, you can't get objective information from somebody else. You have to be there yourself to not only get information, but also to voice your opinions and participate in the meeting. So, it definitely has helped me be more competitive. If anything, ESPN is one of the most fast paced companies. There are always things happening. And being even a few hours behind will just set you behind all your peers.

Phil Hyssong: Nisha, I want to ask you a question as well on this. From a cost standpoint, and from a human resource standpoint, how did you talk to your manager about the costs, and justify the costs for your company?

Nisha Barochia: I think in my situation I feel lucky because my manager was very open-minded, and he didn't have any issues with cost or anything like that. They were completely willing to go to any length to help me with anything that I needed. They simply asked me, what do you need? What did you use in your last job that you need here at your new job? And I told them. "I used CART in my last job for meetings and I'll definitely need that if you're going to have a lot of meetings, and conferences, and teleconferences." They said, That's fine with us. Just talk to human resources. And we will get you set up." It was really easy.

Phil Hyssong: I want to just take a second from our panelists and share with you some of the uses of remote CART. First, there has been an increasing demand for CART services in general throughout our country over the last number of years. CART services are used in educational settings, in schools, at meetings like ALDA, and at

conventions all over the country. CART services are used everywhere now and the reality is that there are not that many people who can provide the service.

There are court reporters in the United States. In one major organization, there are about 22,000 or more court reporters, 22,000. That is a lot of folks. Out of that, I believe the number is 200 who are skilled CART writers in the country. There are just not that many people who can provide this service. Now, you say, well, there are 22,000 court reporters, why can't they do it?

Pat, our CART writer today, as well as all the other CART writers here at ALDA and that you see elsewhere, are specially trained people, able to provide this service. They just don't walk in off the street and say, "I'm interested in doing this. Can I maybe do this?" CART writers have spent years and years training to be able to provide this kind of service.

There just are not that many CART writers and the need is continuing to increase. So, we were sitting around at Caption First asking how can we multiply the number of folks that we have? How can we use them more wisely? And that's where remote services was born. We were very early in the industry providing remote services.

People can't drive everywhere. Chicago has the worst commuter traffic in that it can take you hours to go ten miles. CART writers were saying, "It's very hard for me to drive to downtown Chicago to go to an hour meeting. I just can't do that."

We always say that if we can hear it, we can write it. If we are able to listen to classes at schools, staff meetings, agency or association meetings, ALDA board meetings, teleconferences, we can provide CART for it. One time our own ALDA board in Chicago didn't have a writer for their meeting. We were unable to provide service for a meeting. What we ended up doing was putting a conference phone on the table and connecting up with Pat Graves, our CART writer who lives in Colorado. Pat was able to listen to the meeting via telephone in Colorado, transcribe everything that they said, and send it back to the computer monitors so that everyone could read everything that was happening. ALDA was able to conduct their meeting without a problem, and we did not have somebody on-site.

Remote CART developed around the need to provide on demand text for folks in various situations when we couldn't provide somebody to go on-site.

Jim Russell: Just one question. IBM is a global company. I have not attended a meeting where there was not someone who was a participant but located in some other country, or who had traveled to the meeting from their country of origin. Often the foreign accent made it virtually impossible to understand let alone to lip-read. Does this present a similar issue to the captioner, to be able to understand these individuals and transcribe what they say?

Phil Hyssong: Virtually all of the CART writers that I come into contact with and in other captioning agencies as well, are specially trained to listen. They have learned to

focus in and understand. They are able to understand many accents. Now, some CART writers are able to understand some accents better than other accents. So within the company, you'll find the best match for a particular job. Maybe I can understand French accents better than Spanish accents, so I'd get the job with people with French accents. You learn the different dialects, you get comfortable with them, and are able to provide the service.

Jim Russell: What if they speak in their own language?

Phil Hyssong: CART and captioning right now is English based. If a person speaks in French, unless the CART writer specifically knew French, no, the CART writer would not be able to caption French.

Heidi Adams: I just wanted to mention another advantage of remote CART. If you have to pay for travel time and mileage for CART writers to get places, you can avoid that by using remote CART. That is what your employer is going to do. It will affect your bottom line. You could attend a last minute meeting, perhaps, if you could find somebody who could write for you immediately. Set up time is nothing at all. So, if your boss called an emergency meeting and you were able to find a writer who was available and could get the telephone hookup, you could have a meeting on the spot. Because in my working experience, CART was always something you had to plan for a long time ahead.

I want to say one more thing, too. We talked a lot about meetings and telephone calls, and it sounds like these are mostly sedentary things, people seated around the table.

Our agency went through an organizational transformation at which time I was working as a planner, part of strategic management. In 2000 we did 34 interactive forums around the State of Illinois. I specifically conducted an interactive presentation on customer delight, where we used CART. It was wonderful. The CART writers not only understood foreign accents, but CART writers were also able to understand and caption the different speech patterns of people with neuromotor problems. So there are lots of things you can do with CART.

Phil Hyssong: Thank you, Heidi. Nisha, if you were talking to a person who was new to CART, how would you suggest to them to get started?

Nisha Barochia: Do you mean in the workplace or for someone who never used CART before?

Phil Hyssong: In the workplace.

Nisha Barochia: I would talk to them about how to go about setting up the account for services itself. Once you have the account set up, it's simple. If you are doing remote CART, you have to find an Internet connection, so that you can connect to the Caption First website, and get to their screen. You also need to find a speaker telephone. That's pretty much all you need.

You have to plan your meetings in advance a bit, but like I believe Heidi was saying, with remote CART, you don't need to plan too much in advance, because you can call up Caption First, like I sometimes do, and say, "I have a meeting in two hours, is there anybody available?" There usually is.

Phil Hyssong: Paula, would you add any more on what you would tell the first time user or the new user?

Paula Bentley: Well, if you come into IBM like Jim did, I would hope he would get in touch with the right people within the company to set up the account, the purchase order. If I was just talking to somebody, anybody, about this service, I would give them the website address, and of course I would tell them how great the service was! (Chuckles).

I would go with them to the website if they needed me to. I would talk to them about any questions they might have. Because I know that one thing that worries a lot of people is the issue of confidentiality. I could talk to them about how everything is confidential. Phil, you might want to talk more about the confidentiality practices of Caption First.

Phil Hyssong: I will talk a bit about confidentiality. Within any organization that you would work with, there will be confidentiality clauses available and that can be put into place. Our writers listen to very, very private business calls. However, they are bound not only by a professional code of ethics as a court reporter/CART writer, they are also bound by nondisclosure and confidentiality clauses that they sign within our organization. So, it's no secret this morning that these people with IBM work with Caption First. They have said that. We have documents in place with IBM, with these people's managers, their bosses, that say we cannot discuss anything that happens in these calls.

In fact, no one knows what happens in these calls, because let's say Pat is the CART writer and she meets with Paula. They talk, the file is generated, which Paula receives, and that's the end of it. No one else looks at the file. Confidentiality is maintained throughout the entire process.

Sometimes services might be for things like calling a help desk, not being able to understand something within your job environment, and needing support services. We have provided services through the office for medical situations, where an employee, because of their job, has needed to talk with a doctor or with a counselor. But, it is maintained as confidential.

Heidi, I'm wondering if you might share some of your early experiences with CART so people can understand how it has progressed.

Heidi Adams: Well, actually, I have been around ALDA for quite a long time. Way back at one of our very early conventions, the first thing we did was have interpreters who

were fast typists, just like relay operators, typing in our meetings. Then we used a word processing program and enlarged the text.

Very early on in Chicago, Bill Graham announced one day that we are going to have a contest between the fast typist and a court reporter. They had a race. The court reporter won. We have had CART ever since then at ALDA functions. That has become our hallmark.

In 1992, I was the planning chair for the '93 conference that was going to be held in Chicago, Bill Graham introduced me to Pat Graves. She had volunteered to caption the planning meetings. After the meeting, I asked, "What do I do to get this if I need this at work?" She said, "You just call me." That was it.

One call gets everything! Actually, I had set up a series of meetings in my regular job with an interpreter who didn't show up one day. I told my boss that the interpreter couldn't come to this meeting but that I knew someone who wrote captions. I asked my boss if I could try captioning. He said yes and he advocated for me within the agency. A wonderful thing happened at that meeting that Pat captioned. Not only did I get everything, but all the hearing people in the room relaxed, because the tension of making sure that I understood what went on was reduced. They liked it also because they could look down, or say something to their neighbor and when they looked back at the screen, everything was printed out in front of them.

One more point. Sometimes having the writer in the room can be a distraction. Somehow or another, people feel as though things are more confidential when there may not be an actual writer in the room. They don't see the listening ear, but the text simply appears on the screen. That's another reason to use remote CART.

Phil Hyssong: Thank you, Heidi. I wanted to pick up on what Heidi said. She said When speech is projected on a screen in a room, everyone becomes more relaxed because they understand what is happening. I think that that is a very important statement to not lose sight of. When you talk about your managers and supervisors in your workplace, and the possibility of your using remote CART, remind them how captioning helps everyone in the meeting.

I would encourage you to educate your bosses. When people are educated, they begin to understand the process. Oftentimes fear is due to ignorance, not malice. They are not angry; they don't want to hold you back, they just don't understand. Through education, people can develop understanding and acceptance.

I think that by inviting people to a remote meeting, they will learn a lot. We spoke to a captioner at this conference who participated in a teleconference. She said the other people just talked all the time, talking over one another. There was no order to the phone call. She said she had to get them to understand that the captioner needed to have some order. Pat suggested the people teleconferencing be invited to the meeting. Have them join in so they can see the process. Then they will understand.

Heidi Adams: They also use it. I would go to meetings and be the only one using CART. So I'd be sitting with the laptop one-on-one, watching all this and listening to the speaker. At the end of the meeting, I'd turn around and see a whole row of people who had pulled their chairs up behind me. Maybe it was noisy or maybe they had a hearing loss that they were not willing to confront yet, but there would be this whole bunch of people behind me. It happened time and again. So they use it.

Phil Hyssong: Now I want to ask you if the audience has any questions for our panelists?

Audience Member: I've used CART extensively before, but never remote CART. Every time I have a captioner, which is mostly for educational settings, the captioner wants a list of special words that will be used repetitively to program into the system.

With remote CART, would I have an opportunity to give the captioner a list of words so they can be programmed in?

Phil Hyssong: Yes. It depends on the time you give us. If you contact us 15 minutes before your event is scheduled to begin, it's going to be very hard for us to prepare. But if you contact us several hours or several days ahead, we would ask for a list of specific words you use in your presentation.

Now, within our company and I believe that we are not alone in this, the CART writers will share what is called their job dictionaries. For example, if Pat were going to be writing for an anatomy and physiology class, she might build that dictionary. If the next day Pat is not available and I have to write for the class, Pat would be able to give me those words. I would be able to enter those specific words in my dictionary. There is an exchange of information among CART writers so that they are able to provide high quality captioning.

Audience Member: I had a question about fielding questions from a group. When the presenter is speaking, they are talking into a microphone. But when someone out there wants to ask a question, and their voice isn't going into the phone, and it has to be repeated, is there a way to smooth that?

Phil Hyssong: The question was is there a way for us to gain questions from the audience so that people reading remote CART will know what the audience just asked, is that correct?

Audience Member: Right.

Phil Hyssong: Did I just restate the question?

Audience Member: (nods)

Phil Hyssong: That's how it needs to be done. The professor, whoever is presenting, needs to say okay, "so your question is...." The audience understands what the

question by the restatement. We're working on technology to pick up more of the sounds out there. But the reality is right now, it's very difficult.

Nine times out of ten, other people in the audience didn't hear the question either. So, many times it's not just the CART writer who didn't hear the question, but probably other students in the room didn't hear the question as well. We try to teach professors that they really need to restate the question.

Now, in some situations, we specifically set things up. For example, if this presentation were being remote CARTed, I might consider telling you all to please move forward, to sit in the front two rows. We might put the phones right down in front, so that the remote writer would hear people more easily. You can structure the room to provide you the best sound, if you take the time to do that.

Audience Member: I had an interesting experience. It was graduation day for our clients, but we could not find an interpreter anywhere. So, we called the captions service and hooked up with remote CART. With my laptop, I read the script from the remote Cart writer and I became the interpreter. I signed everything I read on my laptop. I am deaf, but I was able to "hear" and read what was on the screen and interpret it.

Audience Member: When I use CART at work, I would get a copy of the text of the meeting from the CART writer. With remote captioning, is there a way that I can get the text of the meeting?

Phil Hyssong: The question again, is there a way that you can get a copy of the transcript when you're provided with remote CART services? That's the question?

Audience Member: Yes.

Phil Hyssong: You most certainly can get a copy of the transcript. We send out transcripts 24 to 48 hours after the event, and we send them out via e-mail. So, it would be edited, and then sent to you, to your e-mail address. We also fax is necessary. We have sent actual hard copies in the mail.

Paula Bentley: I just wanted to answer the person who asked about the transcripts. I always get a copy of mine, and a lot of times I share the transcripts with the other people who were in the meeting. They all say that that is really helpful, because sometimes the meetings are so long, two hours, they can't possibly remember everything. Or take notes fast enough. If people know that I'm sending out a transcript, they can pay better attention to the meeting. So CART is beneficial in more ways than one.

Audience Member: This was something that has frustrated me for a long time. Whenever I get together with large family gatherings, I'm the only deaf person in my family, I can't communicate well with everyone for many reasons I don't need to go in to. My question is, do you ever do CART at social gatherings, or family gatherings?

Phil Hyssong: I'm going to answer this first and then kick it over to Pat. Pat is the President of Caption First, far more experienced than I am. We have done what I would call public events, such as weddings, helped out a bit with some funerals, baptisms, Christenings. I'm not aware of being invited to somebody's Thanksgiving dinner kind of thing to provide CART services. I would think that we probably could.

Pat Graves: Just a few months ago we had a consumer who used a handheld device, a PDA, when he attended a cocktail meeting. It was for business, but it was indeed a cocktail party, and he just walked around. We had a remote writer on the other end, and he just went from conversation to conversation. He was so thrilled, because he was able to actually participate in a party setting.

Phil Hyssong: So the answer to your question is yes, we could provide those services to you.

Pat Graves: The phone was in the PDA computer, the handheld device.

Phil Hyssong: I would like to ask a question for each one of the panelists. What are your hopes and dreams for CART in the future? Where would you like to see CART go?

Paula Bentley: The first time you asked me that question, I had no idea what to say, because it was still so new to me and so wonderful. I thought it just can't possibly get better! But the more I used it, I thought about different things. One of the things that comes to my mind is to see it set up very much like the PDA that Pat was telling us about. It may be a small microphone, or a wrist device which would be some way for a person to go from place to place, understanding

Heidi Adams: I'm sitting here laughing, because for many years I have teased my CART writers by saying, you know, we need to get you one of those vests with batteries that TV reporters use. I went to a technology meeting and we had to go to the parking lot to look at the big fancy van. We had CART out there, but we had cords. So, I'm laughing about this, and I'm laughing about Paula's wristwatch thing, very Dick Tracey! Remember his wrist radio?

And I think to expand that, we need to have CART on demand, 24/7. Let's say, some friends call. I'm going to meet them for drinks and dinner. I simply use whatever my handheld or wrist device is, and dial CART up. There is a writer there, available for me. To have that kind of technology whenever we need it would be absolutely wonderful.

Jim Russell: Being new to this technology, there is a lot that I still have to learn. I hope that in a meeting setting, that I can become a lot less dependent on interrupting others, asking them to repeat things, and instead be an active participant.

Nisha Barochia: My answer would be the same as Paula's and Heidis. I'm sitting here amazed at Pat's story about the man at the cocktail party, and I just think that is exactly what I see myself using CART for in the next two or three years.

My dream would be able to take some kind of handheld device, having CART available 24/7, and taking my handheld to a restaurant and ordering something complicated. I was on the panel last year and between last year and this year, there have already been changes. For example, you have this new format, where you can change the screen size and the text settings. I have a new wireless computer, and we now have wireless at ESPN. I don't have to go hunting around for an Internet connection. I just take my wireless laptop into any conference room. I look forward to 24/7 captioning capabilities on a handheld, wireless device.

Audience Member: I will be going to Germany in a few months. If I'm in one of my family's homes in Germany and they have an Internet hookup, and they speak English, it would be feasible to actually use remote CART being in another country, and make this conversation something as if it were right here in the US, correct? Are there any things that I'm missing that would prevent that from happening?

Phil Hyssong: You are not missing anything. I also want to say for those of you who have been saying 24/7, the service is needed 24/7. I'll be going into management meetings next week, where we are going to discuss providing services 24 hours a day, 7 days a week.

I also want to comment on the wireless concept. Wireless connections are here. We are already working in that domain and ultimately our goal is to be able to be completely wireless. So that the student could have a laptop in a class, with a wireless connection, and the professor could be on a wireless cell phone connection, and the student can receive text. We have already done it and we are working on building the reliability level.

We also are streaming to PDAs so that our text can be received on handheld devices. It's somewhat limited right now, but we are building new interfaces so that this software can be read on a number of different handheld devices.

And lastly, research has begun in the area of foreign language. We are looking at being able to develop software, an interface that would allow us to perhaps input English and output German. So that text can be translated, if you're talking with multiple languages simultaneously. The technology is beginning to develop.

Heidi Adams: I was just sitting here thinking of we could meet Nisha and Paula via text. It would be nice if we could lay a caption line over a video of Nisha and Paula.

Phil Hyssong: Right. We are about out of time! I want to thank our interpreters this morning. I want to thank Pat for providing the CART services. And most definitely, I want to thank Paula and Nisha for preparing to meet with us. And our on site guests, Heidi and Jim, thank you both very much.

Hyssong has an undergraduate and graduate degree in education and instructional design. For the past 17 years, Hyssong has focused efforts in the area of deaf education, accessibility and management issues. Presently he is vice president of marketing and administration for Caption First, Inc., a CART and captioning provider.

This paper was originally presented at the ALDAcon held in Burlington, Vermont in September of 2004.