

The New
Remote
Interpreting
Landscape:
Back to the Hack

Katharine Allen, MA
ATA Webinar Series - 1/26/2021

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KATHARINE ALLEN
English-Spanish Interpreter,
Licensed Trainer, Textbook Author,
Advocate for the Profession... and...



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Who's Here?

1. What areas of interpreting do you work in?
2. Have you interpreted remotely?
3. Have you done RSI?
4. What is your greatest challenge/concern?



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- ✓ COVID-19's Impact
- ✓ Remote Interpreting Types/Platforms
- ✓ RSI Assignments
- ✓ RSI Challenges
- ✓ Interpreter Tech Set Up
- ✓ The Virtual Booth (Back Channel)
- ✓ RSI with a Phone Bridge
- ✓ Your Skill Set

Today's Presentation

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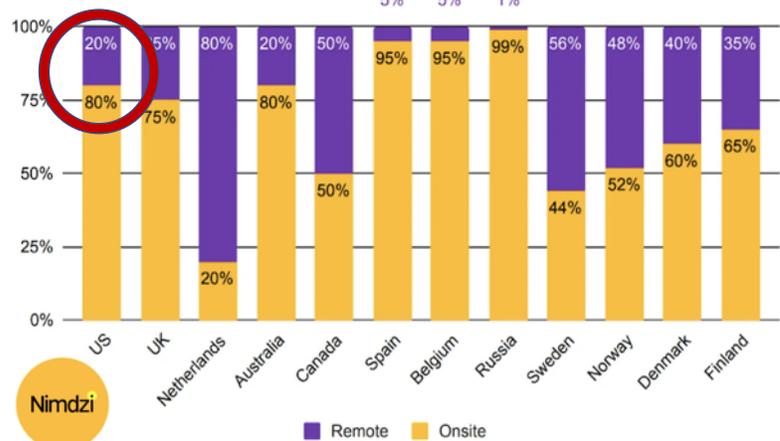


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Two Weeks in March 2020...



Onsite vs. Remote



Source: <https://www.nimdzi.com/interpreting-across-the-globe-no-one-size-fits-all/>



Slide Courtesy of ©2020 InterpretAmerica

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COVID 19: IMPACT ON INTERPRETING

Interpreting went from mostly on-site to mostly remote in a few short weeks.

Interpreters, LSPs and participants all had to adjust overnight.

In many cases, language access was severely compromised.

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Anyone feel like this?



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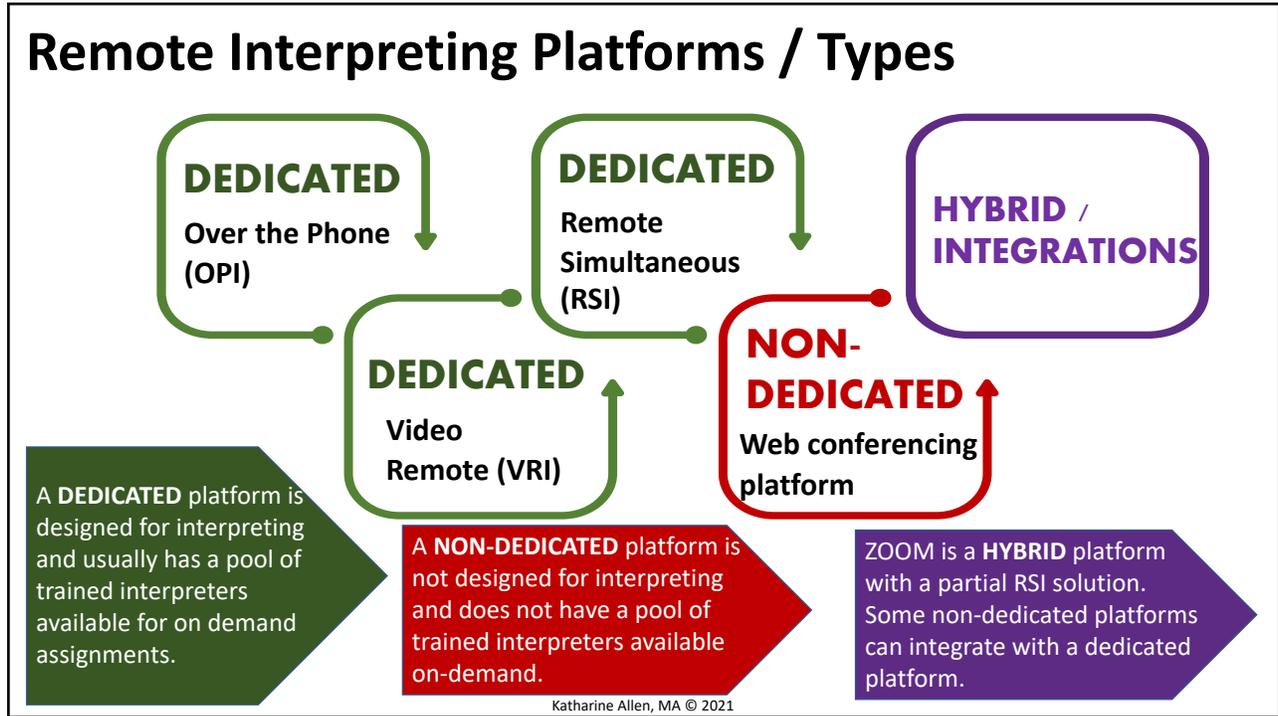
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Remote
Interpreting
Platforms

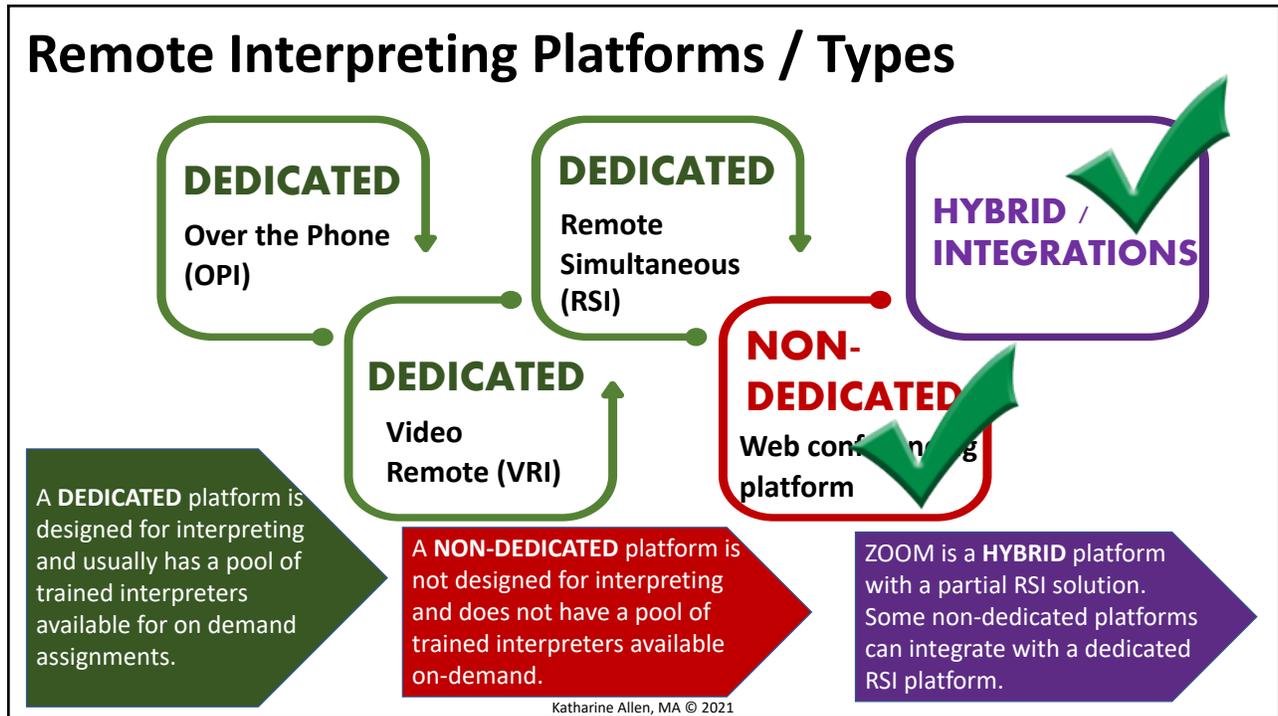


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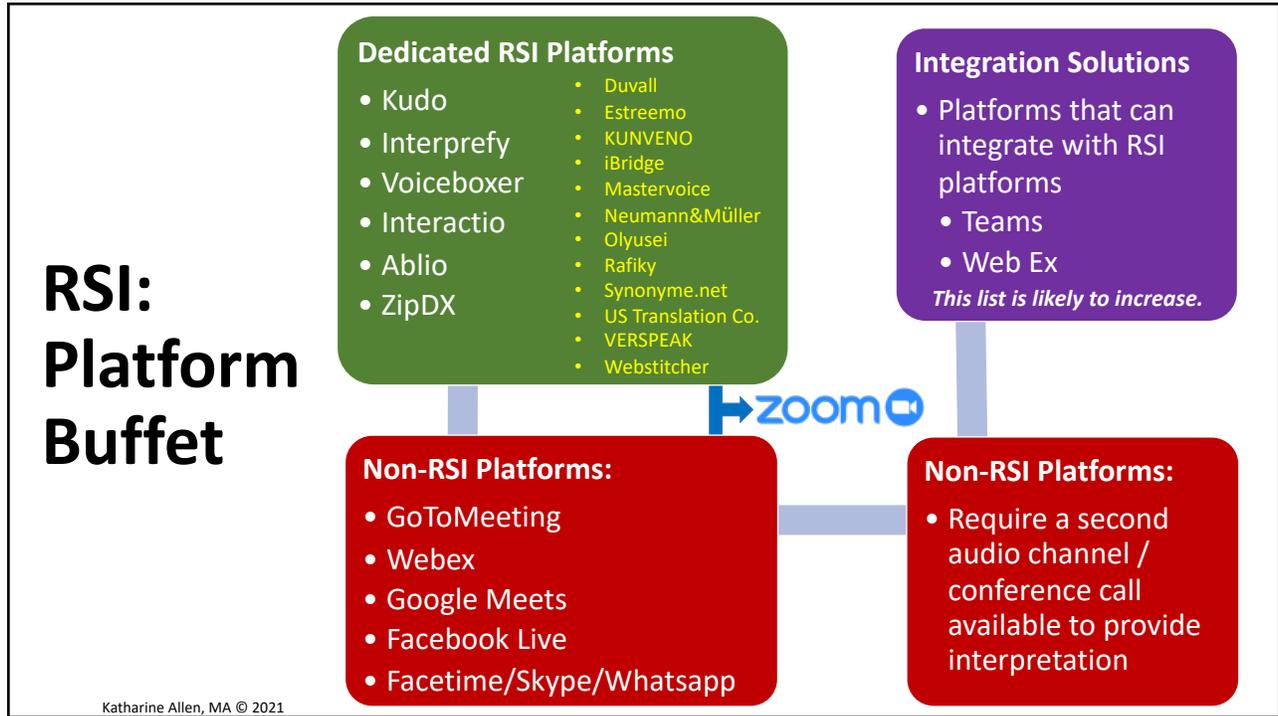
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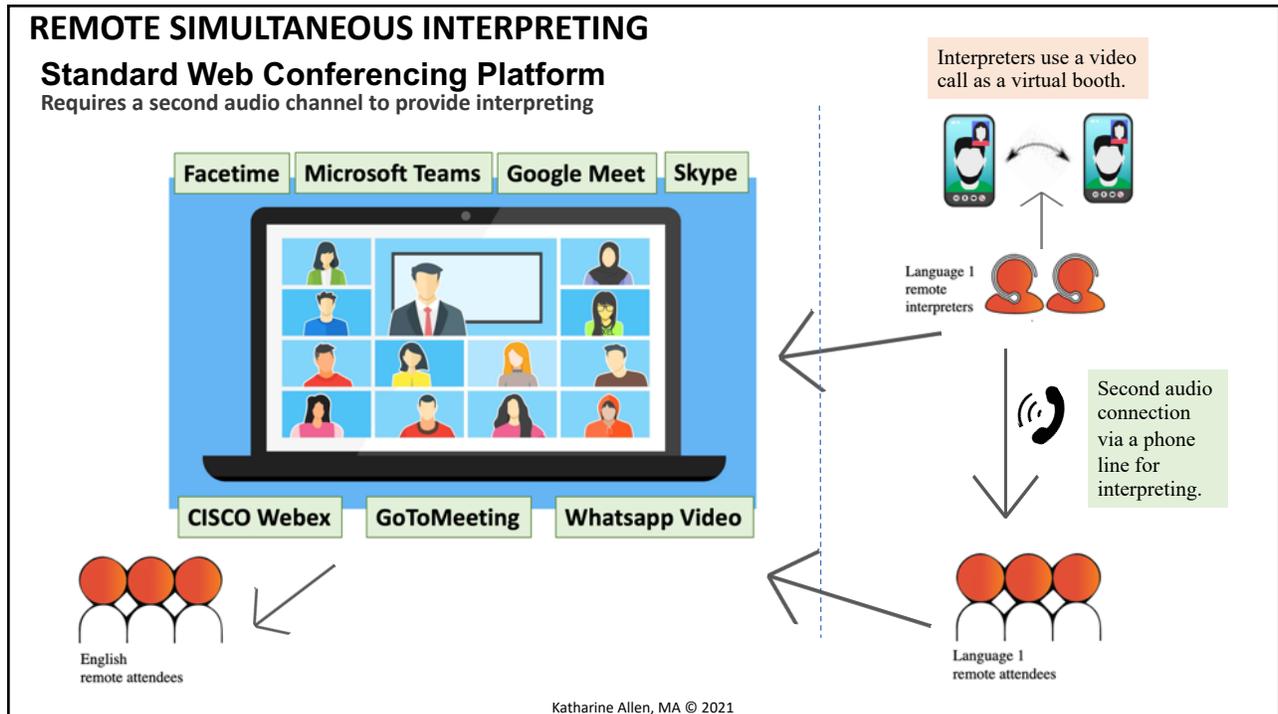
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Zoom - A Hybrid Platform

- The interpreting function has to be set WHEN the meeting is scheduled.
- The English channel also functions as the floor.
- Once you have been assigned as the interpreter, you cannot hear the other interpreter.
- You have to switch to English for the "floor" to hear you.

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Traditional and Emerging RSI Assignments

- Traditional conference interpreting**
 - diplomatic, international organizations, business conferences
- Educational interpreting**
 - board meetings, public events, special education, parent-teacher
- Healthcare**
 - classes, public health departments, COVID-related public meetings
- Local government / non-profit**
 - public meetings, community engagement, disaster response
- Legal/Court interpreting**
 - attorney-client, depositions, immigration court, court audiences

OTHERS?

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RSI Webinar Events vs. Interactive Meetings

Webinar Events

- Similar to more traditional conference interpreting.
- May interpret in one language direction only.
- The interpreter closes the camera off and interacts with a backchannel booth).
- Question and answer sessions are limited and often handled by a chat function.
- "Live" questions handled by a moderator.

Interactive Meetings

- All participants are on video as part of meeting.
- Interpreter is often on screen as well.
- Interpreter may need turn-taking and intervention protocols as part of a negotiated dialogue.
- Interpreter will need to frequently switch channels between languages.

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Slide courtesy of Danielle Meder, ASL Interpreter

CHALLENGES

Often, the interpreter will have the most information/knowledge on how to successfully complete an RSI encounter because many participants or clients *think*:

RSI is just like OPI	RSI is just like VRI	"Just join the Zoom call, it's easy!"	"You're just interpreting, it's not that hard/technical"
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↓

Each encounter is different. The needs depend on:

Participants	Subject/Topic	Platform	Communication Dynamics
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The interpreter needs to advocate for what will make the encounter successful.

IT Arrangements	Preparation	Audio Needs	How to Connect to Interpreting	Communication During Encounter
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Things Fall Apart When...

- The client does not understand how to enable interpreting.
- The client does not give instructions for how to access interpreting.
- With Zoom, the meeting was scheduled without the interpretation feature enabled.
- Participants cannot access the interpreting (when using a phone or tablet to access the meeting)
- No process for how to handle Q&A sessions was set up.
- No one is assigned to IT.
- The interpreter and/or client is new to RSI.

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Before You Interpret and the Tech Check

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Video Demo: **The Interpreter Tech Set Up**

<https://www.youtube.com/watch?v=g-4SNtSOYBQ>

The Set Up



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Before the Assignment Check List

- Is it a direct client or through a language service company?
- Have they organized an RSI meeting before?
- What kind of meeting is it?
- Will you need an interpreting partner?
- What platform is it on?
- If Zoom, who will coordinate the interpretation channels?
- Do you need a phone bridge for interpreting?
- Is it being livestreamed or recorded?
- Who is responsible for IT?**
- Will there be a tech check?***

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The Tech Check

- How will attendees know how to log onto the interpreting channel?
- Request/provide a visual with interpreting channel instructions.
- If using Zoom, confirm that the meeting has been scheduled with interpretation enabled.
- Test everyone's sound and video.
- Require or encourage headset/microphone use by all.
- Determine how Q&A session will be handled.
- Determine if turn-taking between participants is required.
- Obtain contact information for primary contact before and during the event.
- Determine who is responsible for tech problems during the event.
- Request all relevant event documents and materials ahead of time.

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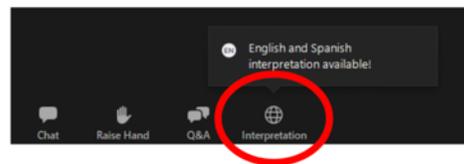
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The Log On Slide

WELCOME TO OUR SPANISH SPEAKERS



- “Would you like to listen to this conversation in Spanish? Follow these steps...”
 1. Haga clic en el icono de interpretación en la parte inferior de su pantalla.
 2. Seleccione español
- Watch the meeting LIVE on the [redacted] Facebook event page.
 - Vea la reunión EN VIVO en la página de eventos de Facebook del [redacted]



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The Log On Slide

Getting On a Channel in Zoom for Interpretation/Escojer un canal en Zoom para escuchar la interpretación

Si tiene computadora de o laptop/portátil, busque globo terráqueo/mund seleccione Inglés o Esp If you have a deskto computer or laptop, loo the globe and select Eng Spanish

1. Click/Presione

3. Click English, Mute Original Audio, then Done Pressione español, > Silenciar el audio original, y despues Finalizado.

Better!

With computer/laptop, click on the Globe, then select English and Mute Original Audio. Si utiliza computadora de mesa o laptop/portátil, busque el globo y seleccione Español y Silenciar Audio Original

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Q&A Sessions

- Chat feature in the platform or,
- Use mics to verbally ask questions or,
- “Raise hand” function in platform or,
- Group meetings that encourage open dialogue.

How to Manage

During your pre-session brief or introduction ask and determine:

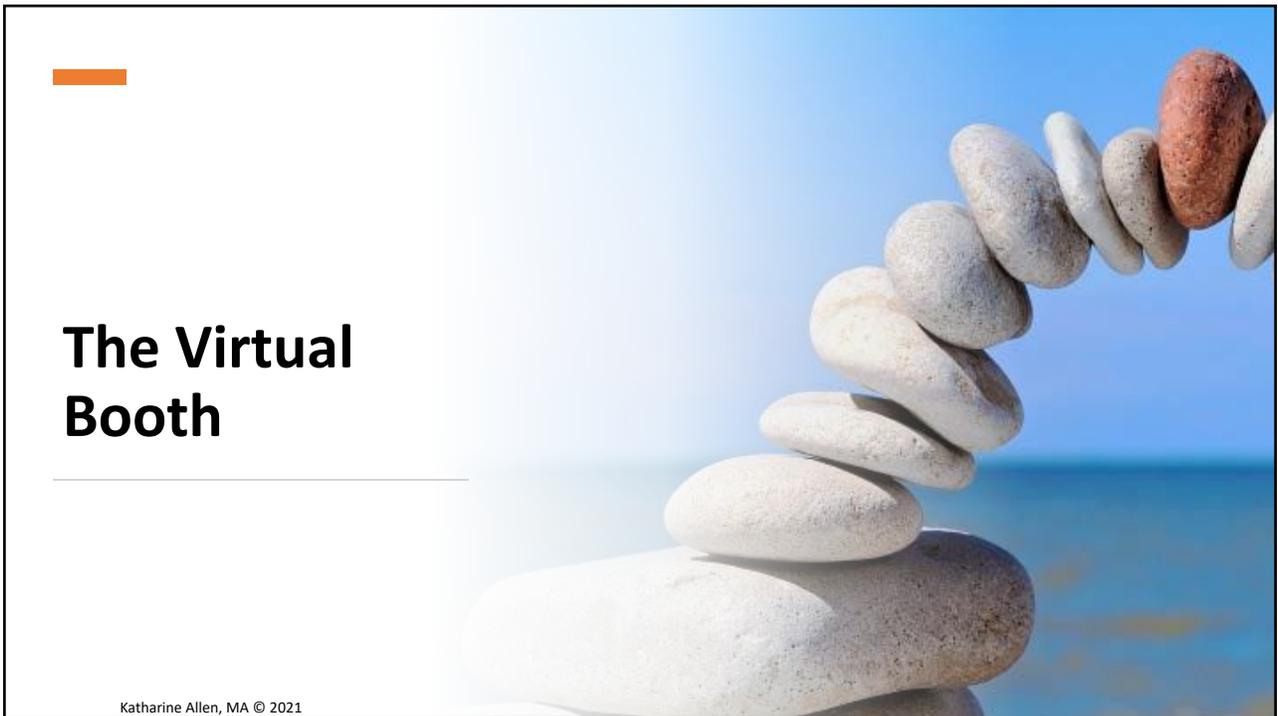
- Who will monitor the chat box for questions?
- Who will interpret the questions (if there is more than one interpreter)?
- What signal will you or the participants use to indicate they want to comment?

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Video Demo: The Virtual Booth / Back Channel

<https://www.youtube.com/watch?v=g-4SNtSOYBQ>

THE BACKCHANNEL



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Setting Up a Virtual Booth

OPTION 1:

Use a second device with a video call to coordinate with your partner.

OPTION 2:

If on ZOOM, use a second device to log into the same meeting and listen to your partner on the interpreting channel.

Hi, what back channel would you like to use? I would rather have a visual signal instead of using a chat window. And how often should we switch?



Let's use a video call on our phones. We can use a thumb's up signal. I think we should switch every 20 minutes.



When working on web conferencing platforms not designed for remote simultaneous interpreting, interpreters create their own virtual booths to coordinate during the event.

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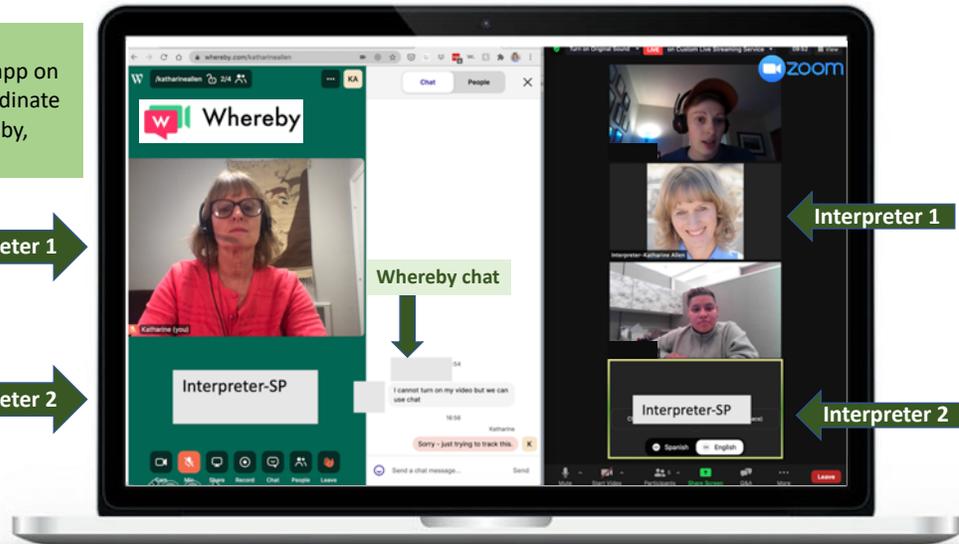
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Interpreter Back Channel on a Single Device

OPTION 3:
Log onto a second video app on a single computer to coordinate with your partner (Whereby, Google Meet)

Interpreter 1 →

Interpreter 2 →



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RSI with a Second Audio Channel

All virtual booth set ups require you to manage TWO audio channels:
○ The event
○ Your partner

1. Interpreter listens to the original audio through a headset by logging onto the web conferencing platform.



2. Interpreter sets up a virtual booth to coordinate with the second interpreter.



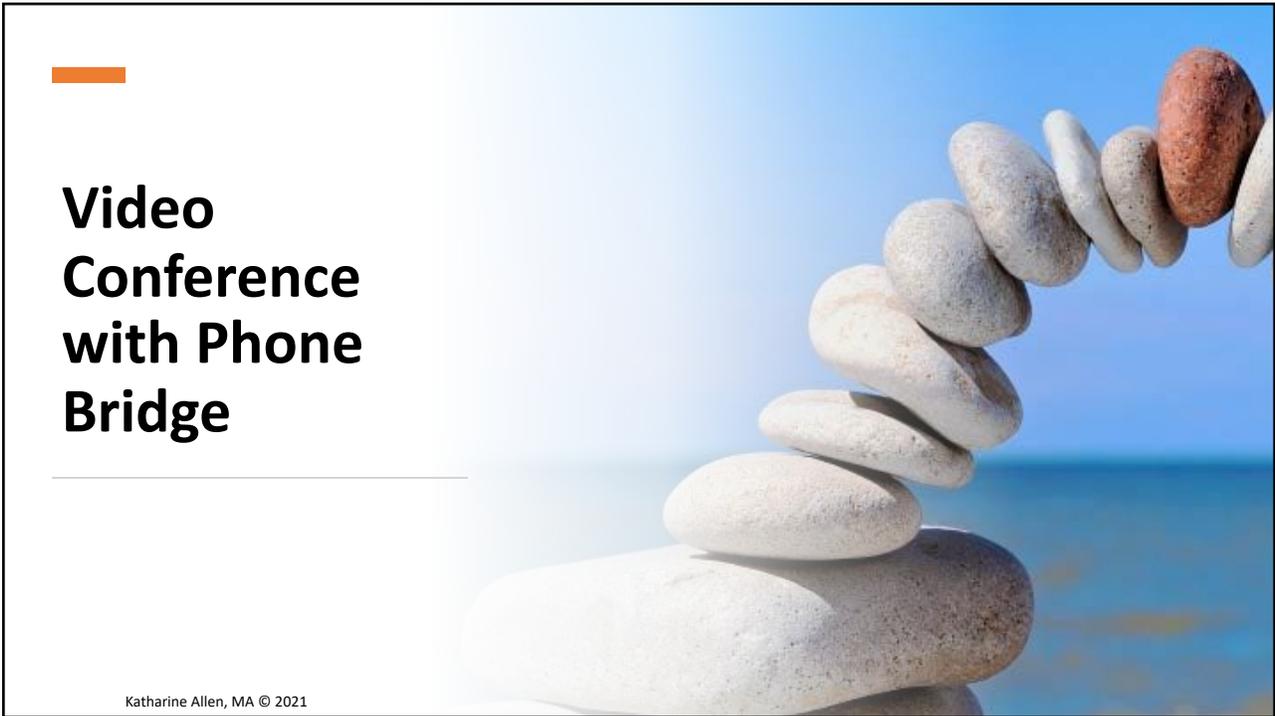
3. Interpreter speaks into the mic connected to the audio bridge and listens on through the earbuds when monitoring the second interpreter.



Set up your virtual booth in advance and PRACTICE when working with a new partner!

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Video Conference with Phone Bridge

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Video Demo:



REMOTE SIMULTANEOUS INTERPRETING
for a Video Conference Meeting Using a Phone Bridge

Created by Katharine Allen and Danielle Meder for Cross-Cultural Communications, 2021

THE REMOTE INTERPRETER

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When the simultaneous mode is used for dialogs...

 SPECIAL EDUCATION DIVISION
TRANSLATION/INTERPRETATION DEPARTMENT

Full script: "{Greeting- Good morning/ Good afternoon,} my name is {Full name}, I'll be your interpreter for this meeting. Before you get started, I would like to ask you for help with a few things to provide effective communication for the team:

Please speak one at a time and avoid interruptions or cross talk. To help with the audio quality, please try to speak clearly and use a moderate rate of speech, especially if you'll be reading from sections of a document.

I'll be muting my microphone while I'm listening to each presenter and interpreting for the parent. I will unmute my microphone whenever the parent has a comment or a question, or if I need to ask a team member for clarifications or to pause.

I'll be using this signal [hold your palm up to the camera] to let the team know when the parent has something to say or if I as the interpreter need to ask for clarification or need a team member to repeat something. Can someone please help me by keeping an eye out for my signal? [Wait a few seconds for the team to acknowledge what you have said]

Thanks, I appreciate your support. I'm ready to begin when you are"

Courtesy of Mario Garcia from the San Diego Unified School District

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- ❑ Many meetings that have traditionally been interpreted consecutively are now being interpreted simultaneously.
- ❑ When the meeting involves a discussion or dialogue between parties, the interpreter needs:
 - Introduction scripts
 - Turn-taking signals (physical and verbal)
 - Intervention scripts
- ❑ In RSI for interactive meetings, interpreters are *visible*, sometimes *part of the discussion* and in charge of *managing the platform* to help everyone's voice be heard.

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FINAL STEP: Know Your Skill Set

- Have you interpreted remotely before?
- If so, which modes?
- Are you comfortable interpreting in all modes.
- Do you understand the RSI platforms?
- Do you have and know how to use the required tech set up?
- Have you practiced intervention skills when interpreting remotely?
- Have you team interpreted?
- Have you used a virtual booth?
- When will you say "yes"? And when will you say "no"?
- Where will you seek help or guidance?



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SHOULD WE SCHEDULE OUR NEXT ZOOM MEETING OR JUST HIT OURSELVES REPEATEDLY IN THE HEAD WITH A HAMMER?

TAKE CARE OF YOUR HEALTH!

- ZOOM Fatigue
- Acoustic Shock
- Cognitive Overload

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RESOURCES: Cross-Cultural Communications Remote Interpreting Webinar Series

Interpretips
1.78K subscribers

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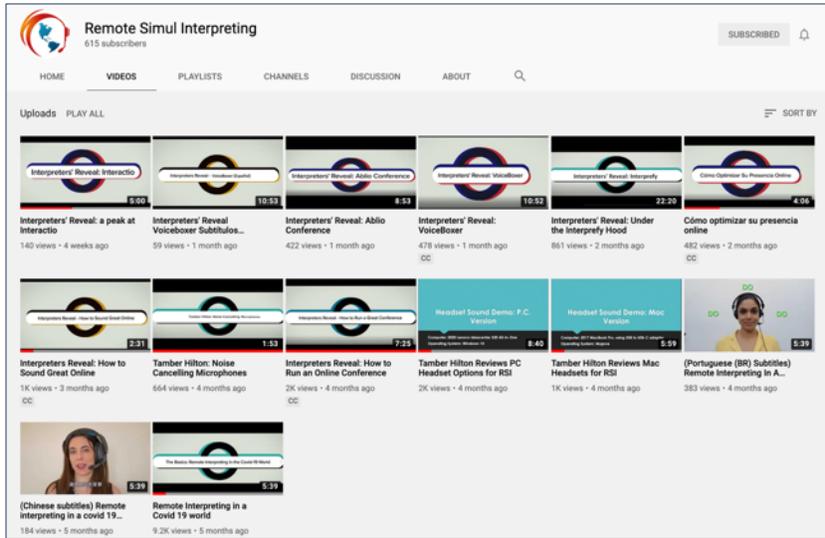
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RESOURCES: Remote Simul Interpreting Youtube Channel



<https://www.youtube.com/c/RemoteSimulInterpreting/videos>

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