Transcribing Instructor Guide

*Please Note: this document provides Disability Service Coordinators with content they may wish to incorporate into the notification given to instructors about to receive a student using transcribing.*

Transcribing Service

TypeWell abbreviation software is used by qualified transcribers often via wirelessly linked computers to convert speech to text in a meaning-for-meaning format. This service ensures that deaf, hard-of-hearing, low vision and other students who may benefit from the service have full access to communication in the classroom and other settings.

Transcribers do not act as a filter, but a conduit of the information. Although the transcript is not verbatim, all classroom interactions are noted (the meaning of spoken comments plus environmental cues such as joking, distractions, off-task comments).

TypeWell Confidentiality

There may be times in class when personal experiences are shared or other sensitive information is provided. In keeping with the student’s right to equal communication access, all such information is transcribed in class.

It may be beneficial for the student, instructor or TypeWell transcribers to explain the purpose of transcribing to the class in order to assure students that everything heard in class is kept strictly confidential.

TypeWell Edited Notes

In order to fully engage in classroom dynamics, it is not possible for the student to read from the laptop computer 100% of the time. Often, there are situations that necessitate a shift in the student’s focus such as when the instructor writes on the board, or when there are distractions in the classroom. Notes are provided to the student generally within 24 hours of the class to ensure that the student has had full access to all of the information presented. Knowing that they can review the notes later allows students the freedom to participate fully in class rather than simply being bystanders to the information.

Notes are for the exclusive use of the student receiving transcribing service. Providing the notes to students is to ensure equal access to information for deaf, hard of hearing, low-vision students and others who may benefit from the service. Instructors may request a copy of the notes; it is up to each institution whether transcripts area shared with instructors.
For discussion between the instructor and transcriber prior to the start of classes:

Contact Information

- If the class is cancelled or the student will not be in class for any reason, please notify the transcriber at your earliest convenience. The contact information is listed below:
  - What is the best way to contact you should the transcriber be ill or late?

Logistics

- As transcribing is a mentally demanding job, transcribers often work with another transcriber who acts as a teamer so they can take turns transcribing every 15-20 minutes. The teamer also supports the transcriber to ensure maximum information capture.

- Is there a specific location in the classroom where the transcribers should sit? Please take into consideration proximity to power outlets and possible need for extension cords.

- If the student does not arrive to class on time, the transcribers will wait 15 minutes for a one hour class and 30 minutes for classes longer than an hour for the student's arrival. After this waiting period, the transcribers will leave as unobtrusively as possible.

- Should the transcribers need clarification of information in class, they may raise a hand. Interruptions should be few, but occasionally clarification is needed to ensure the accuracy of the information provided to the student.

- Transcribers are in the classroom to ensure communication access for a deaf or hard of hearing student. They will not participate in the class in any way. Their focus is on the work of transcribing.

Class Schedule

- Transcribers will need a copy of the course outline/syllabus and reading list at the instructor’s earliest convenience.

- Are the exam dates available? Will transcribers be required on exam dates?

- Are there any planned field trips/internships/practicum placements during the course? Are the locations and timing known? Will a transcriber be required?
Prep Work

Transcribers will need to prepare for each class to make sure they are familiar with the concepts of each lesson as well as the spelling of unusual vocabulary and names. In order to be prepared, the transcribers will need the following information:

- Name of textbook(s) to be used in class and a copy if available
- Notice of other resource materials that may be required in class
- Copies of handouts to be provided in class and access to communication distributed electronically (e.g. via instructor's website, email, Moodle)
- Reading/Homework Assignments
- Pre-class access to uncaptioned videos that will be watched in class.

Any prep material that has not been provided in class can be forwarded to the transcribers via e-mail prior to the next class. Ideally, any prep materials should be received by the transcribers 2-3 days in advance of the scheduled class.

Voicing for Deaf or Hard of Hearing Students

If students receiving TypeWell services are unable to voice for themselves and wish to comment, they can alert the transcriber by typing their comments or questions via the linked computers. The transcriber will raise a hand and voice the comment for the student. All responses should be directed to the student.

Thank-you very much for your cooperation in the provision of this communication access service. If you have any questions or concerns, please feel free to contact Disability Services.