VRS VI Quality Survey

*EDIT: The deadline has been extended to Wednesday June 7th.
The essence of VRS is the effective provision of human services, thus your perspectives are critical in improving VRS quality for video interpreters and consumers. There is a tight timeline in providing feedback, thus please don't delay with your responses. Please respond to this survey by Friday May 26th.

Video Relay Services (VRS) has been one of the most consequential difference makers in the deaf community. Yet little appears to be understood about the quality standards which provide for effective video interpreting. The Federal Communications Commission (FCC) has undertaken a Notice of Inquiry (https://ecfsapi.fcc.gov/file/ 0323933220639/FCC-17-26A1.pdf), which, among other things, seeks comment on the appropriate service quality metrics to evaluate the effectiveness of VRS. The VRS Metrics Workgroup of the FCC's Disability Advisory Committee is gathering information in the next few weeks to help formulate recommendations about the quality and accuracy of video interpretation in VRS.

* Required

1. **Are you a Video Relay Interpreter? ***
   Mark only one oval.

   ( ) Yes   *Skip to question 2.*

   ( ) No   *Stop filling out this form.*

VRS experience

2. **Do you hold any interpreting certifications? ***
   Mark only one oval.

   ( ) Yes

   ( ) No

3. **How long have you worked in VRS? ***
   Mark only one oval.

   ( ) Less than a year

   ( ) 1-3 years

   ( ) 3-5 years

   ( ) 5+ years

4. **How many hours a week do you work in VRS? ***
   Mark only one oval.

   ( ) Less than 8

   ( ) 8 to 20

   ( ) 20-40

   ( ) Over 40

5. **What specific factors impact the quality and accuracy of VRS interpretation?** *
Check all that apply.

☐ Recovery time in between calls

☐ The ability to get a trusted quality team at the time needed

☐ Years of experience as an interpreter

☐ Video/Audio Quality

☐ Long "Log In" expectations (time a VI is expected to be set ready to take calls)

☐ Specialty certifications or specialized training (SC:L, insurance, real estate, etc)

☐ Standard or idiosyncratic language factors of callers (ex. non-native ASL user, accents, etc)

☐ Other: _____

6. **Scenario: A VI with several years of experience is processing a call with optimum video. What factors will impact the quality and accuracy of the message?** *
Check all that apply.

☐ Length of the interpreter's shift

☐ Length of time without a team to monitor the work and switch in when needed

☐ Length of "rest time" from the previous call

☐ Other: _____

7. **Scenario: A new graduate is hired to work in VRS. The new graduate is processing a call with optimum video/audio quality. What factors would impact the quality and accuracy of the message?** *
Check all that apply.

☐ Length of the interpreter's shift

☐ Length of time without a team to monitor the work and switch in when needed

☐ Length of "rest time" from the the previous call

☐ Other: _____

8. **When interpreting a lengthy call with optimum video and audio quality what most affects the quality of the interpretation?** *
Mark only one oval.

◯ Length of processing that specific call (Mental fatigue)

◯ Switching of interpreters

◯ Ability of another VI to team the entire call, monitoring the message, and switch as necessary

◯ Skill level of the interpreter

◯ Other: _____

9. **Does the number of years of experience a VI has affect the quality and accuracy of the calls they interpret?** *
Mark only one oval.

◯ Yes

◯ No

10. **Would quality improve if you were allowed a reasonable amount of "customer service time" to get information from the customer about the call before being expected to dial? (time spent with customer before a call that is not billed to the FCC)** *

Mark only one oval.

◯ Yes

◯ No

◯ Other: _____

11. **Do you believe a CDI working in your office, being available to team certain calls, would improve the quality to the consumer?** *

Mark only one oval.

◯ Yes

◯ Maybe

◯ No

12. **Do you feel that your company cares about the quality of interpretation services they provide? Please explain your answer** *

_____

_____

_____

_____

_____

13. **What do you believe would improve the quality of your interpretation in the VRS setting if video was already optimal?** *

Check all that apply.

☐ Less "log in" expectation (time spent ready for calls)

☐ Standard system controlled time in between calls increased to 1 minute

☐ Ability to get an experienced team

☐ longer "customer service time" (time spent with the caller getting information before actually dialing. Time not billed to the FCC)

☐ Company sponsored mentoring

☐ The availability of a CDI

☐ Other: _____

14. **What applicable standards should be considered towards improving the quality and accuracy of video interpretation? ***

Check all that apply.

☐ Less "log in" expectations of the VI, ensuring mental and physical breaks away from the screen

☐ Implementing a system-controlled "x minute(s) rest time" before another call is sent to your station (current systems typically send calls again between 7-13 seconds)

☐ Interpreters working in VRS required to have a minimum experience of 3 years interpreting.

☐ No time limits to teaming

☐ Ensuring availabiity of a team for when one is needed

☐ VIs should demonstrate ASL minimum competencies such as taking ASLPI

☐ Other: _____

15. **If only allowed one, what applicable standards would you choose to implement to improve the quality and accuracy of video interpretation? ***

Mark only one oval.

◯ Implementing a system-controlled "x minute(s) rest time" before another call is sent to your station

◯ Interpreters working in VRS required to have a minimum of 3 years experience interpreting

◯ No time limits to teaming

◯ Ensuring availability of a team for when one is needed

◯ VIs demonstrating ASL minimum competencies, such as taking ASLPI

◯ Other: _____

16. **What methods should be used to evaluate the quality and accuracy of video interpretation so that the VRS industry can improve quality as a whole rather than being used as a tool to evaluate specific video interpreters? ***

Check all that apply.

☐ "Secret Shoppers' from a 3rd party company. (Mock unknown calls to the interpreter to test the quality and report results to the FCC aggregated as a company average, not specific to VI)

☐ Complaints from customers

☐ Company operated quality assurance departments

☐ Customer satisfaction surveys

☐ A rating system after each call for the customer to fill out

☐ Other: _____

When considering Demand Control Schema

Please answer these questions with the Dean and Pollard Demand Control Schema in mind.
The four demand categories are:
1. Environmental
2. Interpersonal
3. Paralinguistic
4. Intrapersonal.

Dean and Pollard have identified three critical points during which time the interpreter is called upon to make key control decisions.
The three critical points in time are:

1. Pre-assignment
- education, vocabulary, subject competence; nutrition; health;
2. Assignment
- interpretive choices; relationships with other; ethical integrity and decision-making; and
3. Post-assignment
- reflection and analysis; professional development activities; continued ethical and professional integrity.

17. **What Demands impact the quality of service in VRS?** *

Check all that apply.

☐ KPI expectations (log in requirements, answer time, time spent with the customer before and after the call)

☐ Vicarious Trauma

☐ Video/Audio

☐ Specific Language Content (world knowledge)

☐ The impact of the consumers -Deaf and hearing- not being in the same room

☐ Other: _____

18. **What controls are relevant to meeting the needs in VRS?** *

Check all that apply.

☐ Breadth of world knowledge

☐ Specialty Certifications (not necessarily interpreting related)

☐ Length of interpreting experience

☐ Certifications

☐ Other: _____

19. **Is there anything we haven't asked about that you feel impacts the quality of interpretation in the VRS setting? If so, what?"** *

_____

_____

_____

_____

_____

Thank you for your feedback!

For more information please review the FCC's NOTICE OF INQUIRY ON SERVICE QUALITY METRICS FOR VRS found in Article III on P. 29 at the link below https://ecfsapi.fcc.gov/file/0323933220639/FCC-17-26A1.pdf