On February 11, 2015 approximately 50 deaf and hard of hearing high school students from the Maryland School for the Deaf and the Model Secondary School for the Deaf participated in an FCC Civics Class in the Commission Meeting room. As part of this event, the students broke into small groups to brainstorm accessibility challenges they face today and anticipate for the future, as well possible solutions. Below is a summary of their comments relating to Telecommunications Relay Service, CG Docket Nos. 03-123, 10-51, and 12-38.

***VRS Interpreter Quality***

Three of six student groups reported dissatisfaction with the quality of interpreters that handle video relay service (VRS) calls. One group cited interpreter neutrality as a problem (wherein interpreters are appearing to take an opinion or stance on content of calls), while another cited regional variations in signing as a problem for interpreters both expressively and receptively.

***VRS Video Quality***

Four of six student groups indicated problems with video quality, clarity, or freezing that occurs during point-to-point or VRS calls. One student specifically indicated a problem between Sorenson and Purple videophones (Interoperability).

***VRS Speed of Answer***

Three of six student groups reported dissatisfaction with the wait time to connect to an interpreter, referred to at the FCC as speed of answer. All three student groups reported multiple "rings" to the service before their call was connected, and frustration with the delay. One student specifically attributed this problem to Sorenson.

***Banks Refusing Relay Calls***

One student group indicated that banks routinely refuse to accept and process relay calls, specifically when those calls involve personal information such as account access or passwords. Students indicated they were told to call back over TTY, or to visit a branch in person.