DES 481, FALL 2019

Study Guide

What is the role of alternative communication strategies in helping sign language interpreters provide nuanced interpretation for deaf and hard of hearing people?

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Session Breakdown

The interviews with the participants would range 25-30 minutes. The time range might be adjusted based on the experiences of participants being interviewed and their availability.

- **Introduction** (5 mins)
- **Card Sorting** (15 mins) ***for selected participants**
- **Interview** (20 mins)
- **Wrap-up** (5 mins)

Material Checklist

- Recorder (phone)
- Notepads, Paper & Pens
- Study Guide & Consent Form
- Sticky notes
- Cards for card sorting

Participants Profiles

Interpreters (~9)

We will talk to certified sign language interpreters in the Greater Seattle Area who have two years or more working experience in the field. We acknowledge that there are different kinds of sign languages and therefore, we will focus our research participants on American Sign Language Interpreters.

Because of the sensitivity of the deaf and hard of hearing community, we will take more caution on framing our problem and conducting research activities. We understand that a lot of interpreters won't be able to do in-person interview, therefore, we also provide them with the Skype option.

Experts (~3)

We define experts as individuals who have done related research on sign language interpretation topics, or interpreters who have been working in the field for over ten years. Individuals we are reaching out to include an interpreter coordinator, and two PhD students who focus on the deaf and hard of hearing community. Due to the complexity of our project space, we would see our experts as both participants, and people we can look to when we have questions about the topics. Since each expert has their own expertise, we will include a general template guide in this document, and ask specific questions that tailor to each individual.

Email Blurb

We sent this email out in order to recruit participants.

> Hey everyone! We are a group of UW Interaction Design students currently working on a research project. We are interested in the interpretation services for deaf & hard-of-hearing people in the greater Seattle area and wish to speak with a few of you.
>
> As part of our research, we are hoping to speak to interpreters to learn more about interpretation services and your experience as an interpreter. The conversation should be 30-45 minutes and can take place either in person or via Skype call. We will make sure this is as lightweight as possible, and we will accommodate interview times around your availability.
>
> Everything we will gather from the interview will stay within the classroom only and will not be used for any other purpose without your permission.
>
> We will also provide a small personalized gift for your participation at the end, as well as updating you with our proposal.
>
> If you are interested in talking to us and sharing your story, you can send a message to the email below:
>
> Cecilia's email: zhaoz25@uw.edu
>
> Thank you so much for your help and contribution in advance. We sincerely appreciate your participation in any capacity.
>
> - Cecilia, Kevin, and Winnie

Follow-up Email Format

Hello [Name],

> Thank you for your interest in participating in our interpreter research! I'm sure your experience will help us gain more insight into this topic area.
>
> We want to schedule you for a 30 min interview. Your input is valuable to our project. We have created a signup sheet for you to fill out to indicate a time that you would like to conduct the interview (please only sign up for one slot), and whether you are available for an in-person interview or via skype. Please put down your first and last name, email best to be reached at. We will be contacting you soon!
>
> Thanks again for your kind help with our project. If you have any questions or concerns, don't hesitate to contact us.
>
> - Cecilia, Kevin, and Winnie

Research Method - Interview

For Interpreters

Introduction

> We are here because we want to hear about your interpretation experience, especially how you use different methods to navigate difficult concepts and express that to deaf and hard of hearing people?
>
> We are not here to judge you in anyway, but we want to find out about how you build a relationship with the deaf or hard of hearing people that you interpret for and what kind of strategies you would use to help them understand abstract concepts more fully. Would you mind if we taking notes and recording your answers?

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Warm-up Questions

- How long have you been doing interpretation for?
- What is the language you use and what is the specialty as an interpreter?
- Who do you interpret for?
  - Do you ever interpret sign language to people who don't sign?
  - How long does your interpretation sessions usually last?
- When is the last your provided interpretation service and what was that like, can you describe the experience and process?

Research Method - Interview

For Interpreters

Main Questions

- What are the biggest assumptions that you think hearing people have about deaf culture and their ability to perceive the sounds in their environment?
- What artifacts or objects do you usually need and bring with you when you interpret? (interpretation)
  - Are they different depending on the situation?
- Think back to a time when you had to interpret in a situation that was difficult, what was that like?
- How do you deliver interpretation in a situation where the goal is mainly experiential?
  - Have you interpreted for live performance or art work such as poetry or music
    - If they say yes, ask them to describe their experiences
    - If no, ask them how they think they would do it?
- How do you measure success in an interpretation session?What are the differences between interpreting for one person versus an audience?
- Can you describe to me a time when you need to interpret for someone, what are the steps to prepare and the process of interpretation?
- When do you usually collaborate with another interpreter and how do you go about doing it?
  - Can you describe the planning process and communication that happens between you and the other interpreter?
  - In what circumstances are multiple interpreters needed?
- When you encounter an idea or something that you want to express, but don't have the vocabulary? How did you go about expressing it?

Research Method - Interview

For Interpreters

Cool-off

- How do you generally feel about the difference in understanding for deaf and hard of hearing people on topics like arts?
- What do you enjoy most about your role?

Closing

- Thank you so much for participating, we got a lot out of this conversation.
- Is there anything related to your field that you feel like we haven't talked about?
- We will ask that you provide us with a picture you wish to be customized into a drawing and we will follow up with you for next steps and thank you for participating.

Research Method - Interview

For Experts

Introduction

> We are here because we want to hear about your interpretation experience, especially how you use different methods to navigate difficult concepts and express that to deaf and hard of hearing people?
>
> We are not here to judge you in anyway, but we want to find out about how you build a relationship with the deaf or hard of hearing people that you interpret for and what kind of strategies you would use to help them understand abstract concepts more fully. Would you mind if we taking notes and recording your answers?

Warm-up Questions

- Do you have any experience working directly with deaf or hard of hearing people? To what extent?
- I saw your research in _____, what maked you want to research into this specific area?
- How much do you know about existing interpretation services for deaf or hard of hearing?
- What do you think some of the challenges are in the deaf community right now?

Research Method - Interview

For Experts

Main Questions

- What are the biggest assumptions that you think hearing people have about deaf culture and their ability to perceive sounds in their environment?
- How do you measure success in an interpretation session?
- What would be considered as an alternative (additional) strategy or method when ASL interpreters are interpreting experiences or information that may not have a literal translation? (such as poetry, music, performance).
- For example, would you consider miming an alternative strategy/method?
- What barriers might exist for deaf and hard of hearing people when it comes to communicating with or understanding hearing/non-signing people?
- Are there different dialects or slang between regions and communities in ASL?
- What are different ways deaf people sense and interact with sounds in their environment?
- What made you involved in this field?
  What are your interests or passions in this field?

Research Method - Interview

For Experts

Cool Off

- How do you generally feel about the difference in understanding for deaf and hard of hearing people on topics like arts?
- What do you enjoy most about your research?

Closing

- Thank you so much for participating, we got a lot out of this conversation.
- Is there anything related to your field that you feel like we haven't talked about?
- We asked that you provide us with a picture that you wish us to customize into a drawing and we will follow up with you for next steps and thank you for participating. Bye

Research Method - Card Sorting and Observation

Card sorting

We are planning on creating an activity to give cards with printed scenarios, images or text on them, and ask selected interpreters to sort the cards according to how difficult they perceive the task to be. This is a participatory activity that is meant for us to start the conversation for the interview.

Semi Structured Observation

On Oct.15, we will attend the presidential address to see a live interpretation session. We will each take notes and immerse in the session to observe the interaction between interpreter(s) and the deaf and hard of hearing audiences. We will observe with an open mind to primary familiarize ourselves with the interpretation service. We will document the session with notes, sketches, and photographs.

Consent Form

As a voluntary participant in this design research your privacy, your comfort and safety are of utmost importance. If any questions arise pertaining to what you will be asked to do, the purpose of the research, or your rights as a voluntary participant, you are allowed to ask at any time even after signing this form. The purpose of this document is to specify your participation in the project.

Your role in this research is voluntary. Additionally, you may withdraw your consent at any moment without penalty. You will be asked a variety of questions in a 25-30-minute interview. You will also be guided through an activity. Your truthful answers and authentic accounts will be vital to our success.

Observers may take notes during each activity and may audio or video record your session. All materials will remain anonymous and will be used solely for reference purposes pertaining to this project. Your privacy and comfort are our top priority.

You may also agree to release the following for the following purposes:

[ ] Your likeness for the purposes of presentations pertaining to the project

[ ] Your first name for the purposes of presentation pertaining to the project

[ ] Your first name during in person research activities

If you have any further questions about this project or how your information will be used in the project please ask the facilitator now. This is a project conducted by design students at the University of Washington under the mentorship of Michael Smith, Senior Lecturer, School of Art + Art History + Design.

By signing below, you agree that you have read and understood this entire document and all questions regarding the project have been answered to your satisfaction.

_____

Date:

_____

Participant Printed Name: