



Working with a Professional Interpreter in Education Suggestions for Video Remote (VRI) and Over-the-Phone Interpretation (OPI)

As in-person interpretation is not an option to connect with our English Learner families right now, our network of Professional Interpreters in Education wanted to offer a few suggestions to support you as you navigate the VRI and OPI world, perhaps for the first time. We hope that these suggestions are helpful as you continue to strengthen cultural and language bridges in your communities.

- Prior to a VRI or OPI meeting, it is helpful to provide interpreters with documents or details regarding the topic that will be covered. Professional Interpreters in Education rely on all of the body language cues shared during face-to-face communication, and so additional information prior to a meeting using video or phone is particularly important.
- All parties, including the interpreter, must check microphones and cameras (for VRI) before contacting the parent.
- Professional Interpreters in Education must be available to provide technical support to the parent if needed.
- For VRI and OPI involving more than one teacher, it is important that only one speaker is assigned to conduct the meeting at a time. A speakerphone, if one is used, must be in that individual's immediate proximity.
- If confidential or sensitive information needs to be shared with a parent, it is recommended that teachers use an individual headset, not a speakerphone, to speak and listen to the parent and the interpreter.
- All Professional Interpreters in Education communicating with schools and parents through VRI and OPI, must abide by the same professional standards and ethics as onsite interpreters.

Minimum Technology Requirements for VRI (Video Remote Interpretation)

To work effectively, VRI depends on the internet connection of your school, the interpreter and the parents. At a minimum, you will need:

- Video screen, LCD computer monitor, tablet or smartphone/iPhone
- Video camera - ideal resolution of 1080p30, 1080p50, or 1080p60
- Headset – this is a must for interpreters! The nature of our job as Professional Interpreters in Education is the spoken word, so naturally the most important component of VRI is going to be the ability for both parties to clearly hear what is being said.
- If your environment has a lot of background noise, a headset and microphone with noise-cancellation might be a very important feature.
- Protecting student and parents' privacy: Professional Interpreters in Education must safeguard the privacy of your students and parents as they should be doing when interpreting onsite. One recommendation is that interpreters avoid wireless headsets that use DECT or Bluetooth technology as they may have some security vulnerabilities. Wired headsets are recommended.

Resources:

- How to Join a Zoom meeting - Spanish: <https://support.zoom.us/hc/es/articles/201362193--C%C3%B3mo-me-uno-a-una-reuni%C3%B3n->
- How to Use Zoom – Spanish: <https://www.youtube.com/watch?v=q2YmEbLd1c4>
- Google Classroom Orientation – Spanish: https://www.youtube.com/watch?v=ddfKI7sVGiA&fbclid=IwAR1kfFO-Sy8inz-9uJwARfSI_yQCHL9eKV-oC6pYk4wAKhv_qbE8pIAWvA
- Standards of Practice for Professional Interpreters in Education: <https://www.sesoincga.org/tools-for-school-interpreters-and-translators/>
- Guidelines for School Personnel Working with Professional Interpreters in Education: <https://www.sesoincga.org/resources-for-teachers-and-school-administrators/>



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