

November 2, 2008

Karen Yates Hey, Ann, I got here way too early
Karen Yates The chat starts at 9 Eastern
Jana Colter Hi everybody
Jana Colter how is everybody doing tonight?
Jana Colter Hi SueLynn...I really already think I understand how it works, jus type
and chat with everyone, right?
SueLynn Morgan on phone right now.
Jana Colter no problem
Jana Colter Hi Laura, welcome! So glad to cya here,..appreciate it!
Laura Melby Hi Jana!
Jana Colter Hi there!
Laura Melby Good to be here! Gotta go grab a cup of tea real quick
Laura Melby brb
Jana Colter no problem, u have plenty of time!
Jana Colter SueLynn, will you let everyone know that the chat will be posted for
everyone to see, please?
SueLynn Morgan Hey, I'm here
SueLynn Morgan I wasn't ignoring you.
Jana Colter no problem at all!
SueLynn Morgan It was a fellow board member and we were catching up.
Jana Colter that's gr8!
SueLynn Morgan Do you want to get avatar? let me get one and I'll show you.
Jana Colter know know how to get avatar???
Jana Colter figured it out!
Jana Colter Hi Sarah...so glad to cya here!!! can't wait to spend some time with you at
leadership, girlfriend!
Rick Greenspan hey everyone
Sarah Nageotte Hey, Jana!!! 10 days! :-)
Jana Colter Hi Rick...welcome. thanks so much for joining us for a CART chat!
Appreciate u being here
Jana Colter Hi Karen...wow, we are so honored YOU are here with us tonight!!
Rick Greenspan thanks, jana
Sarah Nageotte I'm just going to sit back and watch the CART chat...is that okay?
Jana Colter sure, no problem!
Jana Colter Sarah, we are just glad you r here!
Jana Colter welcome, welcome!
SueLynn Morgan Let's see if this worked. Test. test.
SueLynn Morgan I got lost!
SueLynn Morgan That was weird.
Jana Colter where did you go
Jana Colter sure are glad you came back!
SueLynn Morgan Jana, yes, we'll give some people time to arrive and then I'll announce
that we're starting and turn it over to you.
Karen Yates HI
SueLynn Morgan It locked up on me and I couldn't do anything.
Karen Yates I forgot and logged in from AOL
SueLynn Morgan Hey, Karen.
Karen Yates and that creates havoc
Karen Yates so I had to leave and come back through I.E>
Rick Greenspan i signed into the new forum
SueLynn Morgan For some reason my send button quit working

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Karen Yates Hey, all
SueLynn Morgan BRB.
Karen Yates Ya gotta love technology
Jana Colter I know I love technology 4 sure!
Jana Colter it's gr8 when it works!
Jana Colter Hi Mike...how was trick or treat?
Jana Colter Appreciate you taking your time to join us!
Mike Friedman It was good
Jana Colter good to hear!
SueLynn Morgan Those of you who are here, I had some surgery done on my thumb last
Thursday so I'm typing without a thumb. so I'm fairly fast, but if I hit a wrong key, that's why.
SueLynn Morgan Oh, I still have a thumb, it just has abig bandage on it!
Karen Yates Ouch!
Rick Greenspan are you able to write in court, sl?
Jana Colter SueLynn, we really appreciate you helping us out on our chat...so no
problem if you make mistakes, I'm sure we all understand!
SueLynn Morgan Nope.
Mike Friedman Thought I would pop in and see how the chat works
Karen Yates So all words have extra vowels in them?
Karen Yates I bet you can't work, though
SueLynn Morgan If you've heard Ed Johnson's joke, I couldn't caption any porno!
Rick Greenspan LOL
SueLynn Morgan And then where he stuck the needles in to deaden it, the nerves are all
upset and sensitive.
SueLynn Morgan To everyone, if you whisper, make sure you check the whisper box.
Jana Colter Hi Ann...welcome. We are so glad you are here!
Laura Melby Hi everybody
SueLynn Morgan Hi, Laura.
Karen Yates Welcome, Laura
Jana Colter Well, do you think we should get to the topic at hand...quality CART and
how we know it's quality or not?
Ann Young Thanks! I'm glad to be here.
Jana Colter Anybody have any thoughts about that?
SueLynn Morgan Let's go ahead and get started. I'd like to welcome everyone here this
evening for the first chat.
SueLynn Morgan And hopefully the first of many to come.
SueLynn Morgan How do the dead and HOH consumers communicate with hte CART
providers on what they think the quality is?
Jana Colter Hi Adam..gr8 to see you!
Adam D. Miller Hi, Jana
SueLynn Morgan Oh, my, deaf! Not dead. I told you about this thumb!
Jana Colter well, from my end, as a CART provider, I guess because they are always
so appreciative.
Jana Colter Yeah! Hi Sherry, Hi Sandra...welcome...so glad you all are hear1
Laura Melby I know at the universities the Office of Accessibility will have the
students fill out a yearly survey or rating type sheet from what I hear, although I've never seen one
Jana Colter shoot hit send before I spell checked....woops!
Sandra German I'm on the air in 25 mins so can't stay long. I've never done one of these.
Cool!

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Jana Colter I think part of the problem from a university standpoint, when you r doing educational CART, I don't know about anybody else, but they never check on me...does anyone else get checked on?

Karen Yates I think the real test of quality is when you have your CART viewed by both people who are hearing AND people with hearing loss

Karen Yates Then you have a whole bunch of quality checks there

Sherry Knox hi, everyone. this is cool. i do not feel like capping tonight, if that's alright. did i use the correct all right? hi, jana.

Karen Yates I don't know that any of the consumers I work with have a formal quality review process

Jana Colter me neither, which I think may actually b a problem!

Sherry Knox i do not get checked on, no.

Karen Yates great to see so many CART providers for our first chat

Sandra German Many times the only time a HoH client knows he's not getting good service is when he gets someone better to compare! And that sometimes never happens so they don't know what they're missing or what they should be getting

Sherry Knox amen to that, sandra.

Jana Colter Has anybody been following Glenn's blog on the broadcast captioner's group?

Karen Yates Has he continued it, Jana?

Sherry Knox not i, jana. glenn who?

Karen Yates I read it when it first appeared on the Broadcast Captioner's listserv

Jana Colter apparently that consumer realizes he's getting a bad product because he can't read it

Sandra German does anyone know if this CART Provider providing poor quality had an NCRA realtime credentials?

Jana Colter Glenn is a consumer that is getting bad CART and wants Typewell, because his CART experience has been bad for him

Laura Melby OH NO!

Sherry Knox in which city is he?

Laura Melby We can't let that happen

Jana Colter he is in Washington state

Ann Young How sad.

Laura Melby in classes? or some other situation?

Karen Yates When you have some universities using 160 or 180 wpm steno students, you KNOW it's going to be crappy

Sherry Knox is there not anyone else in washington state competent to cover his work?

Laura Melby I had no idea they're using students

Jana Colter oh, i belive there are plenty of competent people

Laura Melby yeah...how about remote CART

Jana Colter <http://glenns-storybook.blogspot.com>

Sherry Knox then he needs to get a new person.

Jana Colter if anyone is intersted in reading Glenn's blog, here is the link 4 u!

Laura Melby thanks

Jana Colter right on, he's tried, but the university is resistant

Karen Yates I don't know for certain that Glenn is getting a student reporter, but it sure sounds like he's getting poor "CART"

Jana Colter he's tried remote CART...another bad experience 4 him

Sherry Knox thank you for the blog, jana. don't forget to put that word in your dictionary...and while you're at it, put in vlog.

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Laura Melby oh darn

SueLynn Morgan I want to advise and remind everyone that a verbatim transcript of this chat will be preserved and posted on the forum for others to read.

Jana Colter right, so that leads us what can we do to make sure that quality CART is provided to our consumers?

Sherry Knox thank you for telling us, suelynn.

Karen Yates Jana, I wonder how we can help our consumers advocate for themselves

Sandra German Could NCRA send out a brochure or s-g to all post-secondary institutions on CART and the mimimun standards required of a Provder? Or would this be too large of an undertaking for us to educate the colleges?

Karen Yates I like that idea, Sandra

Sherry Knox that is a good idea, sandra.

Karen Yates I think it needs to be education for the schools and -- most importantly -- for the consumers

Jana Colter well, I think that's a gr8 idea, but I'm wondering if we would have some kind of more impact if we could somehow work on a legislative track with hard of hearing and deaf consumer groups and b able to do more that way?

Karen Yates they need to know there's good quality out there and that they have a right to it

Sandra German Seems like all we do is educate, educate, educate but it needs to be done, not only for consumers but educational facilities hiring Providers.

Karen Yates Jana, I bet we'll be seeing more and more of a push for quality in captioning and in CART

Jana Colter you know, sandra, I totally agree, I feel like I do a lot of education, but every quarter, I find new students at the universities that I work at that had no idea our services were available

Karen Yates Yes, and lord love those educational facilities, but they aren't all too altruistic

Jana Colter right

Jana Colter so how do we have a bigger impact to larger audiences with our education?

Jana Colter biggest bank for our buck, so to speak?

Karen Yates so many of them tell students with hearing loss that Typewell and CART are identical

Karen Yates in Nevada we finally had breakthroughs when we found ways to meet the deaf/HOH community out of the educational setting

Jana Colter yes, they do. The thing about CART we need to really educate on is that we can provide verbatim notes or if the student isn't interested in that, we can do something lighter for them, but Typewell can't

Sherry Knox the universties say that, karen?

Karen Yates Relay town halls, things like that

Karen Yates working with sign interpreters

Karen Yates Sherry, they said that at our local schools, trying to sell the cheaper version to the students

Karen Yates Jana, that's a crucial point

Jana Colter interesting you bring that up, Karen, about sign interpreters, at midyear, one of our topics is going to be how to communicate with the interpreters, a deaf person, etc.

Karen Yates someone needs to educate and demonstrate the differences

Karen Yates I built my CART business here in part with help and referrals from sign terps

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Jana Colter right, remember that CART can pair down if that is there wish, but Typewell and C-print can never do verbatim like CART can

Karen Yates right

Sandra German At two Canadian HoH conventions now, some presenters have been "other" services, and while the presenter is talking, they're being CARTed. The proof was right in front of their eyes! But money still talks

Karen Yates the best demo, if you can arrange it, is side-by-side of CART and C-Print/Typewell

Jana Colter we need to make sure that interpreters know that we are not their competition, we provide a different service than they do

SueLynn Morgan Have y'all ever considered trying to go to conferences or conventions of the decision makers and present a program on what you can do with CART and assist their university or school with ADA issues?

Karen Yates even with the best C-Print operator, the difference is dramatic, and the difference is not lost on the hearing audience or the deaf audience

Karen Yates SL, I like the last test best

Jana Colter right, and we certainly need to go to AHEAD and Pep-Net...both big proponents of Typewell and C-Print

SueLynn Morgan Have y'all ever considered trying to go to conferences or conventions of the decision makers and present a program on what you can do with CART and assist their university or school with ADA issues?

Jana Colter Karen, do you know if people in the past have tried to establish any kind of relationship with those folks from NCRA b4?

Karen Yates SL, the problem we have, at least locally -- hate to keep coming back to NV, but that's my reference

Karen Yates Is that often the C-Print operator is a university employee

Jana Colter SueLynn, that's a great idea, but you have to remember with universities, they don't always care about quality, they care about covering their ADA requirements with the least amount of budget possible

Karen Yates while the CART provider is contract

Karen Yates So they have a vested interest in keeping the employee busy

Jana Colter at least that's been my experience a lot of times unless they have been sued for providing subpar accommodations

SueLynn Morgan It sounds like the best way is to address it is legislatively on the state level.

Laura Melby It's great though, when the student has had both Typewell and CART and insists on CART!

Sandra German And some students, frankly, don't want the cadillac service of CART and prefer just the jotty notetaking systems, unfortunately

Karen Yates and they keep saying that they don't have the responsibility to provide a Cadillac when a Chevy will do

Jana Colter right, that's what i was thinking in conjunction with the Pep-Net., the HLAA, the AHEAD orgs

Karen Yates Laura's right; it's when the student voices what's best for their communication needs that we are often the one selected

Jana Colter right sandra, lots of students don't want to read through ALL those notes!

Sandra German Sorry, gotta go on the air. Nice chattin!

Karen Yates Bye, Sandra! See you Friday!

Jana Colter But many times the student doesn't even realize they have a service that's available to them

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Jana Colter bye Sandra!
Karen Yates That's right
Jana Colter that is what is frustrating, I think!
Jana Colter Does anybody else have that experience?
Karen Yates Last year we discovered that the disability service dept at the university "forgot" to tell us about the disability fair at the school
Jana Colter isn't that gr8!
Laura Melby nice.
Karen Yates but they had their staff sign interpreters there and their C-Print operator to demo that service
Karen Yates So after a ten year battle we finally got into the high schools in reno
Laura Melby how?
Jana Colter lucky for me at the college I work at, apparently the C-print operators like to pair, so it costs as much as CART and they can't be verbatim if that's what the student is interested in
Karen Yates they did NOT want CART listed in any child's IEP, for fear "Then they'll all want CART!" and their budget would tank
Karen Yates Jana, they should workin pairs
Karen Yates have you watched them work?
Jana Colter no, but I would like to
Karen Yates they bang so hard and concentrate so hard, they look they're going to have a stroke
Karen Yates imagine trying to do our job with only one key at a time
SueLynn Morgan So aren't they disruptive to the others in class?
Jana Colter but my disability resource person says it's just as expensive as CART, which I figure is a good thing
Karen Yates yes, it is a good thing
Laura Melby do they just use a computer keyboard?
Karen Yates SL, you would think it would be disruptive
Laura Melby just like Typewell?
Jana Colter plus they have to have an extra computer, too, so there is the extra equipment
Sherry Knox probably depends where you are located for the cost of cart and typewell, too, huh?
Karen Yates yes they're the same thing
Karen Yates right
Sherry Knox i mean, c-print.
Karen Yates and don't get me wrong, C-Print/Typewell have their place
Jana Colter but if we don't have quality CART reporters out there, you know....
Sherry Knox i don't think c-print here is close to the cost of cart where i am.
SueLynn Morgan so are they pretty much in all the states or just certain areas?
Jana Colter Sherry, do you know if they pair?
Sherry Knox i am not sure.
Karen Yates if you have a student with good residual hearing, they'll maybe do okay if they're at the front of the class and getting C-Print to supplement
Jana Colter SL, I think they are around a lot of different areas
Karen Yates SL, they started at Rochester NY
Karen Yates and they've spread all over
Jana Colter I agree, I think they have a place, but they try to sell themselves, from what I've heard, as CART providers
Karen Yates some do

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Jana Colter that's a problem, I think
Sherry Knox i believe the president of their association lives in the wash, d.c. area. i
met her in a class before. forget her name, though.
Karen Yates they don't do that here anymore because the deaf community slapped
their hands
Karen Yates I didn't know C-Print operators had their own association!
Karen Yates I must find them!!
Jana Colter hmmm, that's why I think we need to have a really strong bond with the
deaf and hard of hearing communities
Sherry Knox yes, they do.
Karen Yates Yes, and SueLynn is right that the legislature can play a role in all this
Jana Colter oh, yes, they're big especially in like Pep-Net and AHEAD, which are
huge at the university level, at least from my experience
Karen Yates they did in Nevada
SueLynn Morgan Please educate me here. What is Pep-Net and AHEAD?
Laura Melby I don't know either!
Jana Colter Pep-Net and AHEAD are organizations for disability resources at the
university level that have seminars, etc., very well organized
Karen Yates Postsecondary Education Programs Network
Jana Colter check out pepnet.org
SueLynn Morgan ok, thanks.
Jana Colter sure, no prob!
Laura Melby So, what can we do?
Karen Yates Association on Higher Education And Disability
Sherry Knox thank you, jana. will check it out.
Jana Colter does anybody else have any problems with Typewell or C-print?
Jana Colter plus if we have people blogging about how bad CART is, I have no idea
what we might be able to do about that...any ideas on that?
Karen Yates I think that C-Print/Typewell are to the CART world what
JAVS/CourtSmart/FTR are to officials
Jana Colter I think u are right about that!
SueLynn Morgan Karen, you beat me -- I was going to say the exact thing!
Jana Colter what does quality really mean?
Jana Colter isn't that the real question?
Karen Yates I think quality and completeness MUST be the hallmarks of the CART
provider
Karen Yates otherwise we have no argument when they bring in C-Print
Karen Yates We have to educate our own students and members to not go out there
before they're ready
Karen Yates it does the whole profession a disservice
Jana Colter Right, so how do we define quality? Does the CCP define it for us?
Jana Colter]
Karen Yates We get everything that's said and put it in instant readable form
Laura Melby and environmental sounds, etc.
Karen Yates adding in environmental ounds and other audible cues necessary to give
the consumer access to everything happening around them
Karen Yates oh, Laura, you beat me
Jana Colter I believe some of us do that...de we all?
Karen Yates Not according to Glenn
Laura Melby I do as often as I can
Jana Colter right...how do we counterbalance that?

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Karen Yates And we tell them about the "fine print" afterwards
Karen Yates like if the CART provider cannot control the proceedings, we may have to sacrifice verbatim for readable and understandable
Karen Yates Educate, educate, educate
Karen Yates it's a neverending task, Jana
Karen Yates Laura, where do you work most often in a CART setting?
Jana Colter I agree, I think I just may need a lil help with that...lol!
Laura Melby at a university
Karen Yates do you spend all day, every day doing classes onsite?
Ann Young I agree, Karen, but sometimes that's easier said than done.
Jana Colter right on Ann, I agree, sometimes it's really tuf stuff to do!
Karen Yates you mean the verbatim part, Ann?
Laura Melby every day I am on site, but not all day long...this semester I start every day at 7:45 and am home by 2:30, then do some remote
Karen Yates Wow, Laura, that's a lot of writing
Jana Colter I thought Ann was talking about educating...
Karen Yates oh
Jana Colter I may be wrong about that, tho!
Laura Melby I love it and it's fun, and some days I have a two hour break
Ann Young Karen, no, I meant educating our own students and members to not go out there before they are ready.
Laura Melby I said that wrong...I'm on site every single day, but every day is not that long...just three
Karen Yates yes, it is tough, but unless we help our consumers understand that ADA is all about whet THEY need and not what the disability office THIINKS they need
Karen Yates I agree, it can be fun
Karen Yates I usually do all remote
Jana Colter you know it's really frustrating when I hear students say, well, I don't think I can do verbatim in court or I hear court reporters who are really slow and they tell me, well, that's ok, I don't write like you do, but I may just have to go out there and do CART!
Karen Yates but I have two consumers in the same accounting calss two hours on Tues night and two hours on Thursd night
Karen Yates no fun
Karen Yates sorry, SueLynn, I just can't make numbers interesting
Laura Melby ugh
Jana Colter karen, nobody can make numbers interesting!
Ann Young Oh, no! That's terrible, Jana! Perhaps they should look into a different career if they think that way.
Laura Melby CART is not easier!!! I left being an official for the challenge of CART
Jana Colter I hear people say that to me all of the time and I really have to bite my tongue, it's gettin a little sore!!!!
SueLynn Morgan that's ok, Karen.
Karen Yates Ann, I understand your point now
Karen Yates case here in NV ... here I go again
Karen Yates reporting student in Vegs was very upset at the CART certification law
Jana Colter I believe that you have to love CART and your consumer...it's not more pay, it's soul rewarding and you know u r helpin somebody every day!
Karen Yates she said that she should be grandfathered in without having to pass state CCR/NCRA RPR or CRR, CCP, etc
Karen Yates because she had been working at the university for SIX years without a complaint from a student onsimer

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Karen Yates consumcer
Ann Young Karen, NV has a CART certification?
Karen Yates consumer -- must be late
Karen Yates yes
Karen Yates I'll send you a link to the language
Jana Colter we are working on certification here in Ohio, and while that's a great thing that I really want to happen, on the flip side, I worry because CART is not included in that, so if people don't want to get certified, they may think they'll just go to that
Karen Yates but can you imagine this gal was working 6 years and couldn't figure out why she couldn't pass a certification test
Ann Young Well, the way to pass a test is to practice, practice, practice and get your speed up.
Karen Yates Jana, I know you know this already, but in NV we went through the interpreters law to get CART certified
Karen Yates You're right Ann
SueLynn Morgan We usually keep the chats at an hour and we're closing in. Is there any other pressing topic or comment anyone has? Or anything they'd like to wrap up with? This has been a great conversation for the first chat!
Karen Yates and that's why this woman could not pass -- she spent every day controlling her speed in order to write clean
Jana Colter Karen, I will have to talk to you about that...maybe at Leadership, if we have time
Laura Melby she's fearful of that test, but should stop concentrating right now on the negativity and start focusing on that new goal, passing that test.
Jana Colter Thanks SL!
Karen Yates and since she was only writing @ 180, imagine the puny percentage of content that univ student was getting
Jana Colter oh, no!
Laura Melby that hour went by fast
Sherry Knox 180!?! that's crazy.
Sherry Knox had fun...chat again soon. take care, everybody!
Ann Young Well, you can just decide to take the RMR and expect to pass it without practicing - which is what that feels like to her, I imagine.
Jana Colter We will schedule another chat soon...would you guys like that?
Sherry Knox yes,
Ann Young oops, I meant "can't take the RMR..."
Karen Yates I'd love it, Jana
Ann Young Yes, I'd love that, Jana!
Laura Melby sure
Jana Colter gr8!
Karen Yates And I promise to sit back with my arms folded part of the time
Jana Colter I will make sure I pass that on to the CART COI!
SueLynn Morgan I appreciate everyone's participation! Thank you!
Jana Colter awww, no, we don't like folded arms here!!!!
Laura Melby bye
Karen Yates Thanks, everyone, and goodnight
Ann Young Thank you, everyone! Goodnight!
Jana Colter Thanks SL for moderating...sure appreciate your help with our first chat!
SueLynn Morgan You're welcome, Jana.
Jana Colter Thank you everybody for joining tonight on our first chat, sure appreciate it@!

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Sarah Nageotte

Great chat! I learned lots!!!

Jana Colter

Jana Colter

Night everyone. Daylight savings is kicking my behind...I'm outta here!

I will c u all later!

nite-nite, Sarah!