ASL Support in Zoom

Presenter Quick Guide

Center For Family Services' 2020 Staff Development Summit is being hosted virtually via Zoom video conferencing technology. ASL translation services are available for this training.

Guide to Support Learning with ASL Services

Prior to the Training

- Ensure presenter and support team are aware that ASL interpreters will be used
- Provide a copy of training materials to interpreters in advance of the session so they can familiarize themselves with the content.
- Advise on natural break points that may allow smooth transition between interpreters.
- Ensure that video clips embedded into the presentation have closed captioning enabled. Preview the closed captioning to ensure that the captions match the video content.

During the Training

- Make the interpreters "co-hosts". This will enable everyone to be able to locate them quickly and keep their names and pictures at the top of the group.
- Keep videos turned off besides the presenter and interpreter. If there is participant involvement, turn on their camera when they speak and then turn it off as soon asc they are finished.

Participant Quick Guide

Center For Family Services' 2020 Staff Development Summit is being hosted virtually via Zoom video conferencing technology. ASL translation services are available for this training.

Guide to Support Learning with ASL Services

Prior to the Training

- Identify if services are available
- Request the names of interpreters

During the Training

- Mark the setting that hides non-video participants.
  - When looking at the images of the other participants, you will see some of the participants are shown as a black block with a name in white writing (see below).
  - Hover over the box and a small blue box with 3 white dots will appear. Click on this little blue box.
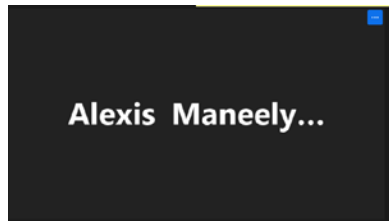
- o From the drop down menu, click "Hide Non-Video Participants"
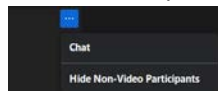
- Utilize Gallery View
  - o On the top right of your screen, you can toggle between "Speaker View" and "Gallery View"
  - o Use Gallery View, which will show any participants with their video on in a grid on your screen
  - o When the presenter is sharing screen, this will show the PowerPoint on the left and the video participants on the right (the presenter and the interpreter)
  - o To make the PowerPoint or staff videos bigger, drag the two little gray vertical lines (see

    image) that are in the middle of the screen, left or right to make the images bigger or smaller as desired.
- Additional Feature: Pin the Interpreter; by default, Zoom will attempt to switch the main video to the participant that last spoke. To keep a participant's video from disappearing, pin it:
  - o Right-click the participant's video, or hover your cursor over the participant's video and click the three dots (...) that appear.
  - o From the menu that appears, choose Pin Video.
    - ▪ You can also pin a single person's (the interpreter's) video screen. You will still be able to see the PowerPoint. This can help to make sure that the interpreter doesn't accidentally "disappear" into the group if another person is talking.
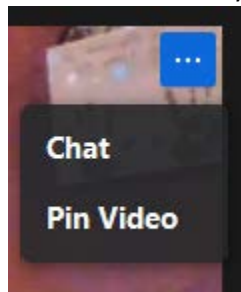
    - ▪
- If you experience technical issues during the event, contact *VIP Support Team* via the chat feature (add image)
  - o Additionally, Center For Family Services has Alexis Maneely available for support either within zoom via the chat feature or by email at amaneely@centerffs.org

Follow Up

- We welcome your feedback and any suggestions related to the accommodations provided or how to improve.