

FAQs

General Project

What is the VRI Resource Center project?

The VRI Resource Center project is a collection of resources for video remote interpreting in the courts. Funded by the State Justice Institute, the resource center is a clearing house for Video Remote Interpreting materials developed by individual state courts and members of the Council of Language Access Coordinators (CLAC).

The Resource Center has four components:

1. An Interpreter Database

The database includes:

- ☑ Court interpreters from over 40 states;
- ☑ Over 1,300 interpreters representing 50 spoken languages;
- ☑ American Sign Language (ASL) interpreters; and
- ☑ Contact information and qualifications for each interpreter.

2. VRI Vendors

The companies listed are created from a survey of state language program managers who shared information about their VRI service vendors. The solutions the companies offer include VRI equipment and VRI interpreter services. This section also provides a glossary of technical terms relevant when discussing VRI technology services with vendors.

3. Interpreter Support

The Interpreter Support section offers online training for interpreters who want to provide services using video remote technology or are considering offering services remotely. Four short training modules are available to help the interpreter understand the requirements of remote interpreting and determine if they are ready to provide video remote interpreting services to courts.

4. Court Resources

Section Four provides resources for program managers, courtroom staff, IT staff, judicial officers, and lawyers. As courts develop and share programs, protocols, and other tools, they are added to the resource library.

This effort is a project of the National Center for State Courts (NCSC), the Council of Language Access Coordinators (CLAC), and the State Justice Institute (SJI).

What stakeholders assisted in the initial database and online training project?

The original working group was comprised of the following member states:

COSCA Language Access Advisory Committee members (AK, KS, CO)

NCSC

SJI

States: IL, CO, AK, WI, CA, NM, PA, OR, KS, TN, AZ

A subgroup was established to write the online training scripts (AK, WI, and FL) for development by an e-learning vendor. The NCSC appointed a project manager for the initiative.

Interpreter Support (Online VRI Training Modules)

What is included in the interpreter support section?

The interpreter support section includes four e-learning modules designed to equip current and prospective remote interpreters with the knowledge and understanding they will need to provide VRI services to courts across the United States. The content was developed by a subcommittee of CLAC and the e-learning modules were developed by Principled Technologies, an e-learning company retained by the National Center for State Courts.

Who is Principled Technologies and why were they chosen as the vendor?

Principled Technologies (PT) provides marketing, learning, and testing services. The company specializes in technical writing, graphic design, animation, audio engineering and project management. The NCSC conducted a competitive selection process and ultimately contracted with Principled Technologies to develop the training modules because PT is able to provide easily modified e-learning modules using cost-effective software courts can purchase to create their own court-specific training.

What software is being used to create the training modules?

PT is using Storyline software to create the training modules. Storyline is cost effective and user friendly. Storyline can deliver interactive courses on any device; build interactions, assessments, and decision-making activities; and regularly provide new software features.

Are these trainings free to anyone?

The online training program is hosted on the NCSC public website and will be free to all interpreters registering on the interpreter database as well as to judicial officers and court staff.

Is there a limit on how many people can access the modules from my state?

The modules are available on the NCSC's public webpage. Anyone can access the modules and there is no limit to the number of interpreters from any particular court that may access them.

Can I customize the training modules for my state’s specific VRI requirements?

Yes. The modules are designed to serve as a sufficient basic training for VRI interpreters. However, courts are able to add court-specific training to the generic modules. To do so, a court must purchase the license for Storyline. The modules will also be provided to states in PowerPoint format, so states can modify from this format if purchasing a Storyline license is not desired.

What will it cost for me to customize the training if I want to?

If the modules are modified using PowerPoint, there is no cost to the court or state. A court can purchase Storyline software for \$1,400. There is no additional fee unless a court purchases software updates or requires onsite training from the staff at Principled Technologies.

How does the online training meet ADA compliance?

The online training is accessible using assistive technologies. The training has closed captioning, alt-tags, and is fully accessible by tabbing (using keyboard-only access). The training also meets all standard requirements for contrast.

How will completion of these training modules for interpreters overlap with those interpreters who are already listed in the NCSC database? For example, if an interpreter completes the VRI training modules and is currently listed in the NCSC database, can he/she click the “VRI” box as part of the self-registration process?

Yes. Once an interpreter has credentials in the database, they can check the VRI box as part of the self-registration process. It will be important for your interpreters to know that the system does not automatically update once the modules have been completed.

How do we know if an interpreter has completed the online modules?

Proof of completion of the modules is self-reported by the interpreter.