Coordinators of Support Services

Recommendations

DRAFT

June 27, 2008

Cyberinfrastructure Summit

http://www.ntid.rit.edu/cat/summit

Establishment of Service Hubs

- Seek federal/ state funding to support establishment of regional programs or 'service hubs' who can provide remote services within their areas
- Utilize established programs for deaf/hh students as service hubs
- Service hubs may encourage standardization of pay and practices

Websites/ Databases

- Central website that provides overview of remote access services including current technologies (e.g. Pepnet.org, stsn.org)
- Central database of remote service providers, including video models of interpreters signing ASL, PSE, etc.
- Interactive database showing which service hub has availability at what time (e.g. which interpreters are free with backgrounds suited to the specific need)
- Online library STEM terminology, phrases, diagrams, etc. for service providers

Materials Development

- One-page tipsheet on remote services
- Guidelines on establishing and providing remote access services at the postsecondary level with information for DSS providers, IT/AV staff, administrators, faculty and staff, and students
- Policies and procedures for DSS staff (e.g. prioritizing services, etc.)
- Technical information (e.g. bandwidth, i2, recommendations, etc.)

Equipment

- Use service hubs as equipment-loan centers for pilot/ testing purposes
- List of funding resources for purchase of equipment
- Set up group of technical support staff to serve as technical advisors (e.g. research new technologies on an ongoing basis, do demonstrations, etc.)

Training

- Online training for faculty and staff on remote services
- Online training for STEM students orienting them to remote access services
- Virtual forums with organizations such as AHEAD, RID, STSN, PEPNet, etc.

Other

- Recommendation to RID regarding certification of interpreters with STEM backgrounds
- Study on cost-effectiveness of remote vs on-site access services
- Special interest groups at conferences