CENTRE FOR TRANSLATION STUDIES
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UNIVERSITY OF SURREY

SHIFT in Orality – 'Preliminaries' session

SHIFT in Orality Summer School of Remote Interpreting
Forlì, June 11th-16th, 2018

shift

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SHaping the Interpreters of the Future and of Today
www.shiftinorality.eu

Outline

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- **Video-Mediated Interpreting (VMI)**
- **Evolution over time**
- **Research highlights**
- **Basic guidelines**
- **Specific issues**

Video-Mediated Interpreting (VMI)

VIDEOCONFERENCE INTERPRETING (VCI)

- Main parties are distributed
- **Interpreter** is at one of the sites
- INTEGRATION of interpreter in event

(Braun & Taylor 2012, Ellis 2004, Fowler 2013)

VIDEO REMOTE INTERPRETING (VRI)

- Main parties are in the same location
- **Interpreter** is in a distant location, e.g. a hub
- SEPARATION of interpreter from the others

(Braun & Taylor 2012, Braun 2013)

COMBINATION OF VCI and VRI

- Main parties and **interpreter** distributed
- Leads to three-way videoconferencing

(Braun 2007)

Evolution over time

Evolution over time

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The development of video technology first started in the latter half of the 1920s in the United Kingdom and the United States, spurred notably by **John Logie Baird** and **AT&T's Bell Labs**. Idea: to supplement the use of the telephone. First **videoconferencing experiment in 1927** while most of the insights into **video-mediated interpreting** come from conference interpreting and began as early as the **1970s** (e.g. 1976 UNESCO headquarters in Paris linked to conference centre in Nairobi and 1982 UNISPACE conference in Vienna linked to Soviet cosmonauts on MIR space station)

Videoconference interpreting tests were carried out in the **European Commission in 1995** (see Mouzourakis 2006), where sound quality was found to be insufficient for **simultaneous interpreting.** In many English-speaking countries, videoconference facilities were installed for **consecutive interpreting** in the 1990s to link courts to other courts (e.g. to hear remote witnesses) and prisons (e.g. for bail hearings). Type of connection:

In the 2000s, a worldwide spread of videoconference technology in legal proceedings began. In countries like the Netherlands, the same equipment and layout were used in all courtrooms to facilitate the work of all involved, including the interpreter (which may have contributed to relatively positive attitudes towards it among interpreters in these countries, whilst scepticism prevails in countries such as the UK, where videoconference equipment often still dates from the ISDN era).

Videoconference technologies applied to interpreting started being used in healthcare settings, too, with similar motivations to those in legal settings (e.g. optimising access to interpreters and achieving efficiency gains). Traditionally, interpreting in healthcare was often delivered by telephone, but this has been changing with the advent of mobile videoconferencing devices (Locatis et al. 2011).

Mostly from Braun and Taylor 2012; Braun 2015a, Braun 2015b, Braun 2015c

Research highlights

Technology-mediated interpreting: Lines of research

Quality of technology and system design

Situation-focused
- Efficiency – onsite interpreting vs. technology-mediated modalities
- User satisfaction

Interpreter-focused
- Quality of interpreting performance
- Ergonomic factors, e.g. stress, fatigue

Interaction-focused
- Participant distribution, spatial organisation, communicative dynamics
- Mode of interpreting

Training and adaptation (adaptation potential, strategies)

Working conditions and other occupational issues

Braun (2015)

Efficiency and satisfaction

Remote interpreting in healthcare – survey-based research

"Patients rated interpretation services highly no matter how they were provided but experienced only the method employed at the time of the encounter. Providers and interpreters were exposed to all three methods, were more critical of remote methods, and preferred videoconferencing to the telephone as a remote method."

(Locatis et al. 2010: 345)

???

Efficiency and satisfaction

Remote interpreting in healthcare – survey-based research

"Our results suggest that from the interpreter perspective, remote modalities function as well as in-person interpreting for straightforward information exchange. For more nuanced aspects of communication such as establishing rapport between patient and clinician and understanding of patients' socio-cultural backgrounds, in-person interpretation may be more effective."

(Price et al. 2012: 230)

Efficiency and satisfaction

Remote interpreting in healthcare – survey-based research

"Most interpreters find telephonic interpretation adequate for administrative, ancillary, and follow-up care clinical scenarios. For other scenarios with substantial educational or psychosocial components, telephonic interpretation may not suffice, and video-conferencing offers improved communication. […]

However, even VMI was considered inadequate by 48% of interpreters for family meetings and by 27% for physical/ occupational therapy, suggesting that, from the interpreter perspective, efforts should still be made to use in-person professional interpreters for these situations when possible."

"Our group's study of physicians' perspective on interpreter-mediated encounters in an ambulatory care setting [a separate study] has similarly found that in-person interpretation more effectively facilitates cultural and social dimensions of communication compared to VMI."

(Price et al. 2012: 230)

Quality

Remote interpreting in healthcare – survey-based research

Azarmina & Wallace (2005) suggest that RI is at least as acceptable as on-site interpreting to patients, doctors and (to a lesser extent) interpreters. ***Although none of the studies they reviewed included an actual assessment of the interpreters' performance, the authors also conclude that RI "appears to be associated with levels of accuracy at least as good as those found in physically present interpretation"****.*

(Azarmina & Wallace 2005: 144)

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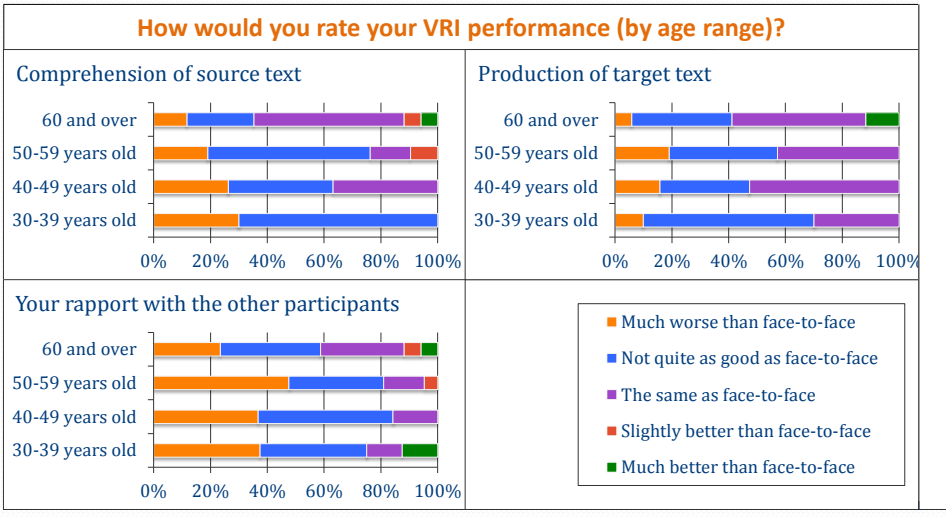
Quality

Remote interpreting in legal settings – Survey-based research (self-assessment of performance) (Braun & Taylor 2012; 150 interpreters in different countries)



Quality

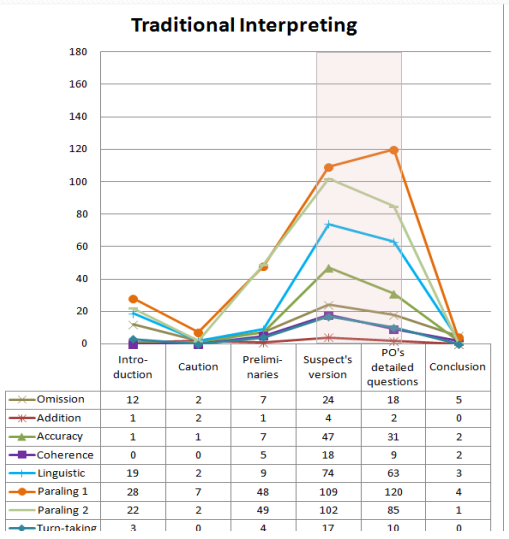
Remote interpreting in legal settings – Observational study (Objective measures of performance) (Braun & Taylor 2012; Braun 2013; 8 interpreters)

	onsite		VRI	
	total	Ø per VC		
Content-related problems	**201**	25.13	**295***	36.9
Linguistic problems	**170**	21.25	**212***	26.5
Paralinguistic problems	**577**	72.13	**704***	88.0
Interaction problems	**34**	4.25	**110***	13.8

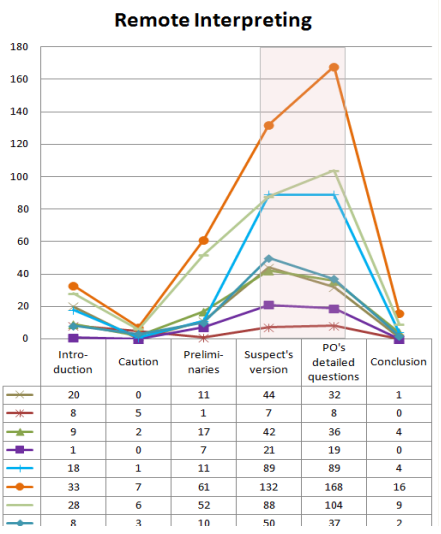
* significant difference acc. to Multiple samples, pairwise comparison, Nemenyi's test (p = 0.5)

Quality

Remote interpreting in legal settings – Observational study (Objective measures of performance) (Braun & Taylor 2012; Braun 2013; 8 interpreters)



	Intro-duction	Caution	Prelimi-naries	Suspect's version	PO's detailed questions	Conclusion
Omission	12	2	7	24	18	5
Addition	1	2	1	4	2	0
Accuracy	1	1	7	47	31	2
Coherence	0	0	5	18	9	2
Linguistic	19	2	9	74	63	3
Paraling 1	28	7	48	109	120	4
Paraling 2	22	2	49	102	85	1
Turn-taking	3	0	4	17	10	0



	Intro-duction	Caution	Prelimi-naries	Suspect's version	PO's detailed questions	Conclusion
	20	0	11	44	32	1
	8	5	1	7	8	0
	9	2	17	42	36	4
	1	0	7	21	19	0
	18	1	11	89	89	4
	33	7	61	132	168	16
	28	6	52	88	104	9
	8	3	10	50	37	2

Key challenges

Insights from previous research

Overview:
Braun (2015; in Routledge Handbook of Interpreting)

- **Technology-mediated interpreting magnifies known interpreting problems**
  - Linguistic/communicative dimension (e.g. accuracy)
  - Interactional dimension (e.g. communicative dynamics: greater fragmentation, reduced rapport)
  - Cognitive dimension (e.g. fatigue, reduced monitoring)
- **Technological dimension – as added/new problems**
  - Creates further challenges (e.g. spatial organisation)
  - Requires adaptation
  - Raises questions beyond individuals' performance

Questions arising

- **Which problems can be resolved/mitigated at individual level and how - through guidance, training, adaptation**
- Which problems need to be addressed at system level, and how - through better technology, better system design

Basic guidelines

Basic guidelines

Reminder: … always embedded in a specific communicative situation

- See **Alexieva's** (1997) **parameters**: elements of the communicative situation ("Who speaks, to Whom, about What, When and Why + Where and How) esp relevant for RI
- Resources **used in oral (monolingual, F2F) communication**: verbal, embodied, spatial (turn-taking management, coordination, affectivity)
- **Specifics of interpreting**: cognitively demanding (stress, fatigue etc; monitoring)

Basic guidelines

How to approach a technology-mediated interpreting assignment

- Prior to the assignment
- At the beginning of the assignment
- During the assignment
- After the assignment

Basic guidelines

Prior to the assignment

When you are booked

- Ask for a **briefing**
- Ask about the **specifics of the video link**, i.e. the **configuration** and **ecology of action** (where are the main parties located, is the distribution flexible yes/no), the **duration** of the assignment interaction etc.
- *Just before the call*: make sure you are wearing a headset with a microphone and are equipped with pen and paper
- Ask for a connection test in your presence

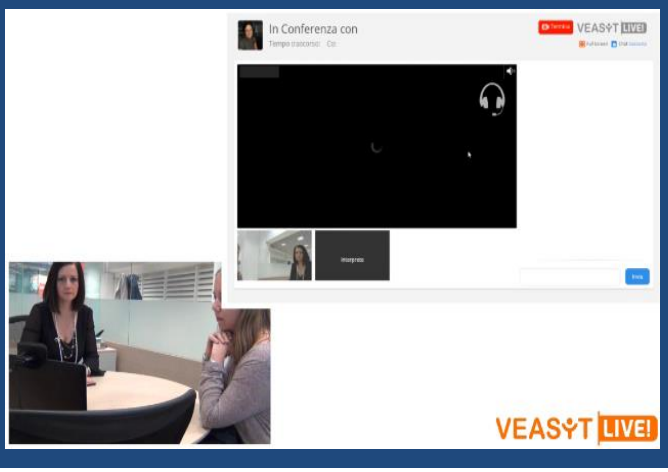
Basic guidelines

At the beginning of the assignment

- **Briefing**: ask for specific information (esp. proper names, e.g. place names from remote site) and, where relevant, for objects/exhibits to be shown
- **Sound/visual check**: make sure you can see/hear and can be seen/heard
- **Manage embodied resources**: make sure you are aware of how you are displayed on screen

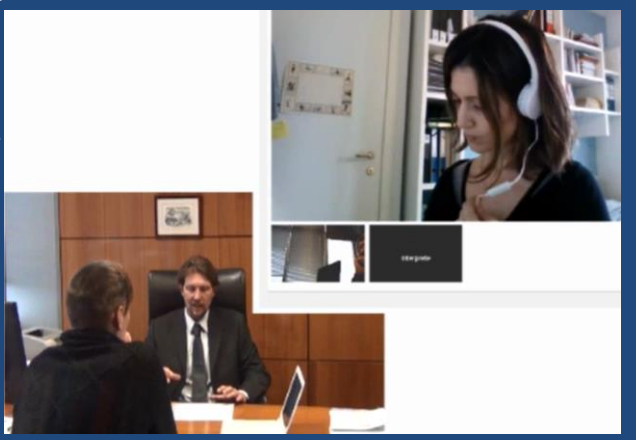
Basic guidelines: Sound check

- Perform sound check to make sure that participants in the main site can hear well – ideally before formal introductions and any other communication
- Choose a room with suitable acoustics and avoid background noises



Basic guidelines: Visual check

- Visibility of the main parties by the interpreter: as an interpreter, you may have your own needs in terms of what you want to see – ask for this to be arranged, you may have to be proactive in identifying/commenting on appropriate positioning
- Here: partial view of primary parties' profile at clients' site; bottom-up camera



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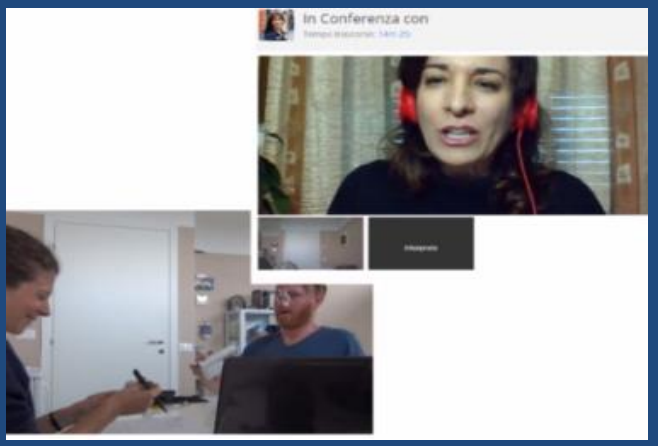
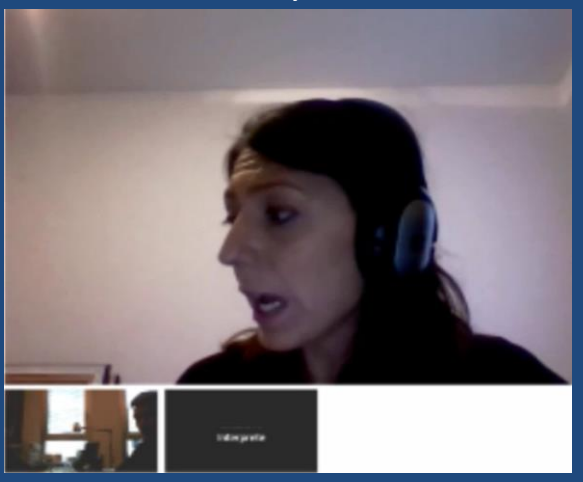


- Here: participants' off screen

Basic guidelines: Visual check

- Visibility of the main parties by the interpreter: as an interpreter, you may have your own needs in terms of what you want to see – ask for this to be arranged

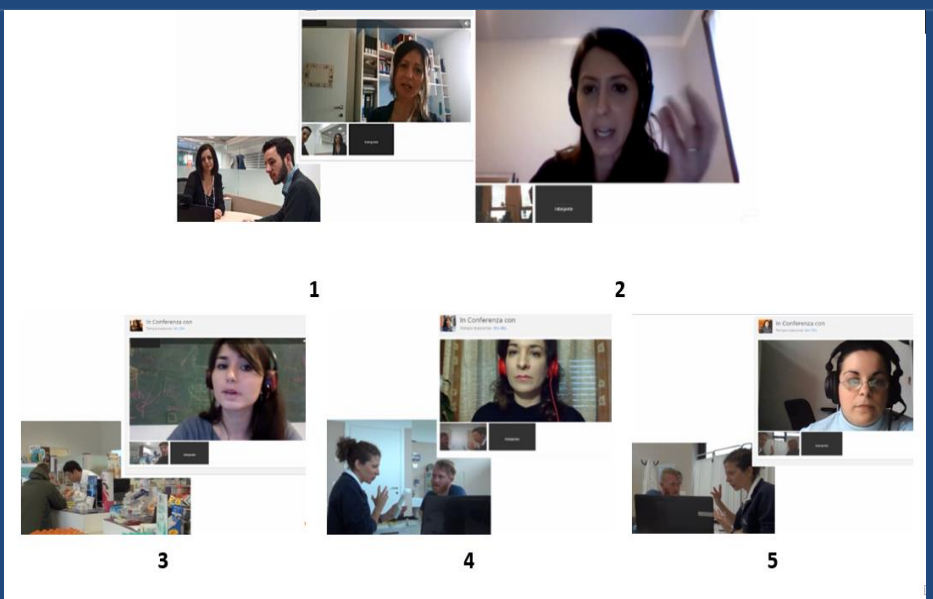


- Here: issues with positioning and lighting

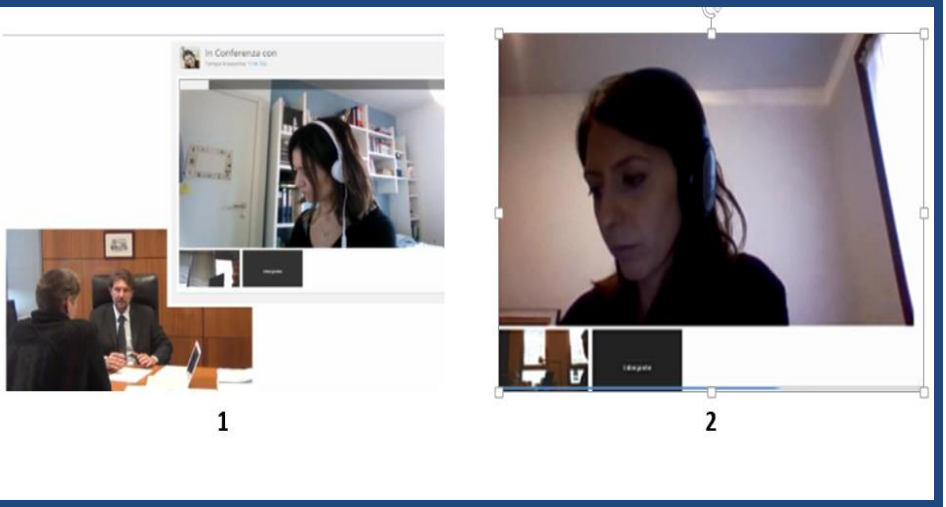
Basic guidelines: Visual check - embodied resources

- Visibility of the interpreter: as an interpreter, you should be visible to the other parties without, however, becoming the centre of the attention
- Make use of near-side image to check image sent to remote site and may also double-check with participant directly

Basic guidelines: Visual check - embodied resources



Basic guidelines: Visual check - embodied resources



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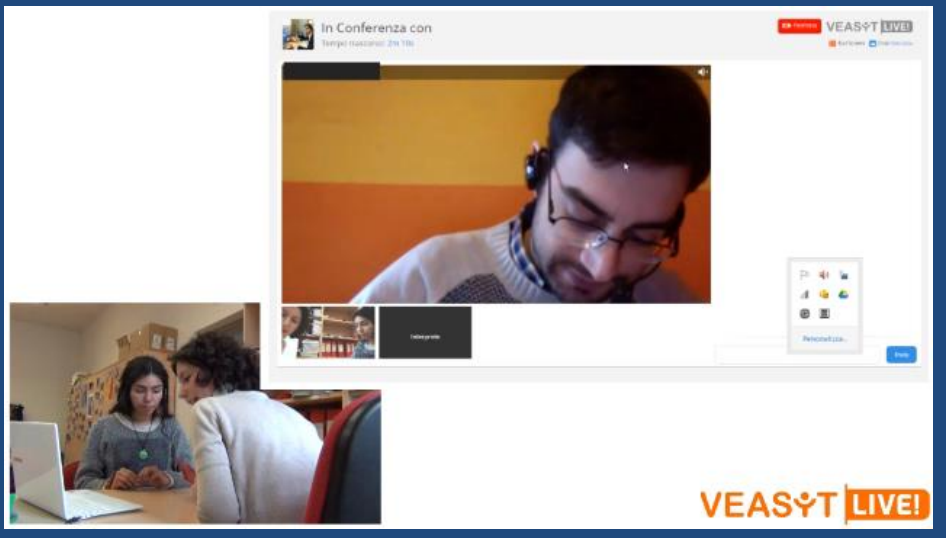
Basic guidelines: Visual check - embodied resources



Basic guidelines

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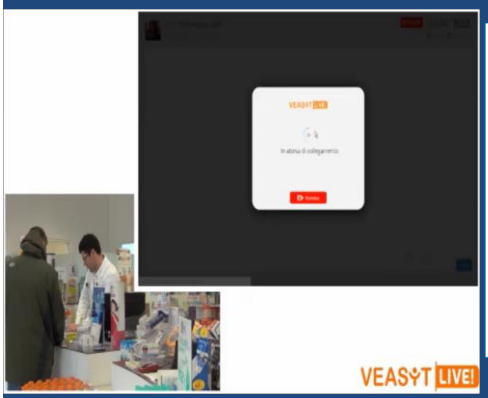
- **Sound/visual check**: make sure you can see/hear and can be seen/heard
- **Manage embodied resources**: make sure you are aware of how you are displayed on screen
- **Manage spatial organisation**, i.e. make sure your **position** in relation to the equipment is appropriate and comfortable; **depends on the configuration** and **ecology of action**

Basic guidelines: Spatial organisation

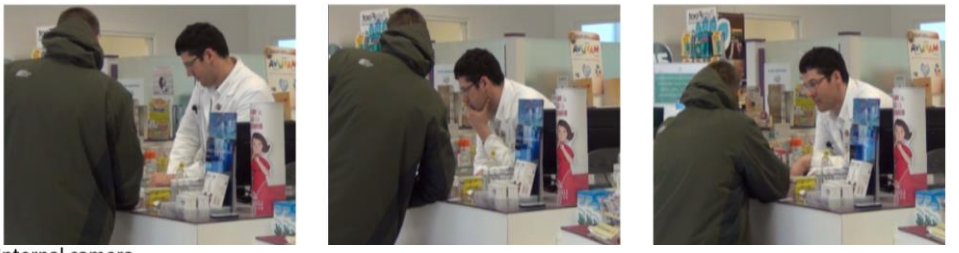


I: Pronto. *Hello.*
P:Si (.) si [sempre farmacia *Pharmacy again*
I: [Eccomi *Here I am*
P:Ci siamo sentiti prima che è l'ora dedicata ai pazienti stranieri ascolta [ho un* ragazzo inglese e vediamo se puoi darmi un attimo un aiuto *We already talked earlier this hour is for foreign patients listen I have an English guy here let's see if you can help me*
I: [si certo *sure*
I: ok va bene *ok fine*

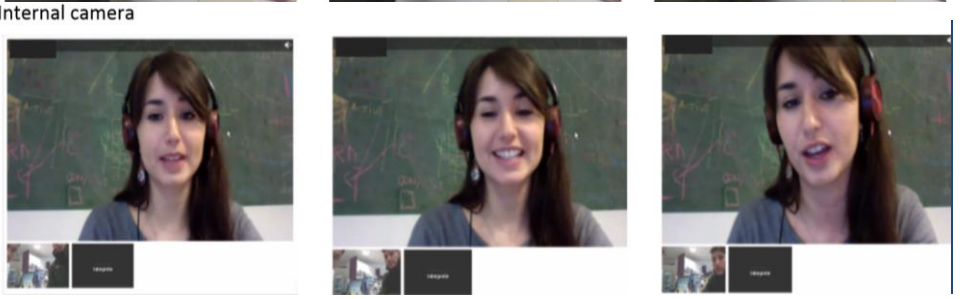
Basic guidelines: Spatial organisation

- Depends on configuration – at the pharmacy

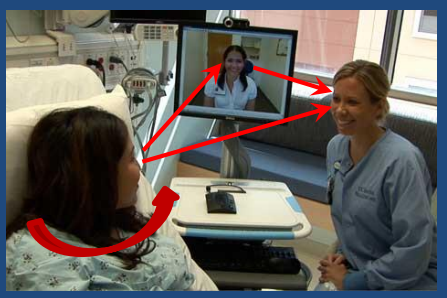
External camera



Internal camera

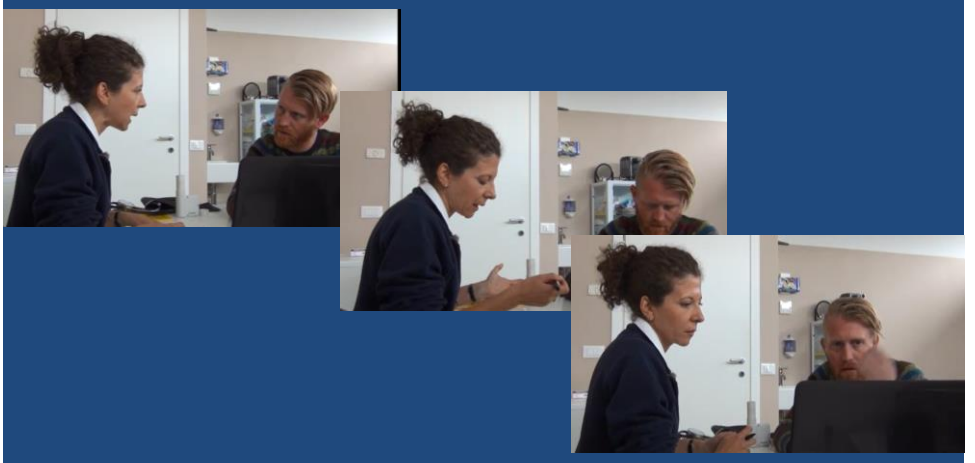


Basic guidelines: Spatial organisation



Basic guidelines: Gaze direction/Eye contact

- **Nurse progressively loses eye contact with patients, relying increasingly on interpreter as bridge**



Basic guidelines

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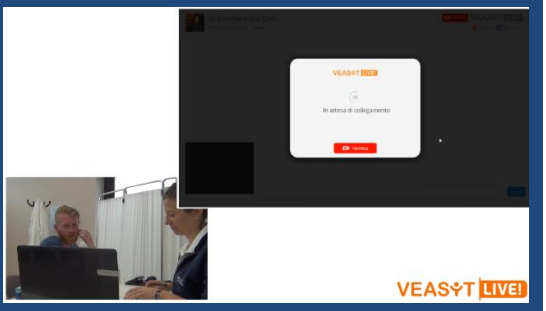
- **Manage embodied resources**: make sure you are aware of how you are displayed on screen
- **Manage spatial organisation**, i.e. make sure your **position** in relation to the equipment is appropriate and comfortable; **depends on the configuration** and **ecology of action**
- **Manage the opening**: agree **procedures** for the **opening** of the session (incl. the introductions) and **during** session; agree **signals for meta-communication** (e.g. in VMI visual signs, e.g. hand gesture)

Basic guidelines: Managing the opening

- Here: meet-and-greet phase
- Nurse provides intp with briefing
- Intp briefly introduces herself
- Intp checks what the patients knows



- As an interpreter,
  - Honour the initial meet-and-greet
  - You may have to request introductions
  - You may have to request or be requested to outline your role
  - Make sure you check the suitability of the set up
  - Make sure you establish some ground rules for communication management (coordinating role)

Basic guidelines

At the beginning of the assignment

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- Bear in mind that the **situation may be unfamiliar** for everyone, including the other participants

Basic guidelines

At/shortly after the beginning of the assignment

- **Follow agreed procedures**
- Don't feel you have to take on responsibility for everything in the video-conference
- **Sound/visual check**: check **again** whether you can see/hear and can be seen/be heard by all participants at the other end
- **Check whether agreed signals are effective**; ask for **adjustment if necessary**
- **Don't rush**, give yourself and the other participants time to get used to the situation

Basic guidelines

During the assignment

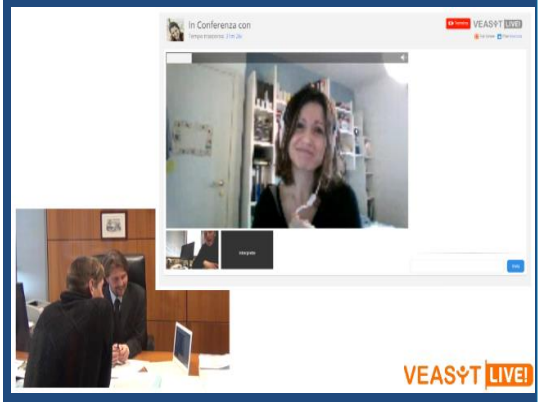
- **Monitor your comprehension** closely to avoid mishearings (but: importance of eliciting information during briefing)
- **Monitor your output**: avoid repetitiveness and over-elaboration (the other side will get what you say; if not, they will let you know)
- **Control your voice**: make sure you speak loud enough but don't 'shout' (they will hear you)
- **Use agreed signals to manage the communication** (turn-taking); in RI: if you use your hands, make sure they are visible for the other side
- **Always ask if you are unsure** (e.g. in the case of a possible mishearing, a local reference at the remote site or lapse of attention)
- **Don't be afraid of intervening**, even if you feel this may be more disruptive than in a face-to-face situation

Basic guidelines

During the assignment

- **Keep a comfortable seating position**: e.g. in RI do not lean into the screen and the camera
- Increase the **rapport**, e.g. control your embodied behaviour (create the illusion of eye contact, control your facial expression), try not to move out of shot (if you have to, explain what you are doing)
- **Point out disturbances at your end** (e.g. noise, changes in visibility of participants)
- **Ask for a break if necessary** (including a break to fix a problem at your end)
- **Manage the closing**: handle the closing of the sequence smoothly without dragging it or causing awkwardness

Basic guidelines: Managing the closing



C:thanks for all your help and I'm sure we'll speak again next time
F:perfetto *Perfect*
I: ok
F:grazie mille [buon lavoro *Thank you very much good luck*
I: [thank you very much
C: thank you
I: arrivederci grazie **chiudiamo la chiamata diceva il cliente** arrivederci *goodbye thank you let's hung up the client was saying goodbye*
C: bye
I: arrivederci *goodbye*
[39.55-40.07 silence gap]
I: **maybe you should cut off (.) do you want me to stop (.) the call?**
C: it's finished now we are closing off now thank you
I: o-

Basic guidelines

After the assignment

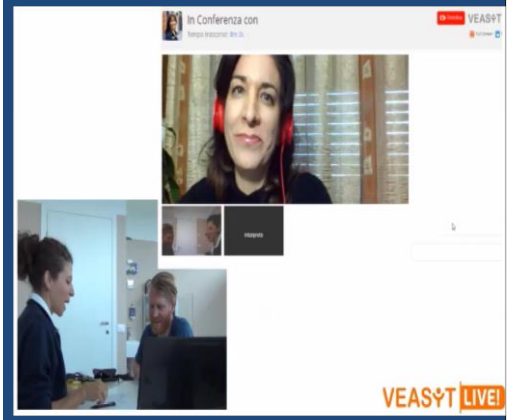
- Immediately: **debriefing** with client if possible
- Back home: make notes of **observations** after your first sessions
- **Reflect** upon the situation
- If there were any **problems, identify their source**
- If necessary, **discuss problems with client**

Specific issues (focus on Remote Interpreting)

Managing turns

- phenomenon occurring in both FTF and RI (inherent in dialogic nature of exchange)
- resources (verbal, embodied, combined) used by interpreters to handle turn length, signal comprehension problems or needs for clarification, take the floor are linked to the communicative situation
- decision-making depends on a number of contextual, individual and interactional variables:
  - nature of turn (e.g. factual vs narrative)
  - speaker style
  - interpreting skills
  - self-perception of own role
  - mutual access to visual resources
- this can lead to differences between onsite interpreting and technology-mediated interpreting

Basic guidelines: Managing turns - latching



N: passiamo subito adesso ad eseguire la spirometria *let's now move on to carry out a spirometry*

I: ok spirometry now

N: quindi=
so

I: =you must know

N: è un esame che va a valutare (.) la::: =
it is a test that evaluates the

I: = (.h that's)

N: il volume di aria nei polmoni (.) detto in **paro[le molto semplici**
the air volume in the lungs in very simple words

I: [ok so spi-] rometry is an exam that is going to evaluate your (.) capacity of volume of your (.) lungs

Basic guidelines: Managing turns – giving the floor back

I: ok ritraduco questo poi magari andiamo avanti con quel pezzo che non avevo sentito causa problemi tecnici le [spiace
ok I retranslate this then maybe we go on with that bit I did not hear because of technical problems do you mind

F: [si] certo
yes sure

I: ok so **I'm back to you** of course you're right in saying that you will…

I: ok poi la lascerò andare avanti su quel punto [magari lo dico al cliente
ok then I'll let you carry on on that point maybe I may say that to the client

F: [certo nessun problems
sure no problems

I: eh ok **I'm back to you** again ehm as (.) I mentioned before normally is the Chamber of Commerce…

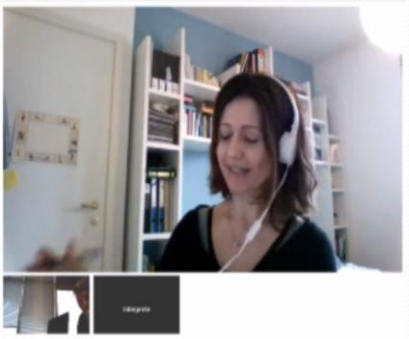
Reference to primary participants

- Shifts in the use of pronouns are common in F2F interpreting (e.g. between first and third person)
- Speaker identification may be difficult to handle in RI

I: buongiorno
good morning

F: buongiorno
good morning

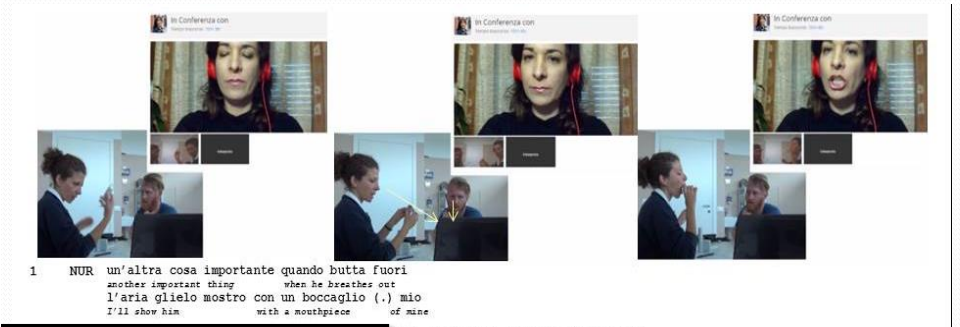
I: eh sono l'interprete di inglese italiano allora innanzitutto **il cliente che ha di fronte** vorrebbe aprire un'attività
*I am xxx the Italian English interpreter so first of all **the client in front of you** would like to start his own business*



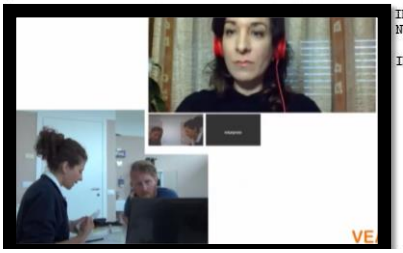
Handling objects/artefacts/unexpected events

- Different modalities (onsite, telephone, video-mediated interpreting) and configurations (distribution of primary participants and interpreters) create different challenges and affordances for the handling of objects
  - When the interpreter is remotely located, how can s/he make sure that the artefact handled by the primary participants is visually accessible?
  - When the parties are together, what is the 'best' way for interpreters to describe what is being shown?
  - What is the impact of different participant distributions (including remote location of interpreter) and spatial organisations on the way artefacts are manipulated?

Handling objects/artefacts/unexpected events



1 NUR un'altra cosa importante quando butta fuori
another important thing when he breathes out
l'aria glielo mostro con un boccaglio (.) mio
I'll show him with a mouthpiece of mine



INT: ok now she is going to show you
NUR: si
yes
INT: is very important=
NUR:= si
yes
INT: [when you breath out]
NUR: [le labbra] saranno attorno al boccaglio
the lips will be around the mouthpiece
in questo modo
like this
INT: your lips must be
that way like that around

Systematising the observations

Technology-mediated interpreting: "situated" or "distributed" practice?

Technology as additional dimension

Interacting with technology

Interacting with the other participants through the technology

Distribution creates "fractured ecologies"

"distributed"/"fractured" becomes the new "situated"

… and raises many new questions

Braun (2015)

Observations during the roleplay simulations

What to notice during the role-play simulations?

- (Interpreting performance)
- Interaction between main parties and interpreter
- Interaction of all participants with technology

Note your observations for each role-play simulation using the observation sheet

Note good strategies as well as issues that require discussion/improvement

Think about possible implications on the unfolding of the interaction

Think of possible alternative solutions

Thank you