

## Survey platform of the SDI Munich: University of Applied Languages

### LiveTextAccess. Skills framework for real-time intralingual respeakers and velotypists: Preview

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#### Information

**Poll nr.**

Survey preview

### LiveTextAccess: skills framework for real-time intralingual respeakers and velotypists

### LiveTextAccess is co-funded by the Erasmus+ Programme of the European Union

### Project Ref: 2018-1-DE01-KA203-004218

#### The questionnaire

This questionnaire is part of the activities of the European funded project LiveTextAccess. The project aims to produce training material for real-time intralingual (in the same language) responders and velotypists.

The questions aim to identify the skills and competences that real-time intralingual responders and velotypists should have.

**Real-time intralingual responders and velotypists** are also called speech-to-text interpreters, speech-to-text reporters, live captioners or real-time intralingual subtitlers. To overcome these terminological differences, we will refer to these audiovisual professionals as real-time intralingual responders or velotypists. To refer more generally to the professions, we will use the term real-time intralingual subtitlers. To refer more generally to the service, we will use the term real-time intralingual subtitling.

Thank you for accepting to participate as a respondent. Your time and contribution to our research are invaluable.

To know more about the project, please visit us at: <https://ltaproject.eu>

#### Terms of participation

Please note that completing the questionnaire implies consent. It is important that you know that all of your responses will be strictly confidential and will be encoded in order to keep your anonymity in future publications and presentations. You have the right to abandon the survey at any time without any penalty. In such cases, any responses which already form part of the data collection may still be used.

## Instructions

Completing the questionnaire should take approximately 10-15 minutes.

The questionnaire is divided into sections. All sections have additional space for you to include comments on anything you consider of importance and which we have not addressed.

## Demographic data

### Personal and professional data

This first section of the questionnaire includes questions on your demographic profile. Some of the questions are mandatory.

How do you relate to real-time intralingual subtitling services? <input type="checkbox"/>	<input type="checkbox"/> I work as a real-time intralingual subtitler (respeaker, velotypist, live captioner, speech-to-text interpreter, palantypist, stenotypist, other). <input type="checkbox"/> I would like to become a real-time intralingual subtitler. <input type="checkbox"/> I train real-time intralingual subtitlers. <input type="checkbox"/> I am a provider of real-time intralingual subtitling services (e.g. company employing real-time translators, a department of real-time subtitling at television, other). <input type="checkbox"/> I am a user of real-time intralingual subtitling services. <input type="checkbox"/> Other
How long have you been working as a real-time intralingual subtitler?	<input type="radio"/> 0-4 years <input type="radio"/> 5-9 years <input type="radio"/> 10-14 years <input type="radio"/> 15-20 years <input type="radio"/> 20 or more years
Please specify if you work:	<input type="checkbox"/> in your mother tongue <input type="checkbox"/> in other languages <input type="checkbox"/> in both
Your mother tongue is:	Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.
I also work in:	Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.
My mother tongue is:	Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.
I also work in:	Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.
Are you a freelancer or a permanent employee?	<input type="radio"/> A freelancer <input type="radio"/> A permanent employee <input type="radio"/> Both, a freelancer and a permanent employee
In your opinion, does the name real-time intralingual subtitler describe correctly your profession?	<input type="radio"/> Yes <input type="radio"/> No
Please suggest a name that best describes your	Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.

profession:

In which professional profile are you interested?

Respeaker  Velotypist  Palantypist  Stenotypist  Other

In which **other** professional profile are you interested? Please, specify:

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How long have you been training real-time intralingual subtitlers?

0-4 years  5-9 years  10-14 years  15-20 years  More than 20 years

During the project, we will carry out interviews with trainers and a specific online survey.

Yes  No

Would you like to participate in these activities?

Please enter your e-mail:

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How long have you been working as a provider of real-time intralingual subtitling services?

0-9 years  10-19 years  20 or more years

When do you use real-time intralingual subtitles?

Always, if provided  Only at public live events  Only at work  Other

In what other situations do you use these services?

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How often do you use these services?

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Please specify your relation to real-time intralingual subtitling:

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Which category below includes your age?

0-19  20-29  30-39  40-49  50-59  60 or older

What is the highest level of school you have completed or the highest degree you have received?

Less than high school degree    High school degree or equivalent  
 Some college but no degree    Vocational degree    Bachelor degree  
 Master degree    PhD    Other degree    I prefer not to answer

Please specify the degree:

Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.

Which of these categories best describes your employment status?

(Self)employed, working 40 or more hours a week    (Self)employed, working 1 to 39 hours a week    Student    Not employed, looking for work    Retired    Other

Please specify the employment status:

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## Competences of real-time intralingual respeakers and velotypists

This section is dedicated to the competences of real-time intralingual respeakers and velotypists.

In this section, we are interested in your opinion and views on the type of skills and competences that you consider most appropriate and needed by professionals working or looking to work in this area.

The competence areas are:

- Knowledge about accessibility
- Linguistic competence
- Entrepreneurship and Service Competence
- IT competence
- Respeaking competence
- Velotyping competence

### Competence area: Knowledge about accessibility

On a scale from 0 to 3 (0 – of no importance, 1 – of minor importance, 2 – important, 3 – very important), rate the following skills.

To deliver a good quality service, a real-time intralingual subtitler **should be able to**:

Explain the concepts of disability, accessibility and the differences among them.

Of no importance – Of minor importance – Important – Very important  
 I do not know.

Explain the concept of multimodality (i.e. combining the use of different modes of information at the same time such audio

Of no importance – Of minor importance – Important – Very important  
 I do not know.

and text, audio and video, or video and text) and how multimodality can support and enhance accessibility.

Explain the concept of universal design (i.e. the design of products to make them accessible to all) and how to implement it in real-time intralingual subtitling services.

Adjust the output to the working context and the needs and cultural particularities of the hard-of-hearing and deaf community, and other end users of real-time intralingual subtitles.

Implement in his/her work ways of raising awareness for the hard-of-hearing and deaf community and other end users (i.e. how hearing works, types of hearing loss, levels of hearing loss, other).

Communicate in sign language in basic situations (e.g. greetings, requests, orders, personification).

Explain the role and competences of the real-time intralingual subtitler.

Classify real-time intralingual settings according to the types of accessible

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

audio-visual media  
and events.

Advise customers  
about how to best set  
up an accessible  
working environment  
(education,  
broadcasting  
services, cultural,  
health, other).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Is there anything you  
would like to  
comment on or add  
to this competence  
area Knowledge  
about Accessibility?

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### Competence area: Linguistic competence

On a scale from 0 to 3 (0 – of no importance, 1 – of minor importance, 2 – important, 3 – very important), rate the following skills.

To deliver a good quality service, a real-time intralingual subtitler **should be able to**:

Deliver the accuracy  
needed in each  
setting (e.g. correct  
grammar, spelling of  
basic and difficult  
words, of names, job-  
specific terminology,  
description of the  
sound, other).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Apply readability  
indicators to the  
transcribed text (e.g.  
indicating the name  
of the speaker or a  
switch of speakers,  
specifying when  
someone speaks  
unclearly or too fast,  
other).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Improve legibility of  
the transcribed texts  
(increase font-size,  
line spacing, improve  
contrast and font-  
type, other).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Carry out both verbatim (word for word) and edited subtitling/captioning in compliance with readability standards and when exit strategies (e.g. reformulation) are necessary.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Simplify the syntactic structure for readability reasons.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Search terminology, identify reliable sources and manage the terminology and implement it in real-time situations.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Draft a glossary useful during an event by starting from the title of the presentation and by asking questions to the organisation committee and the speaker before the event.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Deal with different cultural approaches to real-time intralingual subtitling (e.g. preference for verbatim or edited subtitling/captioning).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Is there anything you would like to comment on or add to this competence area Linguistic competence?

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### **Competence area: Entrepreneurship and service competence**

On a scale from 0 to 3 (0 – of no importance, 1 – of minor importance, 2 – important, 3 – very important), rate the following skills.

To deliver a good quality service, a real-time intralingual subtitler **should be able to:**

Plan job-related tasks by considering other dependencies such as schedule, costs, human and physical resources.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Identify managing risks, classify them by type of risk (technical, cost, schedule, other), evaluate the associated loss and suggest actions to handle the identified risks.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Respond to a customer's inquiry or problem in a timely and effective manner.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Manage customers' accessibility needs.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Follow up on customer requests to ensure that accessibility service needs are met.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Proactively seek feedback from customers to improve his/her own skills, strategies, and accuracy rates.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Explain the main causes of stress derived from real-time situations and list coping techniques.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Explain the role of personal resilience as an own critical skill.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Prepare himself/herself to conduct professional interviews with

Of no importance – Of minor importance – Important – Very important  
| o I do not know.



customers and potential customers.

Develop an own service portfolio and adapt it to the market needs.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Is there anything you would like to comment on or add to this competence area Entrepreneurship and service competence?

Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.

### Competence area: IT competence

On a scale from 0 to 3 (0 – of no importance, 1 – of minor importance, 2 – important, 3 – very important), rate the following skills.

To deliver a good quality service, a real-time intralingual subtitler **should be able to**:

Set up the hardware and software for each type of trained setting.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Identify the risks of each setting and to solve problems.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Use the hardware and software for each type of trained setting and solve problems.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Know the different input tools available on the market.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Know the different output tools available on the market (TV subtitling software, other).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Explain the advantages of Text on Top and similar software by the provision of the service.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Know the different language tools, machine translation and crowdsourcing tools available on the market.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Is there anything you would like to comment on or add to this competence area IT competence?

Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.

### Competence area: Respeaking competence

On a scale from 0 to 3 (0 – of no importance, 1 – of minor importance, 2 – important, 3 – very important), rate the following skills.

To deliver a good quality service, a real-time intralingual subtitler **should be able to:**

Reformulate, edit and correct the text to be respoken during the listening (spelling, lexis, grammar, punctuation, proper nouns and numerals).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

In your opinion, at what word speech rate should a real-time intralingual respeaker work?

Hier steht im Fragebogen ein Textfeld für einen Freitextkommentar.

Remember full sentences while lagging behind because of editing/quick speech/other difficulties.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Deal with slides, videos, and other material used by speakers to produce coherent text while respeaking.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Activate exit strategies while respeaking if she/he realises the speaker

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

is challenging  
(confuse/too intricate  
grammar, too quick  
speech-rate,  
background noise,  
other).

Identify which non-  
verbal elements of  
speech need to be  
turned into verbal for  
each working  
context.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Implement non-  
verbal elements for  
each working context  
by applying different  
techniques as  
changing colours or  
font-size, or by  
inserting labels.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Dictate punctuation  
while keeping the  
pace of the speaker.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Identify own typing  
mistakes during  
typing, decide how  
relevant these are  
(minor, major or  
critical) and correct  
them, if necessary.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Demonstrate  
command of voice  
projection, pacing  
and modulation to  
support dictation  
(e.g. when dictating  
homophones or near  
homophones).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Use breathing to  
support dictation and  
endurance.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Communicate with  
good pronunciation.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Respeak verbatim  
(word by word) with  
no mistakes at the

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

average speech rate  
in the working  
language.

Train the respeaking  
software with the  
right macros.

Of no importance – Of minor importance – Important – Very important  
|  I do not know.

Reduce the gap with  
the speaker as much  
as possible when  
necessary (e.g. short  
turn, quick  
interaction between  
two speakers, fast  
speaker, interaction  
with images, reaction  
from audience)

Of no importance – Of minor importance – Important – Very important  
|  I do not know.

Select terminology  
that the speech  
recognition software  
can best process.

Of no importance – Of minor importance – Important – Very important  
|  I do not know.

Provide a corrected  
version of the  
produced  
transcript/subtitles to  
the client.

Of no importance – Of minor importance – Important – Very important  
|  I do not know.

Apply an additional  
fee for providing  
corrected version of  
the produced  
transcript/subtitles to  
the client.

Of no importance – Of minor importance – Important – Very important  
|  I do not know.

Provide a **no**  
corrected version of  
the produced  
transcript/subtitles to  
the client.

Of no importance – Of minor importance – Important – Very important  
|  I do not know.

Apply an additional  
fee for providing no  
corrected version of  
the produced  
transcript/subtitles to  
the client.

Of no importance – Of minor importance – Important – Very important  
|  I do not know.

Is there anything you  
would like to  
comment on or add  
to this competence

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area Respeaking  
competence?

### Competence area: Velotyping competence

On a scale from 0 to 3 (0 – of no importance, 1 – of minor importance, 2 – important, 3 – very important), rate the following skills.

To deliver a good quality service, a real-time intralingual subtitler **should be able to:**

Type, edit and correct the text during the listening (spelling, lexis, grammar, punctuation, proper nouns and numerals) at a word speech rate of at least 500 characters per minute.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Remember full sentences while lagging behind because of editing/quick speech/other difficulties.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Deal with slides, videos, and other material used by speakers to produce coherent text while velotyping.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Activate exit strategies while velotyping if she/he realises the speaker is challenging (confuse/too intricate grammar, too quick speech-rate, background noise, other).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Produce content using all keyboard combinations at a minimum speed of 500 characters per minute.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Produce content at the minimum speed of 500 characters per minute while delivering the accuracy and readability needed in each setting (e.g. description of the sound).

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Type with a high spelling accuracy of at least 99%.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Identify own typing mistakes during typing, decide how relevant these are (minor, major or critical) and correct them, if necessary.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Implement strategies or techniques for self-motivation, trying to reach the best quality of work at all time and in all circumstances.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Discipline themselves to practice and improve their skills daily, to reach higher speed and accuracy.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Implement strategies or techniques for training and enhancing concentration.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Provide a corrected version of the produced transcript/subtitles to the client.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Apply an additional fee for providing corrected version of the produced transcript/subtitles to

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

the client.

Provide a **no** corrected version of the produced transcript/subtitles to the client.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Apply an additional fee for providing no corrected version of the produced transcript/subtitles to the client.

Of no importance – Of minor importance – Important – Very important  
| o I do not know.

Is there anything you would like to comment on or add to this competence area Velotyping competence?

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### **End of the survey**

We thank you very much for your participation!

If you would like to participate in our interviews and further surveys, please write down your email address.

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If you need any information, please contact:  
rocio.bernabe@sdi-muenchen.de