

Registry of Interpreters for the Deaf, Inc.  
Affiliate Chapter Relations Committee

Affiliate Chapter Handbook  
Third Edition  
Section 31

Bits & Bytes:  
Leveraging Internet Technologies  
to Facilitate Distance Meetings

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Written/Compiled by the Affiliate Chapter Relations Committee, 2001-2007.

## Editor's Note

This section is one in a series of sections of the Affiliate Chapter Handbook intended to assist affiliate chapters in developing and maintaining a functional chapter of the Registry of Interpreters for the Deaf, Inc. Each section has been prepared with the needs of the affiliate chapters in mind based on feedback provided to the Affiliate Chapter Relations Committee (ACRC) by the membership during the 2001 RID Convention, Orlando, Florida, and from the Affiliate Chapter Relations Committee survey of affiliate chapters.

### The ACRC Mission Statement:

It is the mission of the Affiliate Chapter Relations Committee to clarify and strengthen the organizational structure of the Registry of Interpreters for the Deaf, Inc. by acting in an advisory capacity, representing the interest of the affiliate chapters and promoting best practices so that affiliation is valued by chapters and by individual members.

The design, organization and composition of the membership of affiliate chapters across the country vary. To accommodate the diversity of affiliate chapter needs, each section (or parts thereof) may not apply to every affiliate chapter. The challenge was to develop all-inclusive sections with the understanding that each individual affiliate chapter may or may not need the information in its entirety.

The Affiliate Chapter Handbook is intended to be a “living document” with updates, additions and/or deletions made accordingly and in a timely manner by the ACRC. Suggestions and inquiries to the Affiliate Chapter Handbook or the ACRC may be directed through the RID National Office, Membership Services Coordinator, or via e-mail at **membership@rid.org**.

The Affiliate Chapter Relations Committee would like to express its' sincere appreciation to the following individuals for their assistance with various sections of the Affiliate Chapter Handbook.

### Cultural Diversity in Leadership Committee, 2003-2005

Janet L. Bailey, RID President, 1991-1995

Daniel Burch, RID President, 1995-1999

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## **BITS & BYTES: Leveraging Internet Technologies to Facilitate Distance Meetings**

Contributed by Lynne Wiesman, MBA, CI/CT, SC:L, Master Mentor

The business world is experiencing rapid advancements in technology as our fast-paced world struggles to keep up with the lightening speed with which our communication options are changing. These technological advancements, especially with respect to communication options, have impacted the field of interpreting in some dramatic ways including ways in which interpreters receive work, communicate with agencies, provide work, and in conducting meetings such as mentoring and affiliate chapter communications.

As with many things, there are benefits and drawbacks to leveraging Internet technologies to facilitate communication and meetings. With the help of some basic guidelines, these drawbacks can be minimized. Or to borrow from a popular business tool developed by Robert Karasek (now adapted and utilized by interpreters), recognizing the demands of each environment will aid in also recognizing and developing tools or resources (aka controls) to offset those demands. The following provides a few of the ways in which an RID affiliate chapter may communicate and host meetings, some of the benefits and drawbacks to each, as well as resources, terminology, and some basic guidelines to minimize the impact of the drawbacks.

The basic areas for distance communication and meetings are e-mail, instant messaging, Internet chat, listserv, and video conferencing. A chart is available in Appendix II providing information on each of these forms of communication. It would behoove any affiliate chapter contemplating utilizing any of these technologies to consider the access (physical, linguistic, and psychological/emotional) or lack thereof that those who will be participating in the meetings will have to these various technologies. Research shows that there are still many who do not have access to e-mail, the Internet, or have knowledge of these communication options. Some of these methods might also presuppose a competent working knowledge of written English which can create difficulties for those for whom English is not their first language since participation in an online type meeting (apart from video conferencing) relies solely on a written form of a language. With that said, information in the form of a matrix of technology options and corresponding information has been provided to assist you in selecting the right option for your affiliate chapter as well as some very basic information on getting started.

There are some common issues affecting all text-based meetings: language use and conveying affect. Often without the presence of visible affect, text can and is misconstrued. There are tools to assist with conveying affect across a text-based medium. The use of “emoticons” can assist with artificially and intentionally including emotional information in a message where the text alone can’t or doesn’t express it. Examples of these are :) to indicate a smile, :( indicating displeasure, and :x (which is context dependent) can convey a mistake or an unwillingness to speak on an issue. A

comprehensive list (yet never exhaustive since new items are added daily) can be found at <http://www.netlingo.com/>).

In terms of language, the over abundant use of acronyms is a tool to aid in speeding up the communication but can be confusing and disconcerting to those unfamiliar with their use. Acronyms such as the RID related examples found in Section 26 create a sort of common shorthand and have become, in fact, new words in “internetese”. A plethora of these have been spawned and are in use in e-mail, text messaging, and chat rooms. An affiliate chapter may elect to not permit the use of acronyms in order to ensure that all participants can access the information without having to seek clarification. The URL provided above contains a link to many commonly used acronyms or shorthand.

Along with common language, there are shared rules creating a “culture”, and breach of that culture (even innocently) can create unnecessary problems. There are basic concepts that a newbie to Internet communications may breach unknowingly. Typing a message using all capital letters is a technique used for emphasis but also can be construed as screaming. There are various ways to provide emphasis such as using the bold font feature or proceeding and following a word with asterisks. These can ensure that the perception by the reader is not that they are being screamed at but more accurately that a particular word or phrase is being emphasized. Examples of these forms of emphasis are:

- Emphasizing a \*word\* using asterisks
- Emphasizing a **word** using bold font
- Emphasizing a WORD using capital letters

Another common issue is one of typographical errors and leniency to permit non-standard use of English. An affiliate chapter may elect to require that all asynchronous communication (e.g., the communicators need not be participating in the communication at the same time such as with e-mail) be prepared professionally and any synchronous communication (e.g., the communicators are participating in the communication at the same time such as internet chat) be less formal.

In terms of e-mail and any type of online communication, an affiliate chapter should always remain cognizant of the fact that these forms of communication, while hoping they remain confidential and between the sender(s) and intended receiver(s), CAN be forwarded to non-intended recipients much more easily than traditional meeting communication. The issues surrounding this relate to the type of communication and the level of confidentiality needed. Developing a contract for board membership and participation in meetings requiring confidentiality (e.g., discussions of alleged breach of certification) would be advisable. While there can never be full assurance that this will not occur, the presence of a contract/agreement and ramifications for doing so will assist in curtailing it.

**Electronic mail** (e-mail) is one of the more basic, yet popular, forms of communication. Virtually everyone can have access to e-mail without a computer or Internet connection. Local libraries, community colleges, and universities have computers and free web-based mail accounts such as with Yahoo! and Hotmail can be established. These are limited in the amount of messages and/or attachments one can receive and must be cleared out regularly to risk e-mail bouncing. Yahoo! does have a feature available to enable the purchase of additional space for a nominal amount per year.

For many, e-mail has become the primary form of communication but it can be frustrating if awaiting a response to a time-sensitive issue as it is highly dependent upon the frequency of the recipient checking his/her e-mail.

Something to remember is that you are writing without the benefit of the reader seeing your face and hearing/seeing intonation. It is good practice to read and reread messages prior to sending and if it is a response to a sensitive topic, to respond within 24 hours. As the reader, try to imagine the many ways the writer might have meant something and a good rule of thumb would be to give the benefit of the doubt; check first if there is a doubt.

For posts to a number of people (e.g., all board members, all members, etc.), placing all of the e-mail addresses in the bcc (blind copy) line will maintain the anonymity of the recipients. For most e-mail programs, you can leave the “to” line blank but if yours is one that does not permit this, put your own e-mail address in the “to” line.

For the recipient’s ease in reading, snip a copy of the original e-mail to which you are responding, if applicable, to provide context and a frame of reference. Most e-mail programs can be set up to automatically do this. What might be obvious to someone who reads “I agree with that and how can we start?” may not be obvious to a person who has read and responded to 100+ e-mails since the last e-mail exchange.

Remember that messages can be forwarded on without the sender’s knowledge!

**Instant Messaging** (IM) is quite the rage. Many individuals have access to it via pagers and cell phones. It can allow a person to participate in a one-on-one discussion anywhere that person has a signal. It can make downtime on a train a very productive time, leaving time at home to focus on other issues.

Instant messaging is quite simple and after the free download and set up/selection of a screen name (SN) and password as well as finding out your “buddy’s” SN and password and putting them in your buddy list, you are set. The only thing left is to set a date and time you will meet; then, one person needs to “IM” the other. The discussion can be saved to review at a later time and is quite easy to follow with only two people participating.

Many of the same rules for talking on the TTY apply to instant messaging and use some of the same abbreviations. Because of the speed of transmission, senders are prone to mistakes; however, like TTY communication, people rarely correct spelling as it prolongs the communication unnecessarily.

Again, because these conversations can be saved, remember that they are easily forwarded to others. Do not say in an instant message what you might not want the world to know.

Some general reminders about any of the previous written forms of Internet communication are that:

Speed of the transmission makes senders prone to mistakes

Miscommunication via written forms of English is possible

They presuppose a competent working knowledge of written English

**Internet Chat** (I Chat) is similar to IM but differs in one distinct way – more than one person can participate. Compared to the one-to-one nature of IM, this can be a blessing or a disaster!

Having more than one person participating in a chat can mean multiple threads and overlapping questions/responses that can lead to total confusion and chaos. Some basic rules need to be developed and agreed upon, such as:

1. Always address the person to whom you are responding (if answering a question or responding to a statement)
2. Always reference the topic/question to which you are responding (e.g., Lynne, you asked whether 5 people is enough and I think 5 people can handle this task.)
3. Designate a moderator who can itemize and prioritize what will be discussed and the order in which it will be discussed (e.g., 3 issues have been raised, let's talk about how much \$ we need, then how to raise it, and 3<sup>rd</sup> what date we decide that we can't make it, ok?)

When chat rooms are established, remember to make them private so that every chat surfer is not entering your room, unless you would like to make your meetings open to the public. Be aware that some may enter who are not even remotely affiliated with your affiliate chapter business. There are ways around this such as announcing there will be a meeting via the chat, having one person responsible for chat invitations, and having any member who wishes to observe/participate in the meeting send a private IM to that person to request an invitation.

If your group wants to have part of the board meeting public and part private, it would be wise, if possible, to have the private portion first then open it up (start inviting) for the public portion. If it is necessary to have the private session last or there is a need to go into a closed-door session following something raised in the public forum, a new separate

chat room can be established and the private members can simply switch over to the private one.

Another nice feature of most chats is that people can have private IM discussions outside of the chat room. These are akin to sitting in the back of the room and having a discussion without it disturbing the process. However, if you have a primary role in the meeting, it is strongly suggested that you minimize this outside talk and focus on the meeting because with multiple participants, the information can be exchanged at a rapid pace. Someone not paying attention and posting late or asking for information to be repeated will only exacerbate the process.

Chat software is the same software used for instant messaging such as can be found at AOL or Yahoo!

**Listserv** is a bulletin board where unlimited members can exchange ideas and all postings go to all members via their e-mail addresses (or can be checked on the listserv site). In a listserv such as yahoogroups.com, the messages can be viewed in several ways, which gives the members more options to suit their particular needs.

- 1) Messages can be sent to the member's e-mail and responded to in-kind. These messages can be received individually (each time another member sends a message, an individual e-mail is received) or in a daily digest format that compiles all of the messages sent in one day and sends them as a list. There can be a few benefits and drawbacks to each:
  - a. Individual e-mail – the e-mail message is received quickly, however, for very active listserv, this can mean an additional 20+ messages on top of a person's normal e-mail volume.
  - b. Daily digest – one e-mail daily with all of the day's discussion. However, for those who like to participate, it may mean not having the opportunity for those quicker on the draw. Additionally, digests can be quite tedious to read through and "digest" if people are replying to messages and snipping or quoting the previous message. This can mean redundancy in terms of reading and rereading messages.
- 2) Members who prefer not to receive e-mails can view the messages online at the listserv website. This requires being a member of the listserv in a slightly different way than just receiving e-mails. The sign-up process, while not overly burdensome or complicated, is not foolproof and people often have difficulties at this stage, which is a consideration in terms of a tech person who will handle these issues.

Many a listserv have other features which can be quite useful for a group, including:

- Privacy – a listserv can dictate who belongs, rules for participation, file uploading and viewing, etc.
- File uploading and sharing – this allows members (or just moderators) to upload files to be shared with the members.

- Archived messages – new members can review messages “catch up” without the need for lengthy explanations.
- Chat – similar to the previously mentioned I Chat, this already has a privacy feature built in and only members of the listserv can use this. Some chats through listserv cannot be saved so if this is important, make sure you have checked this out prior to hosting a meeting.

Similar guidelines apply regarding overlapping discussion threads and it is helpful if members ensure that they minimize responses by reading all of the messages before responding, putting accurate information in the subject line because many topics will change as a discussion continues, snip a copy of the original e-mail, and address a person or topic when responding to something.

A helpful tool is a listserv guidebook (remember, there is no “e” at the end of listserv) that can be found at: <http://members.aol.com/Shugosha/listserv.htm>.

**Video conferencing** – while this format requires the most in terms of technology capability, set up, and use – it is also the only one of the technologies mentioned here that is accessible to visual language users. This is the most complex of the aforementioned. For the sake of space, this article will not go explain, in depth, the technology needs and set up processes. However, the basic requirements for a one-to-one web cam conversation are:

- A high speed connection
  - Cable
  - DSL
  - T1 or T2 – found in many offices, schools, and libraries
- Web camera – models can be found quite inexpensively –
  - Logitech has a range of models and prices
  - Sorenson has a unit called a videophone (manufactured and sold by DLink also) which is distributed free to Deaf people – this does NOT require a computer but does require a TV and an internet connection
- Video conferencing software
  - Sorenson’s Envision is a free download and is quite user-friendly and good quality
  - Net meeting comes in all Microsoft based products
  - I Chat is a Macintosh version – crossing platforms with this can be problematic

Video conferencing via the above methods is only good for one to one discussion (one web camera connection to another) and will not permit multiple connections without an expensive software program. That technology is rapidly advancing, though, and there are software packages being marketed that will allow several connections to view each other. However, this type of connection can be quite effective and eliminates all of the text-based issues mentioned previously as long as connection speeds are high enough.

Otherwise, with a speed of 15 frames per second, the result may be a signed message that is not intelligible and/or so slow so as to make the use of such technologies more cumbersome than beneficial.

In order to connect with someone, you must know their Internet protocol address (IP), which can be found by going to [www.myipaddress.com](http://www.myipaddress.com). Again, tech issues run rampant and at any juncture, there could be problems. One common problem is when a person's video equipment is behind a router that acts like a firewall, not allowing people in or out. This necessitates opening up the ports that your video equipment needs which means going into the router's set up. This is best handled by calling the technical support number for the company that makes your specific router. Since this is a very common problem, it is a relatively easy one for them to troubleshoot. You will also know you have router problems if either one of the two trying to connect sees only a black screen.

There are also very high-end video conferencing options used at schools and businesses that do permit multiple connections. Some, though, have limitations in terms of communicating across the Internet and are designed to work between specific sites. However, if your need is to link up all affiliate chapters for a membership meeting, check out your state government's resources as many state government offices are moving to video conferencing as a cost-saving measure over having employees travel to various parts of the state.

There have been discussions at the national level of RID about how to make the business meetings more accessible to those who are unable to attend, to allow those people to participate and to vote on issues before the membership. This option would require a live feed to the Internet for others to observe and ideally to communicate back in some fashion. The issue of voting is one that has not been overcome due to cost constraints. A smaller group of affiliate chapters may be able to bypass this issue by having members call in, instant message, e-mail, etc. On a larger, national scale, that was not deemed feasible or practical.

Streaming video requires assistance and any affiliate chapter wishing to explore this possibility should contact a local company with expertise in web-based video streaming.

In summary, whatever the communication option chosen, the key word is "option". Given the rural nature of many affiliate chapters, it is now feasible, leveraging Internet technologies, to include people in the voting processes at face-to-face business meetings, including members of an affiliate chapter who were previously unable to attend. Whatever the option chosen, there should always be training provided in the form of a user's manual, tips for communicating, and technological recommendations and assistance for all who will participate. Training on the front end can be perceived as unnecessarily time consuming; however, that time spent on training can prevent communication fiascos, confusion, and problems from which an affiliate chapter may have a difficult time recovering. The opportunities afforded by technology are limitless!

## Appendix A

### **Chat Room Protocol for Online Meetings** Incorporated by Glendia Boon

**MODERATOR:** The moderator of the online chat will be the committee chair or his/her designee. The moderator will collect all screen names prior to the meeting in order to invite all members into the chat room. S/he will arrive ten – fifteen minutes before the meeting in order to send out invites as participants sign on. S/he will also turn on the chat room log so s/he will be able to scroll back to check dialogue and have a record of process minutes.

The moderator will send out the agenda prior to the meeting. A reminder will also be sent to participants to have the agenda available so that the meeting will be easier to follow.

The moderator will start the meeting with roll call. The participant's name will be typed and the participant will be given a few moments to respond with "present" in order to be considered in attendance at the meeting.

The moderator will then go through the agenda. After completion of each agenda item, the moderator will do a "whip" and see if there are any additional comments or questions. Participants will respond with (N) for no or (Y) for yes. If the answer is (N), the moderator will move onto the next person. If the answer is (Y), the moderator will ask the participant to go ahead with his/her comment or question. The moderator will do a final "whip" at the end of the meeting to make sure participants have an understanding of what has taken place in the online meeting.

The moderator will also acknowledge participants who express they have comments and questions. They will do so when the participant types (!) for comments and (?) for a question. The moderator will keep up with the online conversation to make sure of the correct order of participants who wish to make comments or have questions.

**PARTICIPANTS:** Participants are the members of said committee that is holding the online meeting. A participant may participate in discussions by making comments, asking questions and signifying that s/he is finished with her/his statements or has had the question answered to her/his satisfaction.

To make a comment, the participant will type (!) and wait until acknowledged by the moderator before typing his/her comment(s). To ask a question, the participant will type (?) and as stated above, wait until acknowledged by the moderator. When the participant has finished his/her comment(s) or has had his/her question(s) satisfactorily answered, the participant will type (GA) to signify that the moderator can move to the next person or topic.

Sample:

Moderator: Good evening everyone. Welcome to our online meeting. It is time to start our meeting, but first I will take roll.

Moderator: Anthony

Participant A: present

Moderator: Blaire

Participant B: present

Moderator: Cathy

Moderator: No response from Cathy. Perhaps she will join later.

Moderator: Dave

Participant C: present

Moderator: We have 4 of 5 committee members here at this time. Let's move on to our first agenda item.

Moderator: First on the agenda is the matter of the electric bill. We were over budget on this line item last month.

Participant A: (!)

Moderator: We are looking into why the bill was so high.

Participant B: (?)

Moderator: One reason is that the basement light was left on for two weeks before the janitor detected it. I see Anthony has a comment. Anthony please type your comment.

Participant A: I noticed that there are a few windows that are not properly caulked. We are running the air conditioner at full blast and I have noticed that we are still feeling a bit on the warm side. Perhaps this is a reason why our electric bill is so high. GA

Moderator: Thank you for bringing that to our attention Anthony. I will have the janitor check the windows and follow up with a repair requisition.

Moderator: Blaire, I see that you have a question. Please type your question now.

Participant B: I did not receive the total amount of the electric bill. How much over budget are we?

Moderator: The electric bill has been running about \$85 for the three previous months before the bill in question was sent. The bill for last month's electricity use was \$164. As you can see, that is almost twice what we normally pay. GA

Participant B: Thank you. GA

Moderator: I believe that takes care of this matter. I will have the janitor check the windows. I will write a reminder note to be posted near the basement door to make sure lights are turned off when leaving the building.

Moderator: I will do a quick whip to make sure there are no additional comments or questions.

Moderator: Anthony

Participant A: N

Moderator: Blaire

Participant B: N

Moderator: Dave

Participant C: N

Moderator: Great. We will move onto the next agenda item.

Additional notes

AOL Chat Room

The moderator (person setting up the room) will have a lightning bolt symbol by his/her name. The moderator will also have the tools to close the room (all members will be “kicked out” of the room) and eject individual members.

## Appendix B

Type	Description	Benefits	Drawbacks	Controls	Technology Needs	Resources
<b>Electronic mail</b>	Individual messages sent via the internet	<ul style="list-style-type: none"> <li>•Asynchronous</li> <li>•Convenience</li> <li>•Free services available</li> </ul>	<ul style="list-style-type: none"> <li>•Affect not conveyed</li> <li>•Net lingo</li> <li>•No guarantee of privacy</li> </ul>	<ul style="list-style-type: none"> <li>•Emoticons (comprehensive list available at <a href="http://www.netlingo.com/">http://www.netlingo.com/</a>)</li> </ul>	<ul style="list-style-type: none"> <li>• Computer or Pager</li> <li>• Internet Connection (dial-up or broadband)</li> <li>• ISP (internet service provider such as Earthlink, AOL, etc.)</li> </ul>	<ul style="list-style-type: none"> <li>•<a href="http://www.hotmail.com">www.hotmail.com</a></li> <li>•<a href="http://www.yahoo.com">www.yahoo.com</a></li> <li>•<a href="http://www.msn.com">www.msn.com</a></li> </ul>
<b>Instant Message</b>	Conversing one-on-one by exchanging of text-based messages in a real time format	<ul style="list-style-type: none"> <li>•Free</li> <li>•Save as file &amp; forward to others</li> <li>•Can participate on pager</li> </ul>	<ul style="list-style-type: none"> <li>•Synchronous</li> <li>•Limited to 2 people</li> <li>•Written English</li> <li>•Affect issue</li> <li>•Net lingo</li> <li>•Privacy issues</li> <li>•Typing speeds</li> <li>•Overlapping topics</li> <li>•Turn-taking issues</li> </ul>	<ul style="list-style-type: none"> <li>•Emoticons</li> <li>•Utilizing terminology similar to TTY communications (e.g., GA, SK, etc.)</li> <li>•Stay on topic</li> <li>•Forced pauses giving all ample time to participate</li> </ul>	<ul style="list-style-type: none"> <li>• Computer OR Pager with instant messenger program</li> <li>• Internet Connection (dial-up or broadband)</li> <li>• ISP (internet service provider)</li> </ul>	<ul style="list-style-type: none"> <li>•<a href="http://www.aol.com">www.aol.com</a></li> <li>•<a href="http://www.yahoo.com">www.yahoo.com</a></li> <li>•<a href="http://www.icq.com">www.icq.com</a></li> </ul>
<b>Internet Chat</b>	Multiple users conversing by exchanging of text-based messages in a real time format	<ul style="list-style-type: none"> <li>•Free</li> <li>•Unlimited participants (people on pagers typically cannot participate)</li> </ul>	<ul style="list-style-type: none"> <li>•Synchronous</li> <li>•Overlapping discussions</li> <li>•Archival (not all)</li> <li>•Privacy issues</li> </ul>	<ul style="list-style-type: none"> <li>•Net lingo or Acronyms (list available at <a href="http://www.netlingo.com/">http://www.netlingo.com/</a>)</li> <li>•Contracts/Agreements of confidentiality</li> <li>•Designated note taker</li> </ul>	<ul style="list-style-type: none"> <li>• Computer</li> <li>• Internet Connection (dial-up or broadband)</li> <li>• ISP (internet service provider)</li> </ul>	<ul style="list-style-type: none"> <li>•<a href="http://www.aol.com">www.aol.com</a></li> <li>•<a href="http://www.yahoo.com">www.yahoo.com</a></li> <li>•<a href="http://www.icq.com">www.icq.com</a></li> </ul>

Type	Description	Benefits	Drawbacks	Controls	Technology Needs	Resources
<b>Listserv</b>	Exchange of message within a defined group of members	<ul style="list-style-type: none"> <li>•Free</li> <li>•Asynchronous</li> <li>•Messages archived on listserv</li> <li>•Messages can come to e-mail</li> <li>•Replies to all automatically</li> </ul>	<ul style="list-style-type: none"> <li>•Sign-up can be complex</li> <li>•Voluminous correspondence</li> <li>•Direct replies</li> <li>•Responses for digest messages</li> <li>•Privacy issues</li> </ul>	<ul style="list-style-type: none"> <li>• Sign-up &amp; follow-up technical assistance</li> <li>•Moderator (co-moderators if possible)</li> <li>•Frequent posting of reminders of communication protocol</li> </ul>	<ul style="list-style-type: none"> <li>• Computer</li> <li>• Internet Connection (dial-up or broadband)</li> <li>• ISP (internet service provider)</li> </ul>	<ul style="list-style-type: none"> <li>•www.yahoogroups.com</li> <li>•<a href="http://members.aol.com/Shugosha/listserv.htm">http://members.aol.com/Shugosha/listserv.htm</a></li> <li>•<a href="http://www.lsoft.com/products/listserv.asp">http://www.lsoft.com/products/listserv.asp</a></li> </ul>
<b>Video Conference</b>	Communication via live video over the internet	<ul style="list-style-type: none"> <li>•Visually accessible</li> <li>•Rapidly increasing accessibility</li> </ul>	<ul style="list-style-type: none"> <li>•Most home-based programs limited to 1 on 1</li> <li>•Can be complex set up and troubleshoot process</li> <li>•Can limit communication style (e.g., less fingerspelling)</li> </ul>	<ul style="list-style-type: none"> <li>•Technical assistance provided throughout</li> <li>•Explicit agreement for seeking clarification</li> <li>•Proper background and clothing to make communication more visually accessible</li> </ul>	<ul style="list-style-type: none"> <li>•Web camera</li> <li>•Broadband required: Cable, DSL, T1, or T2</li> <li>•Computer</li> <li>•Video conferencing software</li> <li>•IP addresses</li> </ul>	<ul style="list-style-type: none"> <li>•www.sorenson.com</li> <li>•www.myipaddress.com</li> <li>•www.logitech.com</li> </ul>