

PEPNet

2009 PEPNet Postsecondary Interpreting and Speech-to-Text Survey Summary

PEPNet gets frequent requests for information about interpreter/speech-to-text position development. Determining or analyzing a salary is often part of this challenge and we trust the following information will be helpful to postsecondary programs. This is the sixth survey produced by PEPNet-Midwest and the University of Wisconsin-Milwaukee; the first three were very small projects, and the survey and results have gotten significantly more detailed each time we survey our colleagues.

During 2009 123 campus representatives participated in our survey. These postsecondary staff tend to be members of the PEPNet listserv, have long histories of serving students who are deaf or hard of hearing, and might have participated in past surveys.

This document includes a summary of our basic questions. Detailed results of the summarized data and additional information unrelated to salary, but pertinent to serving students who are deaf/hard of hearing, can be found online at the address at the end of this document. Using the full 47 question survey results, you may view individual survey responses, including contact information for campus representatives.

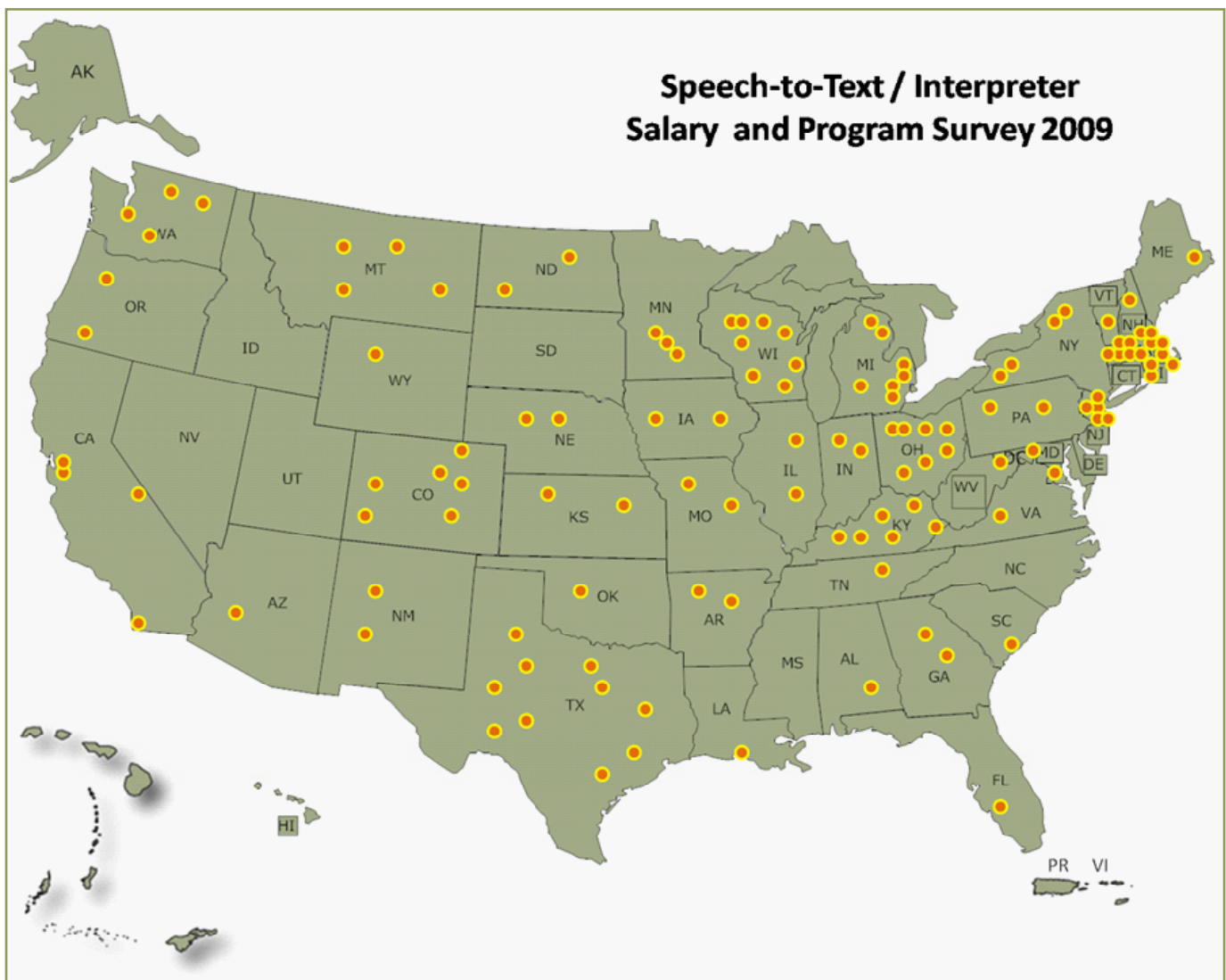
Based on discussions with those who used past survey results, we know the information can be helpful to:

- **Raise hiring standards**
- **Compare salaries/wages**
- **Create/review new and existing accessibility policies**
- **Determine best practices for your campus**
- **Find/contact similar programs**
- **Improve services for students**

As you use this data, please bear in mind that the document offers a snapshot of an institution at the moment someone filled out the survey. This information is dynamic: each situation could be different tomorrow, and different again next week, in some cases.

Thank you again to all who answered the survey.

123 Survey Participants



How will you use the survey information?

"To compare our college's support services with other college's serving deaf and hard of hearing students and see where we can make improvements. Also to gain more insight as to what other colleges are doing in general and how we can network nationally"

Kathy Earp
Camden County College

Institutional List

123 institutions completed the survey, 104 public and 19 private.

Angelo State University
Arizona State University
Austin Community College
Baker College of Muskegon
Bellevue University
Bentley University
Bergen Community College
Bluegrass Community and
Technical College
Boston University
Bristol Community College
Brown University
Bunker Hill Community College
Camden County College
Casper College
Central New Mexico
Community College
Chattanooga State
Community College
Chippewa Valley Technical College
City College of San Francisco
Clark College
Clemson University

College of Staten Island
Colorado State University
Columbus State Community
College
Community College of Denver
Cuyahoga Community College
Denton High School
Eastern Kentucky University
Florida State University
Front Range Community College
Fullerton College
Gallaudet University
George Fox University
Georgia Northwestern
Technical College
Georgia Perimeter College
Hazard Community &
Technical College
Hiram College
Holyoke Community College
Indiana University Bloomington
Iowa Western Community College
Jacksonville State University
Jefferson Community and
Technical College

Johnson County Community
College
Kellogg Community College
Kent State University
Lamar University
Lansing Community College
Lesley University
Louisiana University State
University
Macomb Community College
Madison Area Technical College
McHenry County College
Mesa State College
Michigan Tech University
Missouri State University
Kansas State University
Montana State University Great
Falls College of Technology
Montana State University-Billings
Morgan Community College
Mott Community College
Nassau Community College
Normandale Community College

Institutional List

**North Dakota State
College of Science**

Northcentral Technical College

Northeastern University

Northern Essex Community College

Northern Kentucky University

Oakland University

Ocean County College

Ohio Dominican University

Parkland College

Purdue University

Quinsigamond Community College

Red Rocks Community College

Rice University

**San Diego Community
College District**

San Francisco State University

**Southern Maine Community
College**

Spokane Falls Community College

**Springfield Technical
Community College**

**St. Louis Community College at
Florissant Valley**

Suffolk University Law School

Tarrant County College District

**Teachers College, Columbia
University**

**The Community College of
Baltimore County**

The Pennsylvania State University

**The Richard Stockton College of
New Jersey**

The University of Akron

The University of Montana

The University of Montana

The University of New Mexico

The University of Toledo

The University of Texas at Tyler

The University of Vermont

Union County College

**University of Arkansas at
Little Rock**

University of Dayton

University of Iowa

**University of Maryland,
College Park**

University of Michigan

University of Minnesota

University of Minnesota, Morris

University of Nebraska at Omaha

**University of New Hampshire
at Manchester**

University of North Dakota

University of Oklahoma

University of Pittsburgh

University of Texas at Austin

University of Wisconsin-Whitewater

University of Wisconsin- River Falls

University of Wisconsin-Madison

University of Wisconsin-Milwaukee

Virginia Tech

Waukesha County Technical College

Wellesley College

Western Kentucky University

Western Oregon University

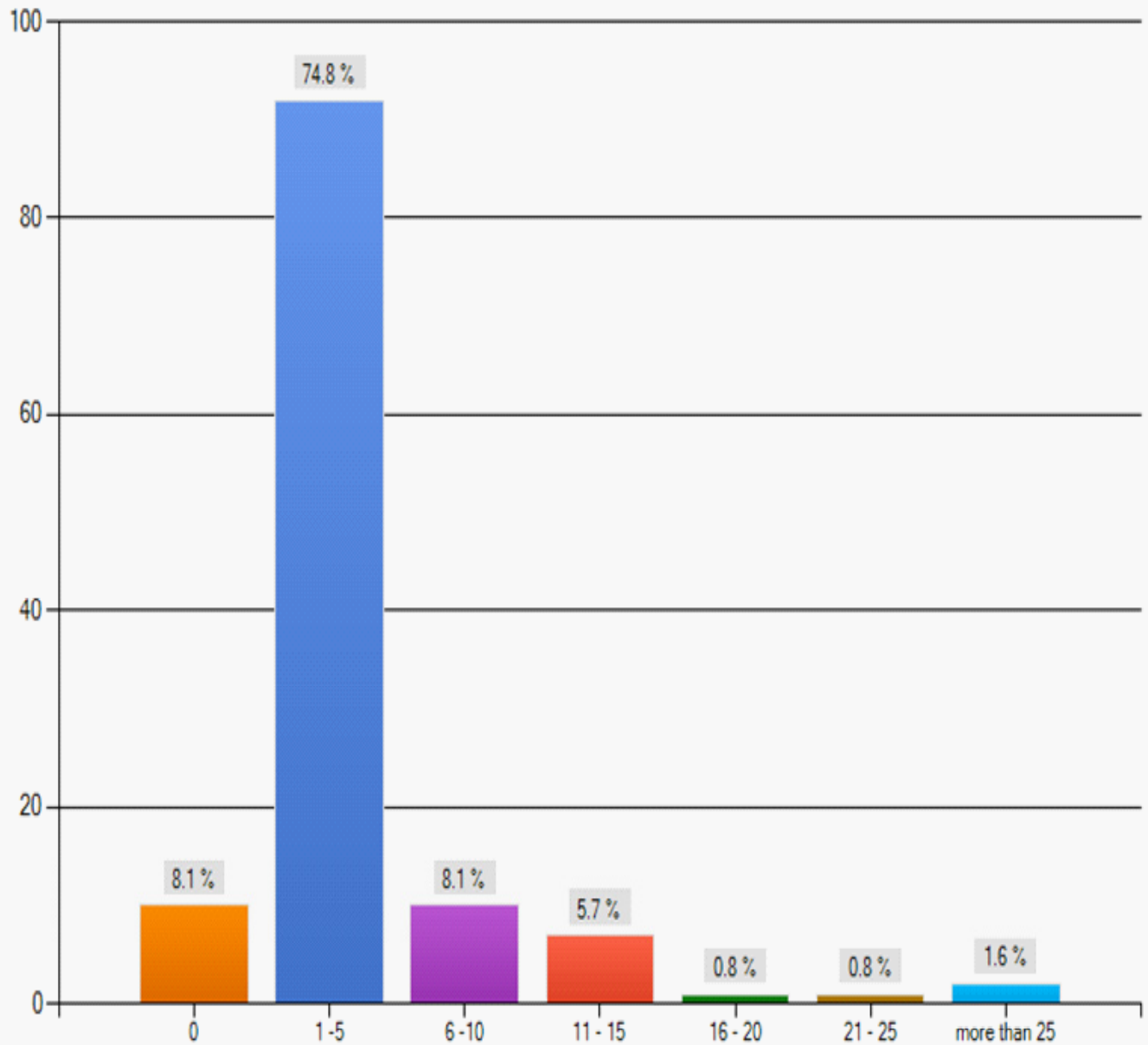
Western Washington University

Whatcom Community College

Part 1: Staff serving students who are deaf/hard of hearing

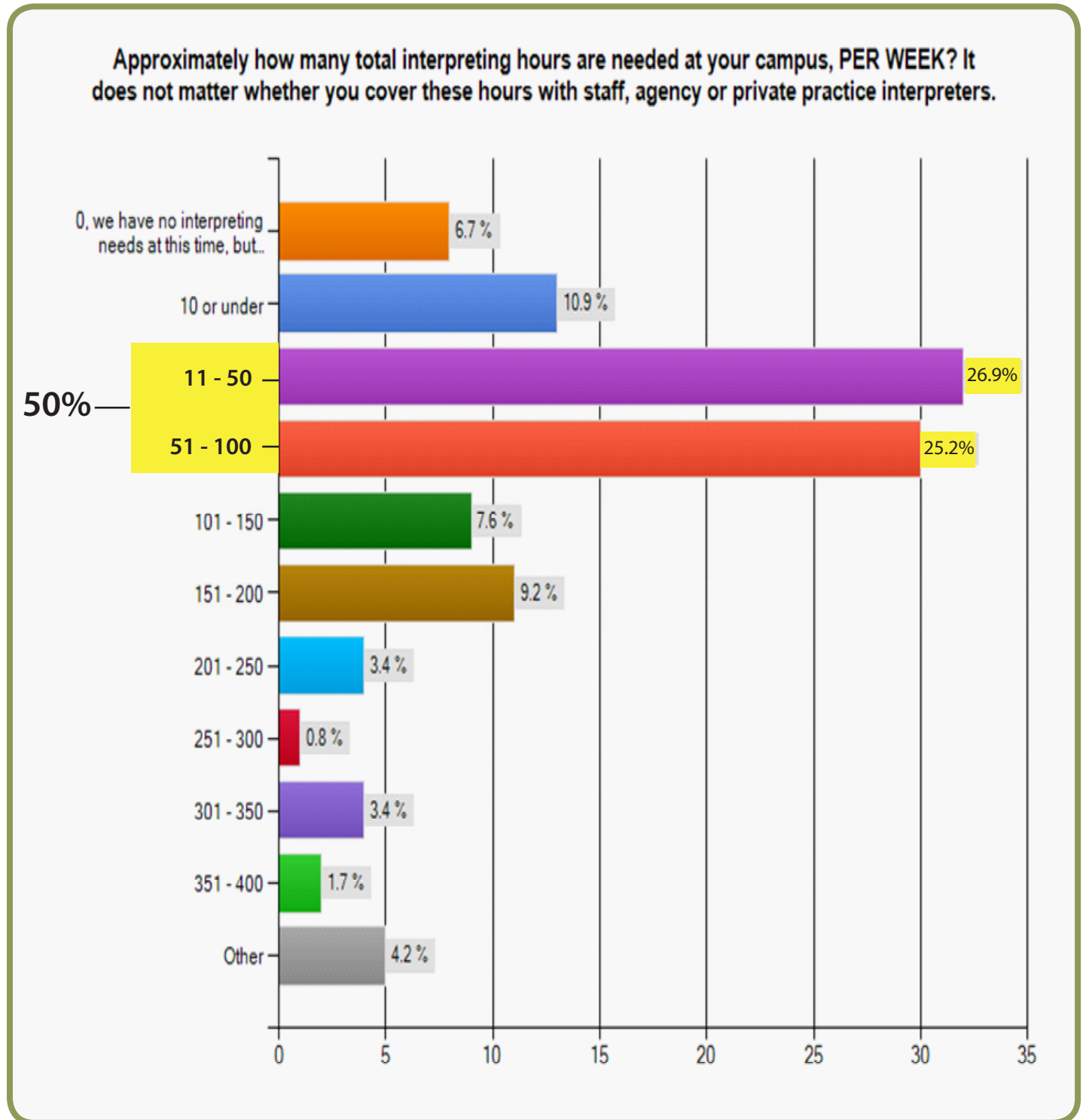
Approximately 75% of the institutions have 1-5 full time equivalent positions assisting with services to deaf/hard of hearing students.

How many TOTAL FTE (full-time equivalent) STAFF positions on your campus assist with services to deaf/hard of hearing students?(Include ALL administrative staff, interpreters, captionists and program assistants, who work with deaf/hard of hearing students.)



PART 2: Interpreting Practices and Salary/Hourly/Agency Rates

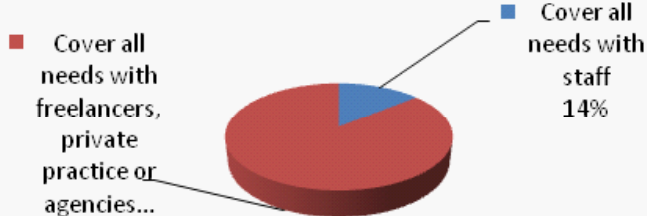
Of the institutions providing interpreting services, over 50% of them cover between 11 – 100 hours weekly.



PART 2: Interpreting Practices and Salary/Hourly/Agency Rates

Can you cover all of your interpreting needs with STAFF interpreters?

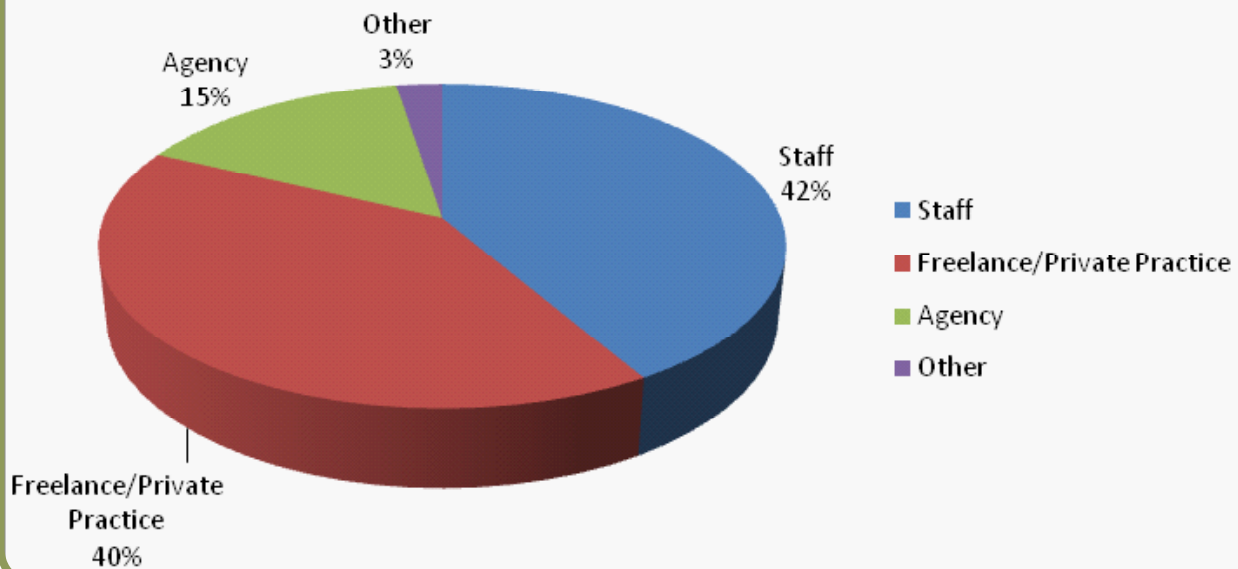
Interpreting needs covered by staff interpreters



Fourteen percent (17 campuses) of all respondents providing interpreting services state they are able to cover 100% of their interpreting needs with STAFF interpreters.

Who provides the interpreting services?

Types of Interpreters Used to Meet Interpreting Needs



In other words, of all the interpreting required for the 108 campuses which answered this question, 42% of those hours are covered by staff interpreters, 10% by freelance/private practice interpreters, 15% by agencies and 3% other. Please see the full online survey results to view the "other" comments.

PART 2: Interpreting Practices and Salary/Hourly/Agency Rates

Staff Interpreter Salaries

Forty eight (48) institutions answered the question about average gross salaries for full-time 9, 10, 11 and 12 month interpreting STAFF. Expanded results showing minimum gross/maximum gross available at http://www.surveymonkey.com/sr.aspx?sm=JL1TiyKmSHAAa22hUjUwm0CJx0Vr601lzPi4lxgnqz7M_3d

What is the AVERAGE GROSS annual salary for FULL-TIME interpreting staff? Answer only the rows that apply to your campus.

	< \$20,000	\$21,000 to 25,000	26,000 to 30,000	\$31,000 to 35,000	\$36,000 to 40,000	\$41,000 to 45,000	\$46,000 to 50,000	\$51,000 to 55,000	\$56,000 to 60,000	\$61,000 to 65,000	\$66,000 to 70,000	\$71,000 to 75,000	\$76,000 to 80,000	> \$80,000	Response Count
9 month staff	15.0% (3)	15.0% (3)	15.0% (3)	25.0% (5)	20.0% (4)	0.0% (0)	0.0% (0)	15.0% (3)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	20
10 month staff	0.0% (0)	0.0% (0)	0.0% (0)	54.5% (6)	18.2% (2)	9.1% (1)	9.1% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	9.1% (1)	11
11 month staff	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (2)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	2
12 month staff	0.0% (0)	0.0% (0)	0.0% (0)	26.7% (8)	16.7% (5)	16.7% (5)	10.0% (3)	23.3% (7)	3.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	3.3% (1)	30
<i>answered question</i>															48
<i>skipped question</i>															75

Freelance/Private Practice Interpreter Rates

What are the hourly rates you pay directly to freelance/private practice interpreters? (NOT AGENCIES)

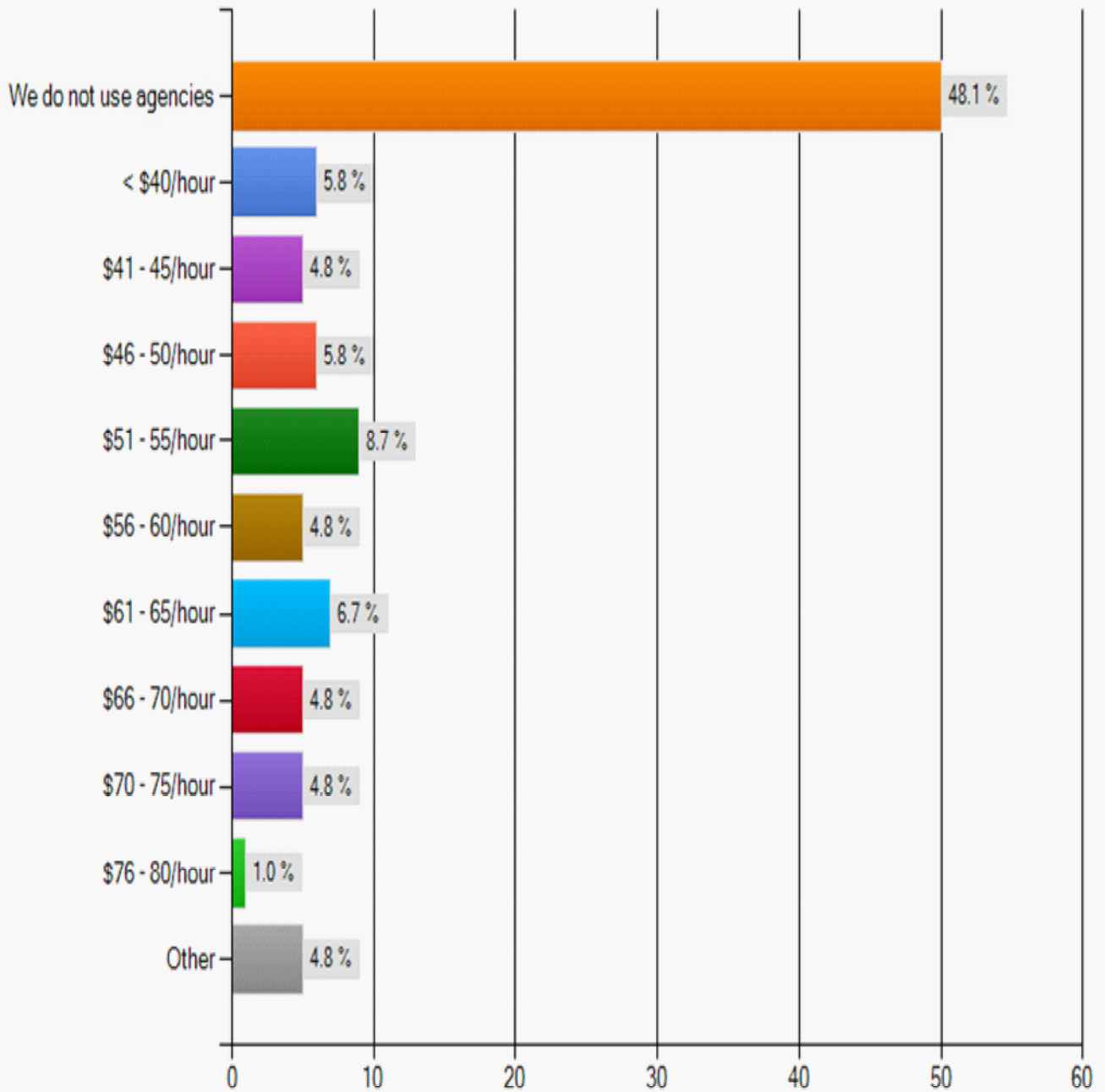
What are the hourly rates you pay directly to freelance/private practice interpreters? (NOT AGENCIES)

	< \$10/hour	\$10 - 15/hr	\$16 - 20/hr	\$21 - 25/hr	\$25 - 30/hr	\$31 - 35/hr	\$36 - 40/hr	\$41 - 45/hr	\$46 - 50/hr	\$51 - 55/hr	\$56 - 60/hr	\$61 - 65/hr	\$66 - 70/hr	\$71 - 75/hr	\$76 - 80/hr	more than \$80/hr	Response Count
Minimum	0.0% (0)	10.1% (9)	13.5% (12)	14.6% (13)	20.2% (18)	15.7% (14)	14.6% (13)	0.0% (8)	1.1% (1)	4.5% (4)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	89
Average	0.0% (0)	1.3% (1)	3.8% (3)	5.1% (4)	24.4% (19)	14.1% (11)	23.1% (18)	10.3% (8)	7.7% (6)	0.0% (7)	0.0% (0)	1.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	78
Maximum	0.0% (0)	0.0% (0)	3.6% (3)	0.0% (0)	3.6% (3)	19.0% (16)	17.9% (15)	17.9% (15)	13.1% (11)	10.7% (9)	6.0% (5)	8.3% (7)	0.0% (0)	1.2% (1)	0.0% (0)	0.0% (0)	84
<i>answered question</i>																	91
<i>skipped question</i>																	32

PART 2: Interpreting Practices and Salary/Hourly/Agency Rates

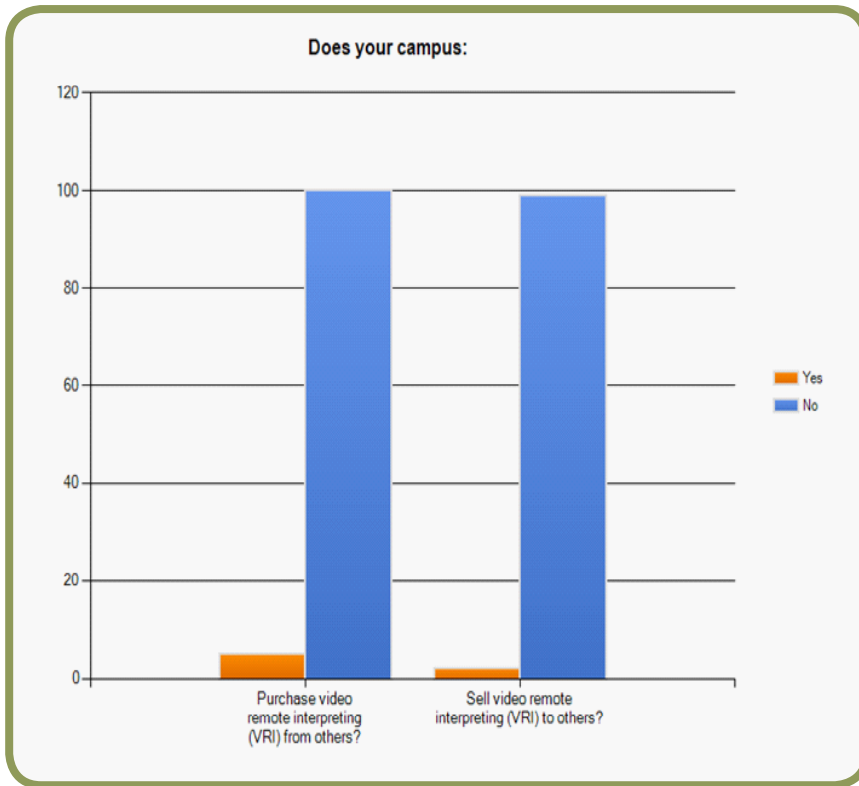
Interpreter Agency Rates

If you use a local interpreting agency or agencies, what is the AVERAGE HOURLY RATE you pay the agencies? You might use several agencies. Please give us the average rate you pay.



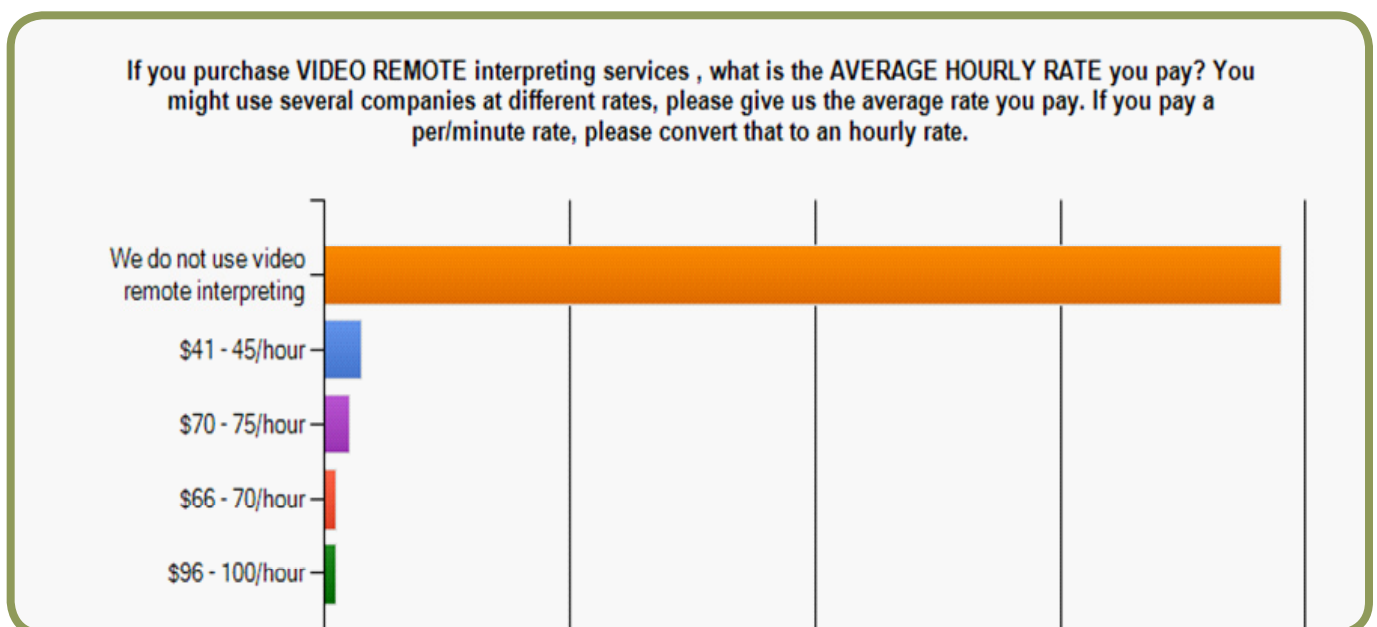
PART 2: Interpreting Practices and Salary/Hourly/Agency Rates

Video Remote Interpreting



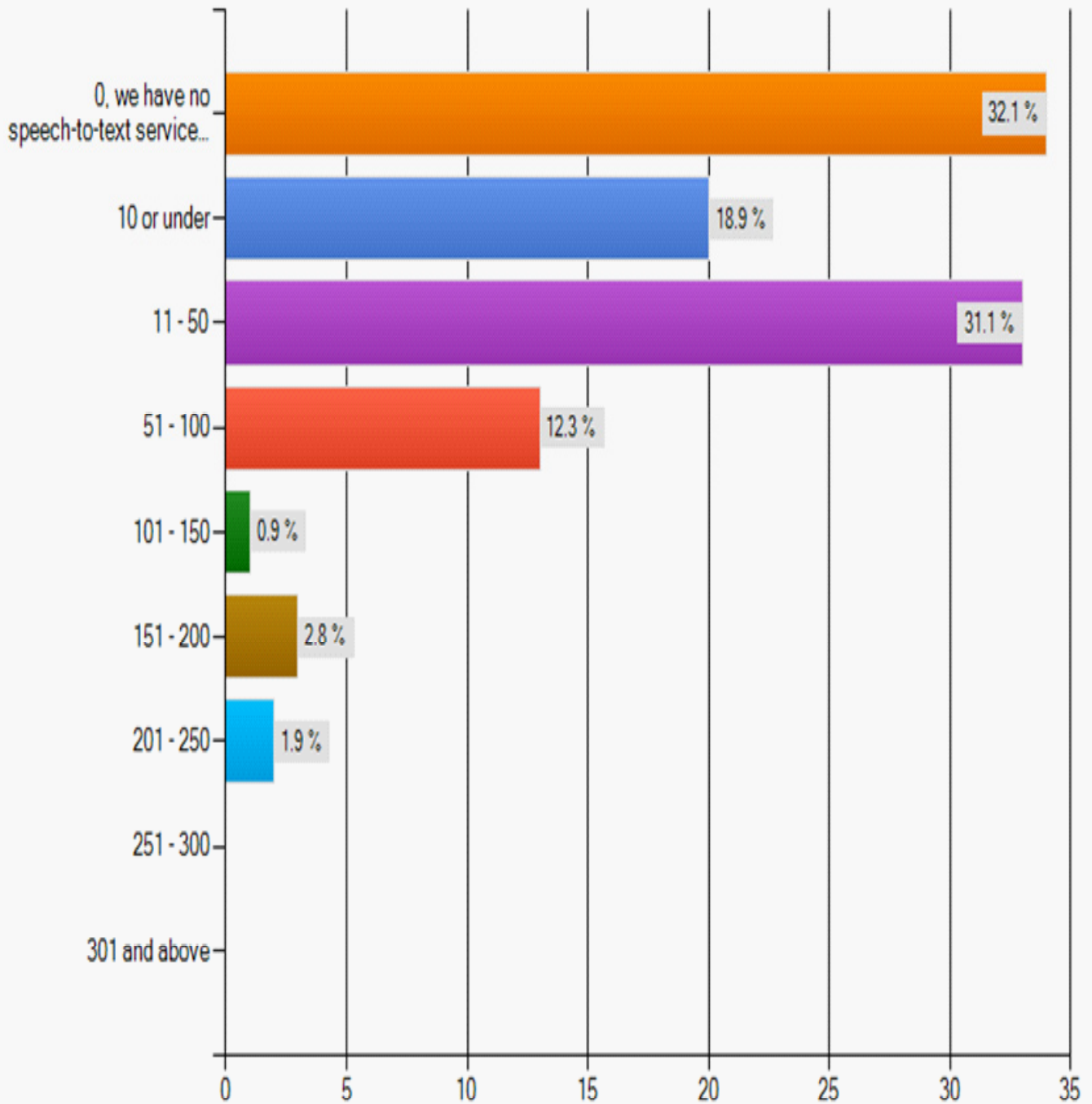
Five campuses stated that they purchase video remote interpreting services and two campuses stated that they sell video remote interpreting to others.

Video REMOTE Interpreting Rates

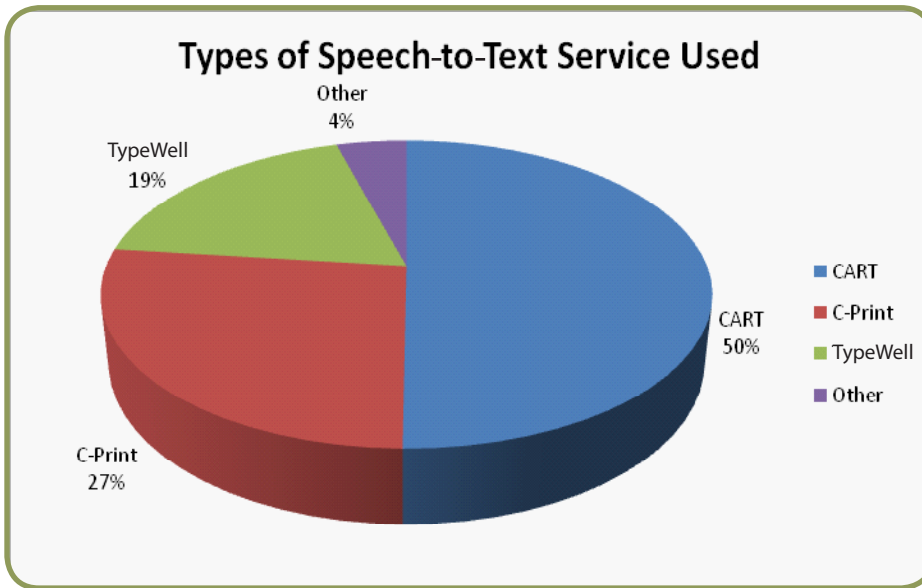


PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

Approximately how many total speech-to-text service hours are needed at your campus, PER WEEK? It does not matter whether you cover these hours with staff, agency or private practice captionists.



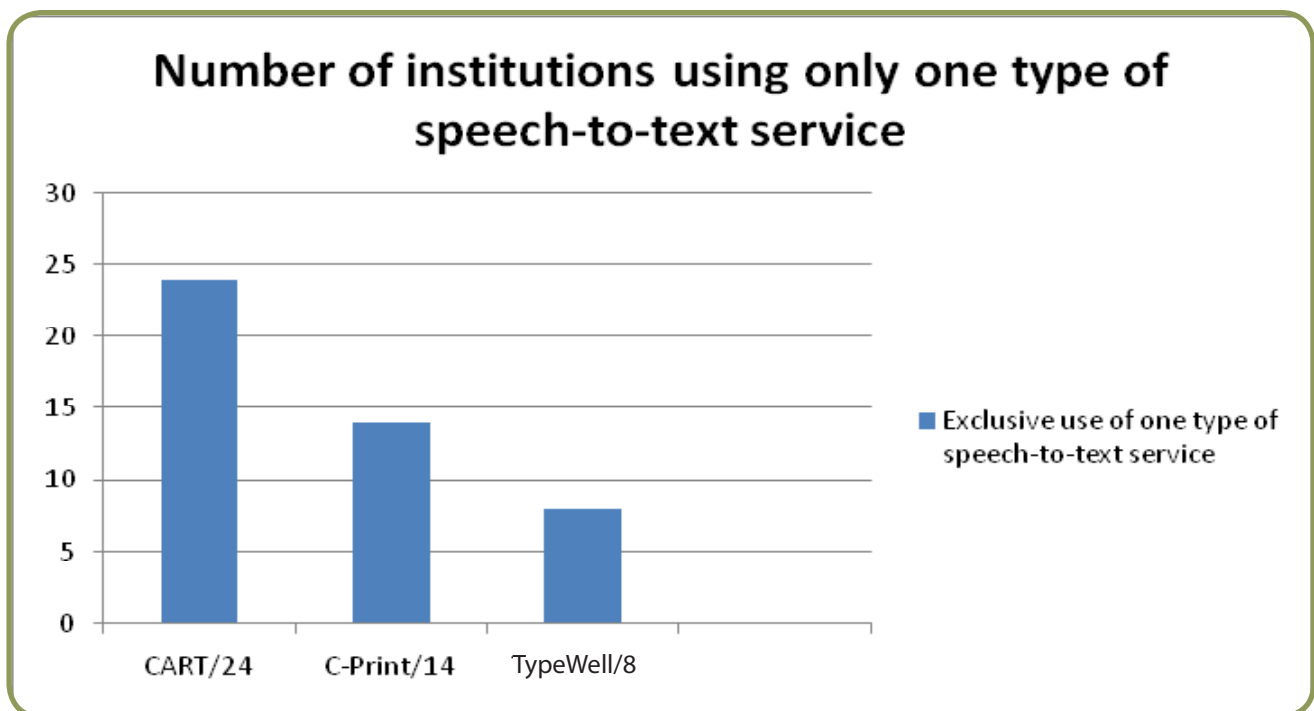
PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates



This chart reflects the overall amount of use of these types of services. Please refer to the full survey results to see how each institution covers speech-to-text needs.

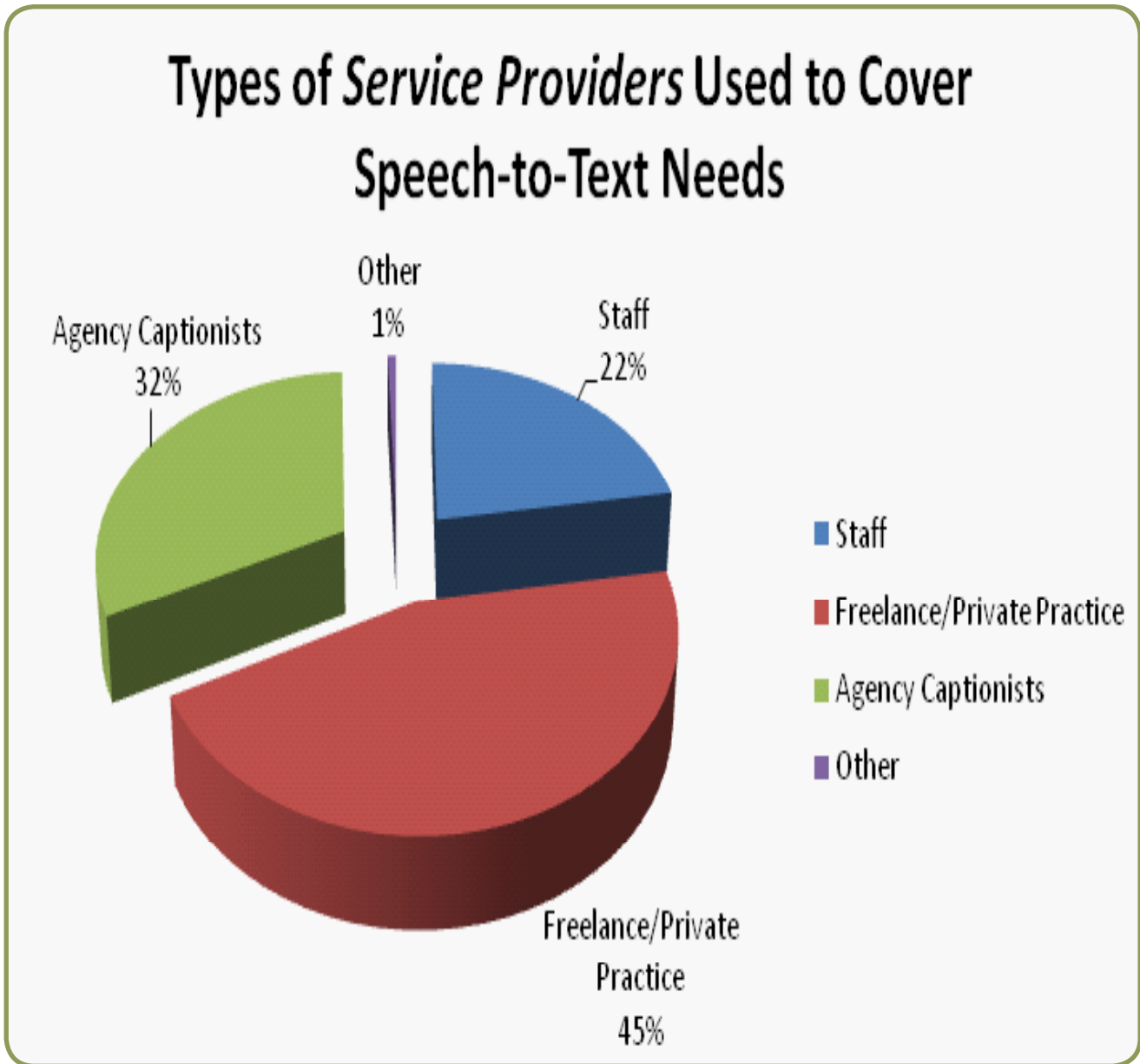
46 campuses reported exclusive use of only one type of speech-to-text service to cover all of their needs. Twenty four use only CART, 14 use only C-Print and 8 use only TypeWell.

Exclusive use of one speech-to-text service



PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

Which types of providers cover speech-to-text services?



In other words, of all the speech-to-text needs required for the 70 campuses which answered this question, 45% of those hours are covered by staff freelance/private practice captionists, 32% by agencies, 22% by staff and 1% other.

PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

Staff Speech-to-Text Provider Salaries

What is the AVERAGE GROSS annual salary for FULL TIME captioning staff? Answer only the rows that apply to your campus.

	< \$20,000	\$21,000 to 25,000	26,000 to 30,000	\$31,000 to 35,000	\$36,000 to 40,000	\$41,000 to 45,000	\$46,000 to 50,000	\$51,000 to 55,000	\$56,000 to 60,000	\$61,000 to 65,000	\$66,000 to 70,000	\$71,000 to 75,000	\$76,000 to 80,000	> \$80,000	Response Count
9 month staff captionists	14.3% (1)	0.0% (0)	42.9% (3)	14.3% (1)	14.3% (1)	0.0% (0)	0.0% (0)	14.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	7
10 month staff captionists	0.0% (0)	33.3% (1)	0.0% (0)	33.3% (1)	33.3% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	3
11 month staff captionists	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0
12 month staff captionists	0.0% (0)	0.0% (0)	0.0% (0)	16.7% (1)	33.3% (2)	33.3% (2)	0.0% (0)	16.7% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	6
	<i>answered question</i>														15
	<i>skipped question</i>														108

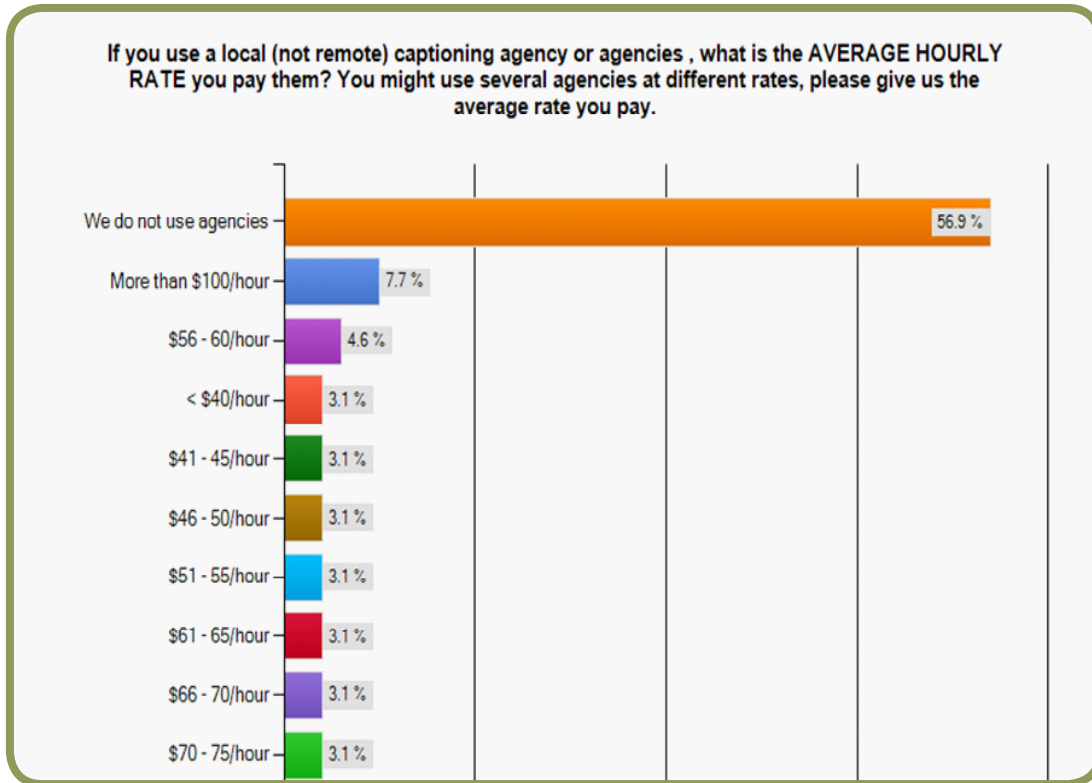
Freelance/Private Practice Speech-to-Text Provider Rates

What are the hourly rates you pay directly to freelance/private practice captionists? (NOT AGENCIES)

	< \$10/hr	\$10 - 15/hr	\$16 - 20/hr	\$21 - 25/hr	\$25 - 30/hr	\$31 - 35/hr	\$36 - 40/hr	\$41 - 45/hr	\$46 - 50/hr	\$51 - 55/hr	\$56 - 60/hr	\$61 - 65/hr	\$66 - 70/hr	\$71 - 75/hr	\$76 - 80/hr	more than \$80/hr	Response Count
Minimum	2.1% (1)	8.3% (4)	16.7% (8)	6.3% (3)	6.3% (3)	10.4% (5)	10.4% (5)	2.1% (1)	2.1% (1)	2.1% (1)	6.3% (3)	2.1% (1)	6.3% (3)	2.1% (1)	6.3% (3)	10.4% (5)	48
Average	2.5% (1)	0.0% (0)	15.0% (6)	5.0% (2)	12.5% (5)	7.5% (3)	12.5% (5)	5.0% (2)	5.0% (2)	5.0% (2)	2.5% (1)	0.0% (0)	5.0% (2)	2.5% (1)	10.0% (4)	12.5% (5)	40
Maximum	2.3% (1)	0.0% (0)	11.6% (5)	2.3% (1)	2.3% (1)	9.3% (4)	9.3% (4)	7.0% (3)	2.3% (1)	2.3% (1)	0.0% (0)	4.7% (2)	9.3% (4)	4.7% (2)	11.6% (5)	20.9% (9)	43
	<i>answered question</i>																52
	<i>skipped question</i>																71

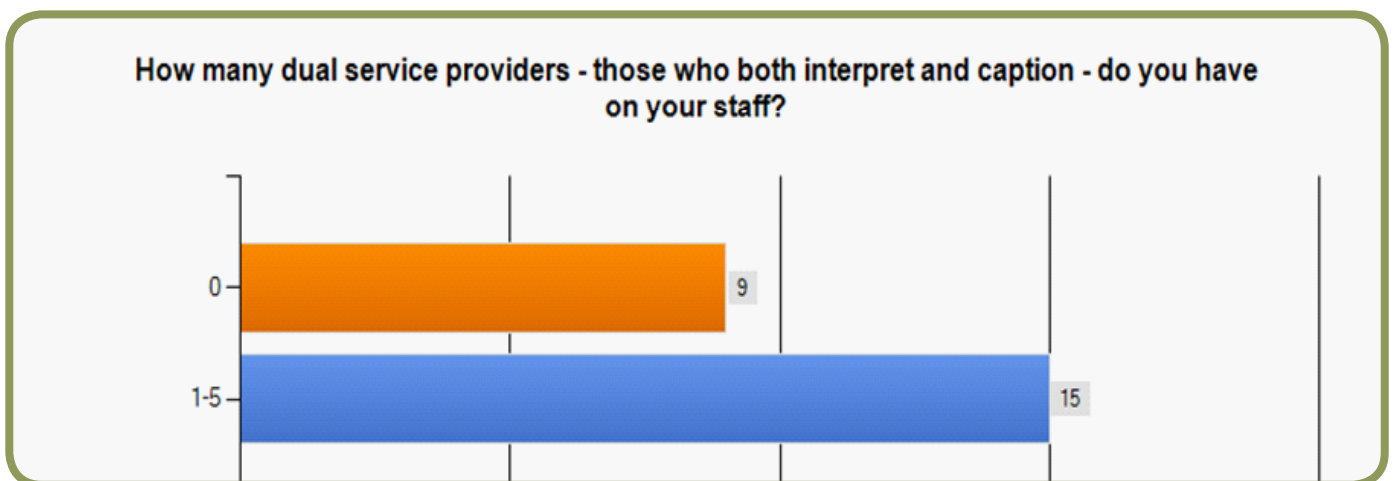
PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

Speech-to-Text Agency Rates



Dual Service Providers

Of the 24 institutions who stated they have staff speech-to-text providers, 15 said they had 1-5 dual service providers, people who can both interpret and caption.

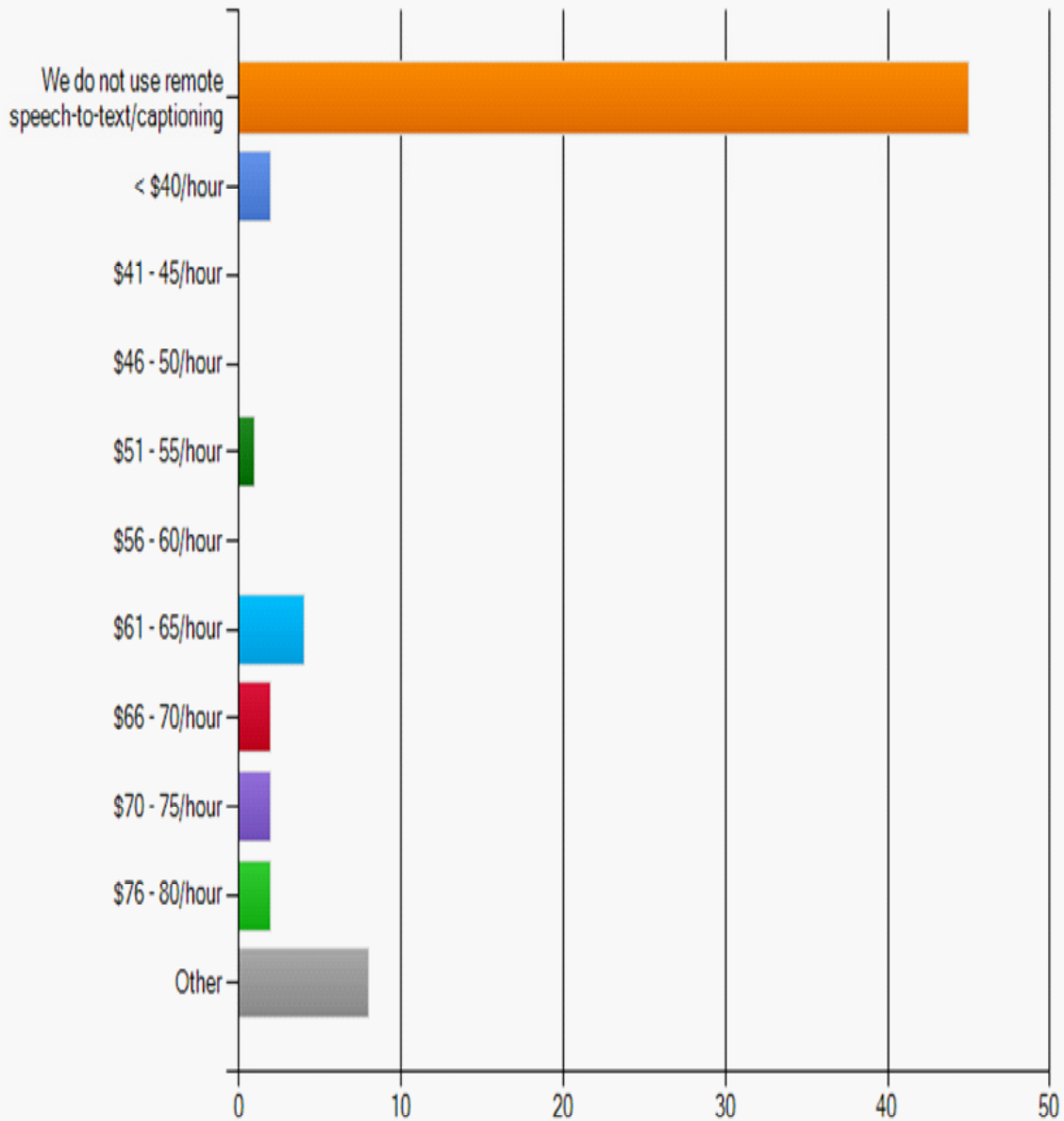


NOTE: Three campuses said dual service providers are paid more for having an additional skill.

PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

REMOTE Speech-to-Text Services Rates

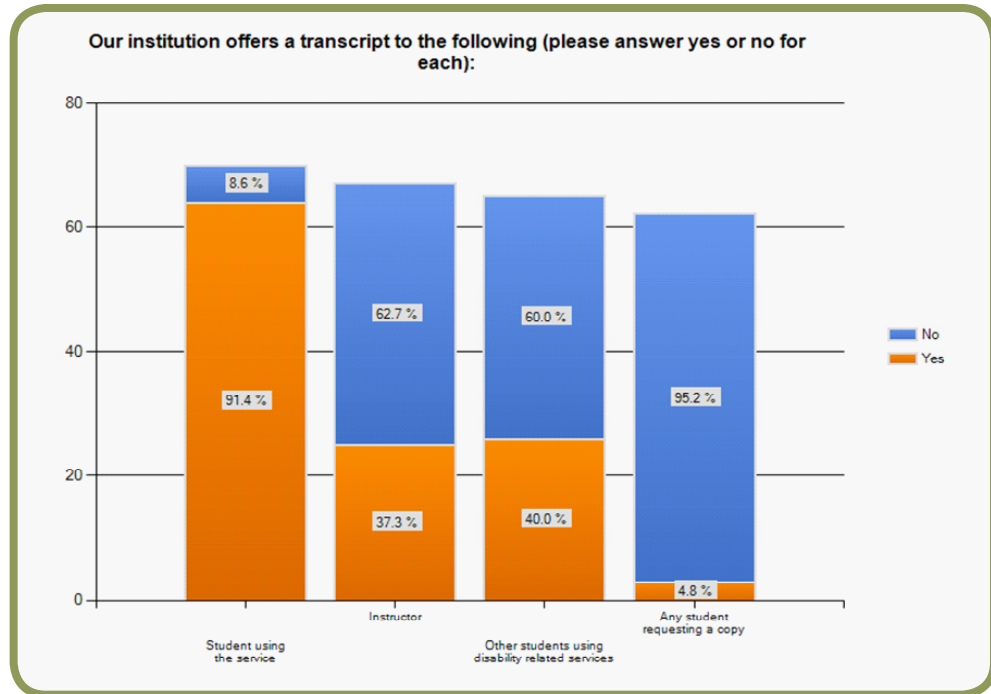
If you use REMOTE speech-to-text/captioning services , what is the AVERAGE HOURLY RATE you pay? You might use several companies at different rates, please give us the average rate you pay.



PART 3: Speech-to-Text Practices and Salary/Hourly/Agency Rates

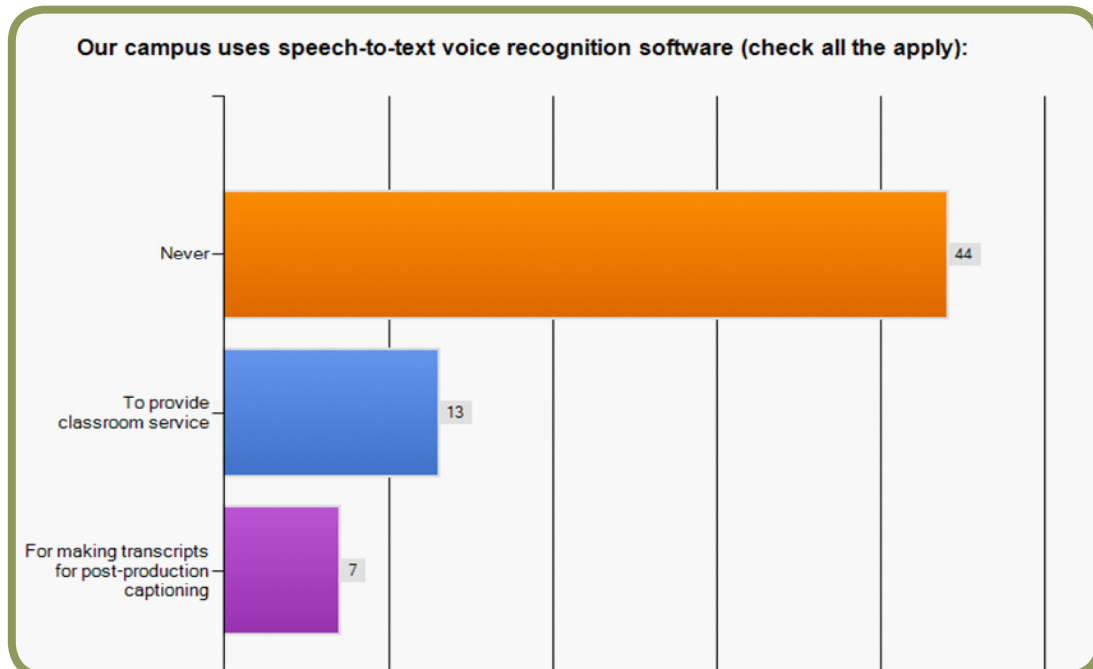
Speech-to-Text Programmatic Questions

Use of transcripts:



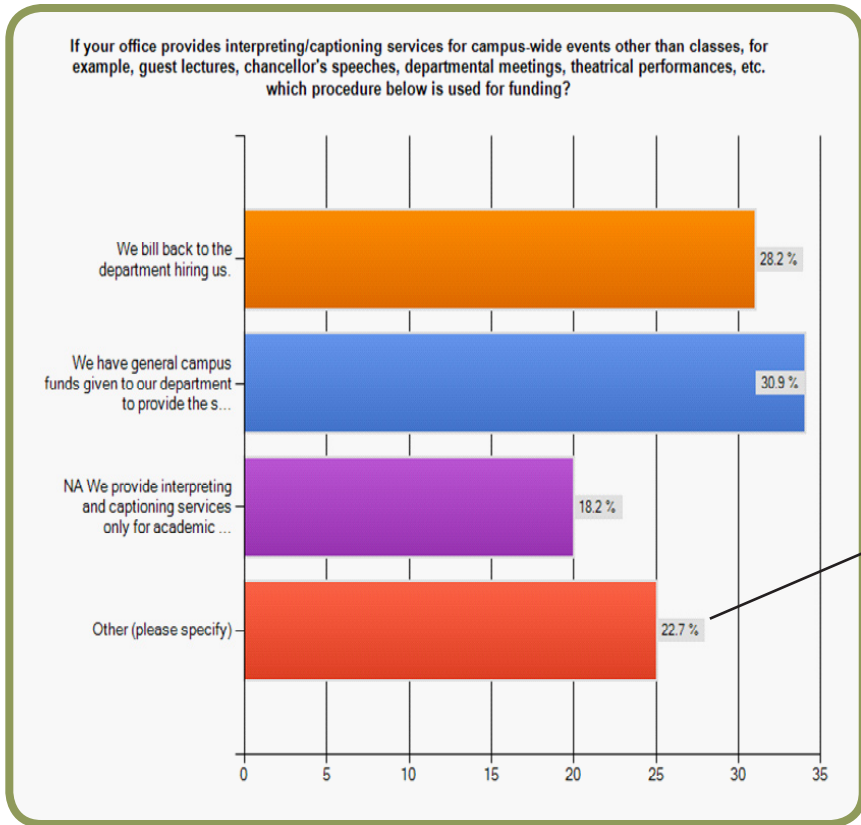
Voice Recognition Software

Thirteen campuses use voice recognition software to provide classroom speech-to-text services and seven use it to make transcripts for post production captioning.



PART 4: Miscellaneous

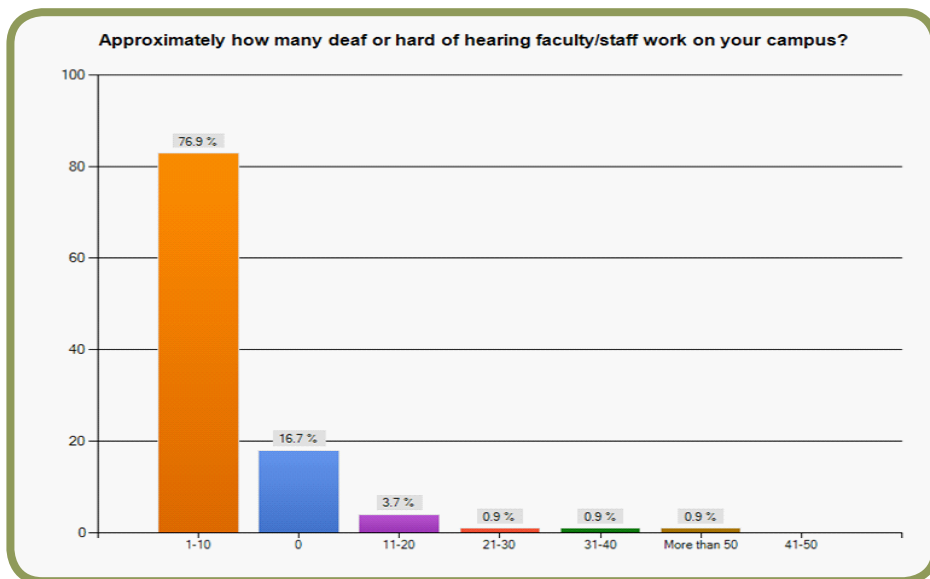
Funding for interpreting/captioning for campus-wide, non-academic events



See full survey results online to read all "other" comments

Faculty/Staff who are deaf/hard of hearing

83 campuses, or 80% of the campuses responding stated that they have between 1-10 faculty/staff members who are deaf/hard of hearing:



If you would like to see the full survey results, please go to

http://www.surveymonkey.com/sr.aspx?sm=JL1TiyKmSHAAa22hUjUwm0CJx0Vr601IzPi4lxgnqz7M_3d.

You will be able to view individual survey responses, all additional comments and many more questions, such as:

- How many total FTE (full-time equivalent) STUDENTS at your campus use interpreting services?
- How many full-time and part-time staff interpreters have positions at your institution?
- Approximately what percentage of your STAFF interpreters hold either National RID/NAD certification, or 2 year or 4 year degree?
- What are your minimum and maximum gross salaries?
- What benefits do you provide to staff interpreters and captionists?
- If your office provides interpreting or captioning services to deaf or hard of hearing faculty/staff in different departments, how are these services financed?

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For questions contact: Director, pepnet-midwest@pepnet.org

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For more information, visit www.pepnet.org

These materials were developed in the course of agreement between the Research to Practice Division, Office of Special Education Programs, U.S. Department of Education and the PEPNet-Midwest Regional Center at St. Paul College under grant #H326D060001. Additional information about current pepnet 2 project activities and resources can be found at www.pepnet.org. Year of publication: 2010.



This report was prepared by Bambi Riehl, PEPNet-Midwest Outreach Specialist, at the University of Wisconsin, Milwaukee.