
MARIO ALEMAN: Great, thank you. We're going to be [inaudible] start soon now. Welcome, everyone. Good morning, good afternoon, and good evening. Welcome to the At-Large Captioning Subgroup Call on Tuesday, the 22nd of August, 2017 at 16:00 UTC.

On the participant list, we have Judith Hellerstein and Alfredo Calderon.

We have no apologies on this call from any participants.

On behalf of the staff, we have Ariel Liang, Heidi Ullrich, Silvia Vivanco and myself, Mario Aleman doing the call management.

I would like to remind to all participants to please state your name before speaking, not only for our recording but also for our own participants. With this, you can please begin the call, [Judith]. Thank you.

JUDITH HELLERSTEIN: Yes, thanks so much for the small group coming on. We just want the call is basically one is to get an update from staff. Several months ago, we found out that there are other groups within ICANN who are doing captioning and that was a surprise to ICANN, and so to the person who was doing it responsibility who is Rob Hoggarth, so we then – staff have a strategy planning session to figure out where to go from there and how to build on this momentum of other groups also within ICANN also doing captioning. And so now they have a better idea.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

We also found out that Language Services released an RFP to get more captioners, and so all these different things transpired, so this is why we never had a meeting since then. And this meeting is to update us, have staff update us on the progress what they've made.

Also, staff is going to update us, hopefully, on one of the action items that was from the past meeting was a definition of what does something mean when a transcription, when the current services that ICANN uses from Verizon and others for transcription for creating the transcripts, they are doing from the audio calls and they are not verbatim, but we don't know what standard they're using.

And also, in that way, it would help us to make a comparison to what transcripts are produced from the captioning calls and comparing those two and seeing how much or little the difference is. And if there's very little difference, then that could tell us or give us better ideas how better spread captioning out. We had Silvia brought up an example. One call that was both captioned and transcribed and the idea was and the action item there was to do a comparison and see what the difference in the transcripts were and to highlight those and then make a determination on can we caption more calls? Is that a way of doing it?

Is there an idea of once we have an idea of a standard and what level of transcripts are, of verbatim transcripts are in the actual transcripts and what level is in the captioning, then possibly we could then write to other groups and ask them what is their preference. Do you want something immediately, which is this level of standard of transcripts or do you want something in a few days or weeks at this level? And what would help them better engage and without that. And so we left off

that call then until we gathered that information, and I think Beth has that but I'll let Heidi go and she has a question.

HEIDI ULLRICH:

Yeah. Thank you very much, Judith, and welcome, everyone. I'm happy to see all of us here and that we're back looking at the captioning. I do want to have Ariel introduce where we are on the new captioning program. As you know, it now is in core, so that means that there are some new ways that we're going to approach this.

We've had an internal call about this earlier this week and Ariel has introduced it to At-Large staff, so we'd like to have Ariel introduce the program, where it is, what's been happening, and how we're going to move forward. And then really what we need to do is identify the calls that At-Large would like to have captioning with up until the end of the year, calendar year for the time being. So if you would allow us to do it that way, Judith, then we'll move forward like that.

JUDITH HELLERSTEIN:

I still would like to, and hopefully, those questions will be answered in Ariel's presentations.

HEIDI ULLRICH:

Yeah, absolutely. Well, I don't know if you're going to do a presentation but Ariel will be able to answer questions or take them back to the people who are leading it, which are Language Services, and so we'll go from there. So Ariel, if I can hand it over to you, please.

ARIEL LIANG:

Thanks very much, Heidi, and thanks, Judith, for the introduction. I just want to give you a background how come I have come into this position. So, as some of you may know, I am also working in the Community Engagement Team for the Policy Department and so that's 50% of my responsibilities. And since Rob has transitioned to other responsibilities, I have been assigned to take over the captioning piece and work as a liaison between the Policy Department and Language Services to provide this service to the community. So, that's my new role.

And regarding the background that Judith mentioned, indeed, in Johannesburg, Rob [inaudible] Language Service, also the MSSI team and Communications Department, we all get together and had a meeting to understand all these various efforts to provide captioning services to ICANN and as Judith mentioned, MSSI was also using it and At-Large is using it and Language Services doing the [RFP].

So our goal is make sure we're all coordinated and understand who's leading that effort in the organizational level and then after the meeting, we have established that the Language Service will be leading that effort and then all the other departments were working with them and working with the vendors they have contracted with to provide captioning to the teleconferences.

So that's the first background. And then during the summer, have some catch up with the Christina from Language Service Team and learned that they have been in process contracting with three vendors. In fact, one has been contracted recently and then two others. They are in

process contracting with them. So, there will be three vendors that can provide captioning services to the teleconferences for the community. And in terms of timeline, they are not quite ready yet to provide this service to At-Large but sometime in October, they will be ready because there will be three vendors onboard and they will have much more availability to provide that services. So, from now until the end of September, At-Large can come up with a list of calls and estimated number of calls that would be very helpful for me to inform Christina's team to arrange the vendor's time.

And also, I want to give you a little understanding of the budget level issues. So, there is the policy core budget, as Heidi mentioned, that's dedicated to captioning and it's about \$10,000 for the fiscal year this year. But there's one important thing that I want to point out is At-Large community, of course, has priority to that budget because At-Large was piloting the captioning effort in the past two fiscal years.

And also, it was only communities that requested this service, so At-Large has priority to that, but it doesn't mean it's exclusively allocated to At-Large. It's a policy budget and we have known other groups, for example, ccNSO, they also have a lot of interest using captioning, and in fact, already touch base with ccNSO support staff and have understanding what kind of calls they want to use captioning. It's mainly their Council call and PDP Working Group calls.

So, that's an important note that I want the At-Large people to understand. In other words, I will encourage At-Large to come up with the list of calls and put on your wish list so that we can maximally use up these resources as effectively as possible.

And then another number-related information I want to give you is it's my understanding talking to Christina about the cost provided by the vendor, this \$10,000 budget can potentially support 50-something calls over the fiscal year '18. So, that's a number good to work around and I know it's probably for At-Large, for example, it wouldn't be 10 calls per month or something, but it's a number that can keep in mind so that we can potentially do 50-something calls with this money.

And of course, we also need to figure out the time of the vendor and whether they could provide these services and, of course, that's starting from October, so we need to check their availability and see whether they can support all these calls on the wish list of At-Large.

So, I want to stop here for a moment if there's any questions that I can answer right away.

JUDITH HELLERSTEIN:

Yes. So, I think Mary Wong answered my question about whether that \$10,000 you mentioned is being used by MSSSI and Mary says they're using their own budget, so this \$10,000, so they're [inaudible] that.

ARIEL LIANG:

That's correct. That's Core Policy Department budget, so MSSSI has their own budget and we don't need to worry much about them. But the thing we probably need to worry about or coordinate at least with them is there's vendors that don't have unlimited availability for every call they can support and then if there is some kind of conflict. For example, MSSSI is hosting a call that using captioning at the time that At-Large is

requesting, then we need to sort out with Christina's team and understand whether they can bring in a different vendor to cover that cost. So, that's the level of coordination we need to keep in mind. Yes.

JUDITH HELLERSTEIN:

Right. Second question is so we know these three new vendors since they're not going to be the vendor that we had used before, do you know the quality of that of the transcription and is there a way to sort of look at the test of quality and see how well they've done in transcribing?

ARIEL LIANG:

Thanks, Judith, for that question. So, MSSI has been using one vendor starting from July and I don't believe they have done a lot of calls yet. I have heard different feedback but not a lot, so I'm happy to reach out to MSSI staff and get an impression from them how well they think the transcripts, the accuracy are. But then one thing we want to keep in mind is that because these vendors are new to ICANN, so at the beginning it will be somewhat a bumpy process for them to get up to speed with the terminology, the acronyms, the names and groups and all those items, so perhaps at the beginning will be a little bit bumpy but over time, their service will surely improve as they get more familiar with the ICANN topics.

And also, another thing is it would be very helpful for the community to provide the feedback after each call when they use the service so that I can timely communicate to Language Service about the quality the community has viewed of each vendor, and so I know At-Large has done

survey in the past, so that's a great thing to keep doing. And then, also, from the staff side, I will also ask At-Large staff supporting these calls to fill out the separate surveys to provide some other level of details in terms of feedback so that we can collect these responses to the Language Service.

JUDITH HELLERSTEIN:

Yes. Ariel, thanks so much for those answers. I know that Caption First is not going to be our vendor and that's who we've been using before. I don't know who the vendor MSSI uses. But I know that Caption First did not bid on this mostly because I think they told me they hadn't realized that this was what the RFP was. They had thought it was something else and they thought that only one vendor had to have all those capabilities instead of all the language capabilities instead of just a few of them. So, I know there was some confusion in that, and so I was just curious about who the new vendors are or you're at liberty to say who they are.

ARIEL LIANG:

Thanks, Judith, for the question. I had exactly the same question who the vendors are but based on my discussion with Christina, I think she's not yet comfortable to tell me until the contracts are done and things are put in place. So, I will have a face-to-face meeting with her next week when she's in Washington, D.C., so hopefully, I can get more information from her and I can let the community know when this information is readily to be shared.

JUDITH HELLERSTEIN: Ariel, thanks so much. Does anyone else have a call? Glenn, I know you're on the phone. Do you have any questions or even Alfredo, or Fred, who is our newest participant? We welcome Fred to the call. Fred is with ISOC Ghana and he is a blind, and he's very active in the disability community, and so I just want to welcome him on the call, too. Alfredo?

ALFREDO CALDERON: Yes. Can you hear me?

UNIDENTIFIED FEMALE: We can hear you fine.

ALFREDO CALDERON: Okay, thank you. I do have a couple of questions for Ariel. The first one is what was the criteria used in the request for proposal for the different vendors that the one that we were using didn't bid on it? And the other thing is how did the committee decide that these were the three vendors that were going to be used? And my guess is that they're going to be available worldwide. Am I correct or not? That's it.

ARIEL LIANG: Thanks, Fred. Thanks for that question. So, the first one about whether the services provided worldwide, that's correct. Indeed it's provided worldwide.

In terms of the specific criteria in the RFP and how these vendors are chosen, so based on what I have learned from Christina is she has done

– well, her team has done a very thorough review and make sure the quality are really good of all these vendors, but she wasn't able to share with me the details of the RFP, so I will try to find out this information when I speak with her face to face next week and then I can share more information about the specifics in RFP.

JUDITH HELLERSTEIN:

Ariel, thanks so much for the information. Do we know in what languages the captioners will be able to use? Because I know in our At-Large calls, we have French, Spanish, and English in the calls and I think some of Portuguese, as well, and so I just was wondering about that. And then, also, could we be using two languages on a call so that if we had captioning, if we are in a LACRALO call, could we have both either French or Spanish or Spanish and English or something like that?

ARIEL LIANG:

Thanks, Judith, for that question, and indeed, I know language is extremely important for At-Large and unfortunately, for the current three vendors that, as a Language Service is going to work with, they can only provide English at least for this fiscal year. And I know this is a disappointment for the community, especially for At-Large, so I will make sure to communicate that feedback to Language Service and understand the rationale why it's only English for this fiscal year, and then let them know why it's important for At-Large to, well, for these captioning to be provided in other languages.

But I'm hoping At-Large can provide a more substantial input on that just you know for each call, for example, when you done this survey

after the call and provide some reasoning why it will be better to have caption in Spanish or how many people are actually using these channels and these things. So, that's a critical feedback that I would like to gather from At-Large and then be able to communicate with Language Service, but at least for this fiscal year, it will be English only.

JUDITH HELLERSTEIN:

Ariel, thanks so much. So then the question goes back to Heidi is in I thought that what was approved in our special budget request was additional captioning as we piloted both French and Spanish and our past vendor was able to do both. And I think one of the, from what they told me, one of the reasons they didn't apply to the, submit response to the RFP is that they want, is that they also, that person was also looking for different languages and they were covering all the languages and now to hear that they're only doing English, so we lost a vendor who would have applied but didn't respond because of the requirement to do different languages, and now we're only doing English, and so it's very disappointing, especially disappointing because in our special budget request, we specifically had requested the Spanish.

What happens also is that many of the At-Large people who are joining, especially in the Spanish-speaking areas in LACRALO, have very poor connection, and so when they come and go from the Adobe Connect and they use the transcripts, the captioning in the Spanish to sort of get to where they miss and see and figure out where they miss and also increase their engagement because they on the phone, they may be able to stream the text and see the text captions but they can't engage with Adobe Connect because it keeps dropping them and the phone,

they just don't get the right engagement. So, it's just very disappointing about that.

ARIEL LIANG: Thanks, Judith.

HEIDI ULLRICH: Yeah. Let me just respond, Ariel. So, I hear you, Judith, and I do understand that a request did include the languages. And what I would suggest is that exactly what you said, is that maybe Ariel has noted that or Judith, you write a note to Ariel that she can pass on to Language Services for that. And again, this is the first year that it goes on into Core, so I think that they were looking you know just to change a little bit, get the new vendors, it might be for cost issue, and so I think if we can get it.

Once the new vendors come on, maybe they can offer language maybe next year, but I mean these concerns, I would suggest that you raise them in a note. So, Ariel, I don't know if you want to add anything to that.

ARIEL LIANG: Thanks, Heidi. Thanks, Judith. And we very much hear your concerns and disappointment and we feel the same. Indeed, for a Policy staff [will] provide input and then, unfortunately, this year, it was done in this way because Language Service made that decision, so we will make sure this doesn't happen again in terms of managing a process. We need to make sure they hear the needs and wants from the community,

so that note from Judith will be very helpful and I'm very happy to pass that along and when I have that conversation with Christina's team next week, I will make sure to stress that. Back to you, Judith.

JUDITH HELLERSTEIN: Yeah, Ariel, thanks so much. Yeah, it is very distressing, especially since our vendor that we had been using before [will have] responded to the RFP, if they had known it wasn't all languages. And so, and I think it would be great to get a copy of the RFP so we can see what went out. Also, I guess the other [inaudible]. Glenn, do you have a question?

GLENN MCKNIGHT: Yeah, sorry, yeah. I just want to point out – and sorry, I was at a visa office so I couldn't talk earlier but I'm out of the visa office. I just wanted to mention that I was on the human rights call last week chaired by Neil and there was a lot of complaints by one person in particular on the quality of the transcription. I just want to caution that if that's one of the vendors of choice, I wonder if you guys got that feedback. I forget who was on with staff with that but it was something that the person was documenting that the quality of the transcription was very poor.

JUDITH HELLERSTEIN: Hey, Glenn. Ariel, do you know if they had gotten that information?

ARIEL LIANG: I have difficulty hearing, Glenn. Do you mind repeating the question?

HEIDI ULLRICH: Yeah. Glenn, if you could mute yourself, I think we're getting a lot of static from your line.

GLENN MCKNIGHT: Okay, I'll try again. Not sure if that's any better. How's that for sound quality?

ARIEL LIANG: Yes, it's much better. Thank you.

GLENN MCKNIGHT: Yeah, I'm sorry. I'm in the middle of traffic and going to the airport. Okay, so what my comment was that I was on the Human Rights call and there was a number of comments from the participants because it was great to see the transcription but their comments were – this was the session chaired by Neil – that the transcription was very inaccurate. So I wanted to make sure that I'm not sure who that vendor was, but to do a quality control follow-up. Thank you. That's it.

ARIEL LIANG: Thank you, Glenn. This is a point we discussed earlier about the quality of the transcripts, and indeed I hear different feedback on that based on MSSl's experience with the vendor. So, to be realistic, at the beginning when the vendor's just coming to ICANN, it will be a bumpy process for

them to get up to speed with the terms and acronyms and these accuracy [types of] information.

So, it will be bumpy at the beginning but after a few calls, the quality will improve. However, the feedback from the community is very critical, so when At-Large start using the vendors provided by Language Service, then please continue providing the feedback and evaluating the quality of their services, including transcripts, and then I will make sure to pass the feedback to Language Service Team and make sure they be aware the quality of their vendors.

Also, there will be three vendors in the future we'll be working with, so that feedback will be helpful to understand which one is good, which one is bad, etc., so yeah. Thank you.

JUDITH HELLERSTEIN:

Ariel, thanks so much for that. Do we have any other questions? And I guess maybe we can find out if it's also possible to let our people know who vendors MSSl is using for both the Accountability CCWG calls and the Work Stream 2 calls, and that would be helpful.

Also, do you know... I guess in the other question I have is going back to the question I had in the very beginning, are we still having all the calls, is Language Services also providing transcripts for all the calls afterwards by a different vendor? And if not, are these captioning messages going to replace the transcripts?

ARIEL LIANG: Thanks, Judith. [inaudible] two questions. One is who the vendor MSSI is working with, so I will find that information out and share with you when I figure out. And the second question you have is about whether the transcript will be replaced, is that what you were asking?

JUDITH HELLERSTEIN: Is this same vendor also doing the transcripts? And if not, and have we ever did, like we planned to do before you came on, a comparison between – I guess it's not as relevant now, but it would be helpful to know a comparison between ones that are currently... Sorry, let me rephrase the question. So, it'd be helpful if we looked at the transcripts for the MSSI as well as the captioning. And if [inaudible] what the difference is and then that would I think help our analysis in one and looking at the vendors, and two, in possibly replacing the transcripts, depending on the quality of the vendor. Because I know, I think the ones we had in At-Large when we using Caption First, had high quality. I don't think the analysis was ever done and I know we had talked about having it done.

ARIEL LIANG: Thanks, Judith, for clarifying that question. So, basically, the vendor will provide two types of transcripts after each call. The first one is a raw transcript that's what exactly they captured during the call and then they will send it over to staff and pass it on to the community within two to three hours after the call. That's the raw transcript. And then within 48 to 72 hours, the vendor will provide a final transcript, which is the edited, revised version of the transcript, so they will clean up typos,

clean up [inaudible] wording these things. And then they will process it and it will be passed to the staff and then on to the community 48 to 72 hours after the call. So, you will get two types of transcripts from the vendor. Does that answer your question?

JUDITH HELLERSTEIN: Yes, thanks. Now, are these calls still going to have the additional transcript that Language Services has been doing for all meetings?

ARIEL LIANG: Thanks, Judith, for that question. No for the English part because the final transcript is the actual like the transcript that usually people receive but now is done by the captioning vendor, so it's a different vendor doing that, but that final transcript for the English version. But if there's interpretation on the call, then Language Service can still produce the regular transcripts in other languages using a different vendor doing that, and then provide that to the community.

So for the English part, you would just receive the transcript from the captioning vendor but there are two. One is raw and the other is final, and then for other languages will be different vendor that's processing these transcripts in other languages.

JUDITH HELLERSTEIN: Ariel, thanks. That's very helpful, so we better understand what's going to happen. And then I might also suggest has staff created that you're talking about a measurement, a survey and a measurement and problems to captioning, and maybe it would be best to do some kind of

easy web version for that because as you know, collecting data is always difficult after a call. And so I'm looking maybe others having suggestions of what we could do to get this data.

ARIEL LIANG: Judith, before we talk about that, I have one more thing I want to share with the group before we talk about the feedback part, if I may, just to [inaudible].

JUDITH HELLERSTEIN: Yeah, no. Sorry, sorry, Ariel. Continue, continue, I'm so sorry.

ARIEL LIANG: Okay, no problem. Thank you. I should be clear earlier. So, I want to emphasize on a few points regarding how to request captioning because this is now official ICANN process for request captioning from Language Service. They have the internal ticketing system, etc. So, we need to be very mindful and compliant with the guideline they provided and so that we don't miss the deadline or [inaudible] things.

So, they request 72 hours ahead of each call and to send the request for captioning. So, 72 hours is the deadline for requesting captioning for a call and if it's after 72 hours, there's no guarantee you can get the service from Language Service Team from their vendors. So that's one key timeline we need to remember.

And another important information is for canceling captioning service last minute, there will be penalty related to that. So, if any call that's

called and you don't need the service anymore, you need to send that canceling request no later than 24 hours before the call starting time. And if it's done after 24 hours, then it will be a full amount charged to that particular call, so the penalty fee that they request. So, that's one thing.

Another thing that we need to keep in mind of, and then also, Christina has told me about some of the previous experience she had working with some last-minute cancellation and if there's a repetitive pattern in that, if there's, for example, three cancellations within a month like that last minute, then there will be consequences. So, perhaps reduced service provided to certain groups. So, that's something we really need to be careful about but I just want to stress that for the group.

And indeed, [inaudible] based on UTC, doesn't matter what time zone we're based on but it needs to be 72 hours before a call starting time and then we need to send that request for captioning.

I saw Heidi raised her hand.

HEIDI ULLRICH:

Yes, thank you. So, Judith, we've taken some action items. You'll see those in the action item pod. A couple for Ariel to feed back to us, and then just one pointing about the 72-hour requirement.

So, just in the time remaining, I'm wondering if we could identify some basic calls that you know that you're going to want captioning on. So, for example, can we already book ahead? We know the ALAC calls all the way through. Do you wish to have captioning on those calls? Do you

wish to have captioning on some of the RALO calls? Can we already identify some that we know that, A, when they are scheduled already, and B, that you do want them?

JUDITH HELLERSTEIN: Yes. I would say LACRALO calls, if we can get captioning on those and –

HEIDI ULLRICH: Monthly calls. Sorry. Judith, I'm assuming you mean the monthly calls.

JUDITH HELLERSTEIN: Yes. That's what I meant. The LACRALO monthly calls. And I would also say either I'm thinking about the Technology Taskforce calls. We might also try to get some captioning on those because we're trying to encourage a lot more people to come on. And I guess maybe the AFRALO calls because I think the audio... Is the audio in AFRALO calls French or English?

HEIDI ULLRICH: Well it's both. We have two. We have English and French. It's primarily most people are on the French but the interpretation is into English, as well.

JUDITH HELLERSTEIN: What's the Adobe room?

HEIDI ULLRICH: That is again similar to LACRALO. Yeah, it's basically French. The agenda is French and English and the chat is, again, both. Action items are in English.

JUDITH HELLERSTEIN: Yeah, so then I would say English on the AFRALO calls, English on the LACRALO calls.

HEIDI ULLRICH: Yeah, so right now again, we only have English, so there's no option right now for other languages.

JUDITH HELLERSTEIN: No, no, I know, but I'm looking at English captioning in the AFRALO calls and English captioning in LACRALO calls. I know Silvia typed it in French in AFRALO but I was just asking about the audio room so I could see what I could have a better understanding of the call, so yes, I think the LACRALO calls, I know we've had requests for people to have English captioning because they felt that was helpful. Because many of the people who come on LACRALO calls can read in English and understand English, even if they can't speak it, and it helps them keep engaged.

And I think the same would be true in the AFRALO calls, as well. So, I would suggest those. I know APRALO, I know, they usually do webinars and I know they loved their captioning of the webinars in the past, I don't know that right now. And the people who have used it also was Tijani's group.

HEIDI ULLRICH: The Capacity Building.

JUDITH HELLERSTEIN: Right. They've used it. So for the Outreach and Engagement –

HEIDI ULLRICH: Yeah. So, you're talking about the Capacity Building webinars rather than the actual calls themselves, the working group calls.

JUDITH HELLERSTEIN: Right. I think they use those but I know the APRALO, when they've done their own [inaudible] webinars, they very much liked captioning on that one and they were, they participated in both pilots on the webinars. So, that's reason I thought that would because they always suggested one of those. But I don't know, I'm just trying to think... I know we would love it and any of these groups who would love to have it, but I'm just trying to think of what would be helpful to keep people engaged.

HEIDI ULLRICH: Yeah. What about ALAC, the monthly meeting?

JUDITH HELLERSTEIN: I think ALAC, we did it once or twice and we can also do ALAC calls, too, as well. But the problem is I guess the thing is [it wasn't] the two hours that will... Last time we didn't have any issue with two-hour calls. They

were treated as one in our slot, and I'm just wondering how is that going to eat up too much of our calls if we do, the monthly [inaudible].

HEIDI ULLRICH: So, I would think this seems [inaudible] because it's only about two, three, four, five, six, seven. It's seven hours a month right now.

JUDITH HELLERSTEIN: Okay.

HEIDI ULLRICH: I mean, I'll hand it over to Ariel to see if that sounds reasonable.

JUDITH HELLERSTEIN: One other thing I might mention is the Outreach and Engagement – as we're trying to push Outreach and Engagement and getting more involved. I know Glenn is chair of that. Glenn, do you have any comments? And Alfredo, do you have any comments on those? Should we add Outreach and Engagement to the list?

MARIO ALEMAN: Glenn is not online anymore and he disconnected.

JUDITH HELLERSTEIN: Oh, okay. Alfredo?

ALFREDO CALDERON: I believe that yes, I agree with you, Judith.

JUDITH HELLERSTEIN: That you want Outreach and Engagement.

ALFREDO CALDERON: Yes, Outreach and Engagement.

JUDITH HELLERSTEIN: Okay. How's that, Heidi, what do you think?

HEIDI ULLRICH: Yeah, well I'm going to ask Ariel. What do you think, Ariel, does that sound about reasonable?

ARIEL LIANG: Thanks, Heidi. Thanks, Judith. I think that's a great starting point. I think it's a very good list already so far, so also just keep in mind that we cannot start requesting these calls until October, so just know that little caveat there, but I think it's a great starting point and then we'll see how that works.

And then just as additional information is that I will be liaising with Christina every at the end of the month. She will send me a summary of these calls and the captioning vendor have supported to At-Large, ccNSO, for example, and then I can keep track of the expense and see how many more hours we can have, for example, for the first half of

next calendar year, so that we can keep track of these numbers. But I think it's sufficient for now. Yeah.

HEIDI ULLRICH:

Okay, thank you very much. Ariel [inaudible] suggestion. So again, keep in mind that – I think this is an excellent list, as Ariel mentioned. What we're getting is that we're getting more calls per month, again, starting in October, so that's a plus. Again, we have the issue with the language but we're going to address that. And so I think if we can view this as a pilot because it is core and we have a new vendor. Soon we'll have new vendors. We've got a higher number of calls.

So, perhaps, if we can identify this list, if Ariel can send it to Language Services as this is what At-Large would like to have starting in October, let's review it in December and then even thinking forward to Puerto Rico, maybe we can have a call, a meeting of Capacity Building Working Group at Puerto Rico and invite Ariel and Christina and just have some feedback at that point.

Now keep in mind that's going to be around the time when the core budget is going to be looked at again and so things can be adjusted to ensure that going into fiscal year '19, it'll be, we'll move forward from where we are now. Does that sound about right?

ARIEL LIANG:

Yeah. Sounds great. Thanks, Heidi.

JUDITH HELLERSTEIN: Yeah, I think that sounds good. My other question is we hadn't before had time, anyone have calls in the same month that we had the ICANN meeting, and I'm wondering whether now it's in core does that change and can we have – you said October and we have the ICANN meeting then. Do we have to break? So, we can't have captioning calls during the ICANN meeting. That was in the old system. Is this new system the same?

ARIEL LIANG: That's correct. I mean, for the ICANN meeting, there's no captioning for those face-to-face sessions, so indeed, for these calls, they have to be teleconferences in between ICANN meetings.

JUDITH HELLERSTEIN: Okay. Thanks so much. And Heidi, you still have your hand up? Is that a new hand or an old hand?

HEIDI ULLRICH: Sorry. That's an old hand.

JUDITH HELLERSTEIN: Okay.

HEIDI ULLRICH: Yeah, old hand. Okay. [inaudible].

JUDITH HELLERSTEIN: Yeah.

HEIDI ULLRICH: So, okay, so next step is that we'll have Ariel move on her couple of action items there. Ariel, if you could send that list to Language Services. Again, we agreed that we will start as much as possible during October and then we will assess having a review and evaluation of the captioning in December, and then during ICANN61, we will meet with Language Services and on Ariel to assess the captioning program. That's been a very successful meeting here.

ARIEL LIANG: Yes. Thanks.

JUDITH HELLERSTEIN: Heidi, if you can send us or maybe [inaudible] action items [do the] letter, if you can send us the language that we had said on that before that we were going to get Spanish and French because you said we should write a letter that Ariel should forward to Language Services.

HEIDI ULLRICH: What you could do is just send a note to Ariel and staff and just again, in outline form, what you mentioned. The mobile part and some people who are on their mobile, it's easier when they can get home to read that transcript. Sometimes in the country where the connection's not great, they can follow along in the transcript. Just point that basic

information out and then Ariel can pass that along I would believe to Language Services.

JUDITH HELLERSTEIN: Yes. Thanks. Okay, yeah. Because that's what feedback we have gotten from the surveys on that. And so I wanted to bring that to the attention as that when we had them in Spanish, that's what was felt by people. And French.

Fred, you have a question. Fred, go ahead. Fred, we cannot hear you.

HEIDI ULLRICH: He's typing, it looks like. Mario, I don't know if you've noted.

MARIO ALEMAN: We have him actually on the Adobe Connect, so he's not muted.

ARIEL LIANG: Judith, I just have one more point to mention while we're waiting for Fred to get online. May I [inaudible].

JUDITH HELLERSTEIN: Ariel, go ahead.

ARIEL LIANG: Okay, thank you. So, Fred spoke about the deadlines and these numbers [inaudible] 24 hours of items. You mentioned about the evaluation for

providing feedback on the vendors and evaluating the quality of their services. I just want to share with you something I have made.

It's a survey that I developed and I'm hoping the staff – well, not hoping – I'm requesting our Policy staff that can fill out after each captioning call is held and maybe some of the questions can be also answered by the community, too. So I'm just going to send that link to the chat and you can take a look at it. It's a Google Form. See whether there's something you want to also use for the community part of survey that you're going to conduct. I think Google Form is a pretty easy tool to collect data and compile and analyze them after the call, so that's just an idea I'm proposing.

Oh, permission, I'm sorry about that. Yeah, let me double check the permissions and [inaudible]. Let me see, okay.

Okay. How about that? I will send this link to the group after this call. I need to sort out this permission situation here and then you can take a look at the questions and see whether you want to use any of them for designing your survey for the community.

JUDITH HELLERSTEIN:

All right. Thanks so much, Ariel. And thanks, everyone, for being on the call. I'm just checking the chat to see if Fred put his question there. But Fred, please send your question out to our list and we'll get your question answered. And thanks so much for the call. It's been a helpful call. It's been a bit upsetting that we lost support for Spanish and French but hopefully, that could be rectified and maybe we could even get the second vendor hired to do some Spanish and French ones. And so that

would be, I think, helpful because we have gone in to this period, to the third pilot with the thought that Spanish and French would be doubled from the one call we had in the second pilot. In fact, we just gone back two steps so it's a little bit depressing on that area. But otherwise, it was a very good call. And so thanks so much. I see we've reached the top of the hour, so thanks so much for all your contributions and look forward to a lot more captioning.

HEIDI ULLRICH:

Just one last question, so we'll get the action items posted and just wondering do you want to have a next call or do you want to just... I think we're ready to go. Maybe we can communicate by e-mail and then we'll meet again in December.

JUDITH HELLERSTEIN:

Yes, that's a great. Yes, I think so. If you can just inform us of what's [inaudible] of the calls that we were allotted by Language Services. And yes, Fred, I agree. English-only captioning is a limitation and this is not what we had hoped for, not what we thought we were going to be having, but it is what we have. And hopefully, we can convince Language Services that they need to change that.

HEIDI ULLRICH:

Okay. Thank you very much, everyone.

UNIDENTIFIED FEMALE:

Thank you. Bye-bye.

UNIDENTIFIED FEMALE: Bye-bye.

ARIEL LIANG: Thanks all.

MARIO ALEMAN: Thank you. This call has been adjourned. Please disconnect all remaining lines. Thank you.

[END OF TRANSCRIPTION]