

Summary

(M10D)

Speech-to-Text Services Network: A New Professional Organization

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There has been a pressing need for a professional organization of and for speech-to-text service providers. This would benefit not only the service providers, but also administrators, Disability Support Services coordinators, faculty, students and other consumers who are deaf/ hard of hearing.

At present, there are no quality assurance procedures for speech-to-text providers. The various service systems are beginning to implement certification programs. However, there are no requirements for continuing education, and no professional development materials available for providers. There is no Code of Ethics to follow, and no recourse when there is an ethics breach. All of these issues can be addressed within the structure of a professional organization. This organization would also serve as a source of information to service providers, administrators, and clients.

This presentation will describe the design of such a professional organization that has been established by a group of administrators and service providers: The Speech-to-Text Services Network, or STSN. This group includes individuals from the various speech-to-text service systems currently available: CART, C-Print, TypeWell, Automatic Speech Recognition systems (aka ASRs), and remote transcribing services.