

# Video Remote Interpreting (VRI) Pros and Cons

<b>Deaf Consumers Advantages:</b>	<b>Deaf Consumers Disadvantages:</b>	<b>Limited English Proficient (LEP) Consumers Advantages:</b>	<b>Limited English Proficient (LEP) Consumers Disadvantages:</b>
<ul style="list-style-type: none"> <li>Rural and remote areas that have very scarce pools of interpreters can benefit from this service.</li> </ul>	<ul style="list-style-type: none"> <li>Many rural and remote areas are not adequately equipped with high speed, broadband infrastructure.</li> </ul>	<ul style="list-style-type: none"> <li>LEP consumers in rural and remote areas will benefit.</li> <li>Choices of interpreters outside small linguistic communities are available.</li> </ul>	<ul style="list-style-type: none"> <li>In addition to less infrastructure, rural locales can become overly dependent on VRI—and not invest in time to obtain in-person interpretation when it is needed.</li> </ul>

<b>Deaf Consumers Advantages:</b>	<b>Deaf Consumers Disadvantages:</b>	<b>LEP Consumers Advantages:</b>	<b>LEP Consumers Disadvantages:</b>
<ul style="list-style-type: none"> <li>• For short term or last minute appointments or meetings, VRI can be beneficial and may be cost efficient (most interpreting agencies would charge the baseline minimum rate which is two hours, plus in some cases portal/driving time).</li> </ul>	<ul style="list-style-type: none"> <li>• Internet and devices must be functional at all times.</li> <li>• Not effective for large group meetings or trainings</li> <li>• Using VRI for a long period of time can be physically draining for the Deaf consumer.</li> </ul>	<ul style="list-style-type: none"> <li>• LEP consumers who speak rare languages will need VRI for many interactions.</li> <li>• Stations or help desks that interact with LEP have quick access to an interpreter to provide basic information.</li> </ul>	<ul style="list-style-type: none"> <li>• VRI can impair due process in courts if the technology is old and hamper comfort for LEP consumer if used for long periods of time or for communicating sensitive information.</li> <li>• Allowing the interpreter to be located anywhere means susceptibility to extraneous noise and lack of confidentiality.</li> </ul>

<b>Deaf Consumers Advantages:</b>	<b>Deaf Consumers Disadvantages:</b>	<b>LEP Consumers Advantages:</b>	<b>LEP Consumers Disadvantages:</b>
<ul style="list-style-type: none"> <li>• In situations of medical, law enforcement or legal emergency, VRI can be useful – only in the short term, until an interpreter arrives.</li> </ul>	<ul style="list-style-type: none"> <li>• VRI is ineffective in highly charged or serious situations, since the interpreter may not be able to peripherally capture the situation.</li> <li>• Not effective in situations where the Deaf person is mentally incapacitated or heavily medicated.</li> </ul>	<ul style="list-style-type: none"> <li>• LEP consumers can receive life-saving information with VRI during a crisis or emergency.</li> </ul>	<ul style="list-style-type: none"> <li>• Once the emergency phase has passed, VRI’s usefulness erodes – for instance, in a forensic sexual assault exam, VRI cannot be used. For long law enforcement interrogations, it is important to use in-person and professional language assistance to ensure accuracy, due process, and mitigate bias.</li> <li>• Sight Translation of materials will require more coordination than an in-person interpreter.</li> </ul>

<b>Deaf Consumers Advantages:</b>	<b>Deaf Consumers Disadvantages:</b>	<b>LEP Consumers Advantages:</b>	<b>LEP Consumers Disadvantages:</b>
<ul style="list-style-type: none"> <li>• Some Deaf consumers like VRI, and find it convenient. Still, it is a personal preference.</li> </ul>	<ul style="list-style-type: none"> <li>• Not all Deaf consumers like VRI, or cannot use VRI for various reasons (e.g., visual limitations, cognitive difficulties or impairments, language and communication challenges or idiosyncrasies, discomfort with technology).</li> </ul>	<ul style="list-style-type: none"> <li>• LEP consumers do not have to wait long for an in-person interpreter.</li> </ul>	<ul style="list-style-type: none"> <li>• For interviews and/or complex proceedings where LEP consumers have to convey sensitive, painful, or traumatic information, VRI will impede LEP consumers' ability to communicate fully, openly, and comprehensively—especially if the technology is not good.</li> <li>• With many companies, protocol may not allow the user to identify interpreter preferences such as gender.</li> </ul>

<b>Deaf Consumers Advantages:</b>	<b>Deaf Consumers Disadvantages:</b>	<b>LEP Consumers Advantages:</b>	<b>LEP Consumers Disadvantages:</b>
<ul style="list-style-type: none"> <li>• Sign language interpreting agencies are including VRI services, using nationally certified, qualified and trained interpreters.</li> </ul>	<ul style="list-style-type: none"> <li>• Not all sign language interpreting agencies have this service. Furthermore, other spoken language interpreting agencies (e.g., “one-stop” shops) may fail at appropriately serving Deaf clients.</li> </ul>	<p>No Advantages.</p>	<ul style="list-style-type: none"> <li>• Many interpretation companies certify interpreters through an internal procedure, which may vary in quality control.</li> </ul>

<b>Deaf Consumers Advantages:</b>	<b>Deaf Consumers Disadvantages:</b>	<b>LEP Consumers Advantages:</b>	<b>LEP Consumers Disadvantages:</b>
<ul style="list-style-type: none"> <li>• Hard-wired/high speed internet connections are necessary for displaying sign language.</li> </ul>	<ul style="list-style-type: none"> <li>• Wi-Fi (with weak internet connections) can be choppy and can cause inaccessibility for Deaf consumers.</li> </ul>	<ul style="list-style-type: none"> <li>• Full screen monitors and tablets are best when working with interpreters.</li> </ul>	<ul style="list-style-type: none"> <li>• Relying on smartphones and small displays may hinder communication.</li> <li>• Training must be provided to all staff on the use of VRI. Some, that may not be comfortable with technology, may prevent intended efficiency.</li> </ul>

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