



Visual Demands of Remote Simultaneous Interpreters: Initial findings from an experimental study

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Introduction

This study explores the challenges that interpreters face as a result of the immaturity of Remote Simultaneous Interpreting (RSI) platforms and how visual design impacts user experience by examining the visual demands of remote simultaneous interpreters.

A survey and experimental study were conducted with 29 remote simultaneous interpreters to gather data on their visual needs and preferences. The results of this study can inform the design of RSI platforms and training programs to improve user-friendliness and mitigate negative impacts on the interpreter's experience.

Research questions

- What impact does the interpreter's visual needs and the visual design of RSI platforms have on their overall user experience?
- What is the most effective way of presenting visual information to the interpreters on RSI platforms?

Study variables

- Design of interface: information-rich (maximal) vs information-poor (minimal)
- Display of speaker: zoomed in (head and facial expressions visible) vs zoomed out (hand gestures and body language visible)
- Automatic speech recognition (ASR): included vs excluded

Participants

Overall SI experience: 400-799 hrs: 2, 800-1200 hrs: 4, 1200+ hrs: 23

Overall RSI experience: 20-49 hrs: 2, 50+ hrs: 27

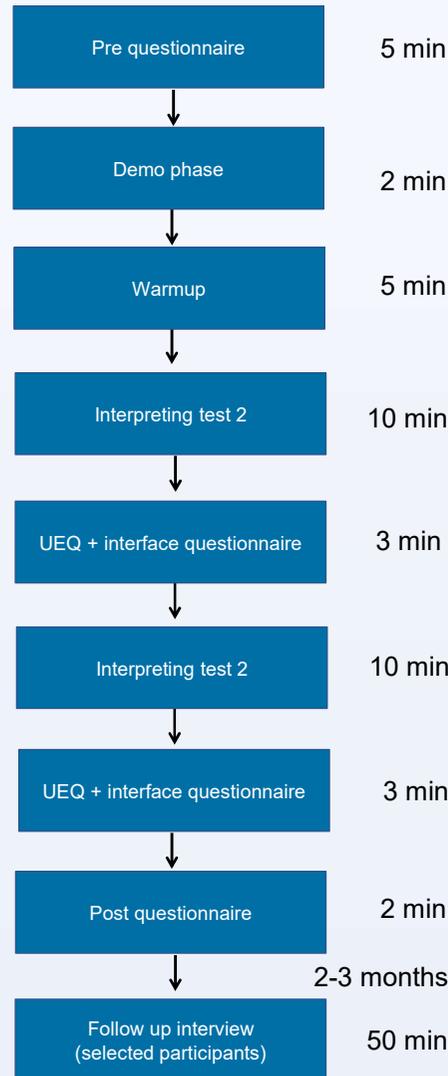
Gender: female:19; male: 10

Age groups: 20-29: 2, 30-39: 8, 40-49: 8, 50-59: 10, 60-69: 1

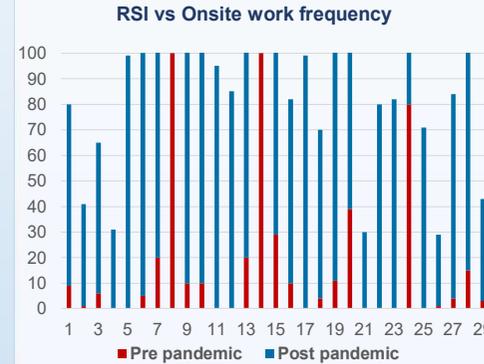
Study design



Main Study design



Results



RSI vs Onsite work preference

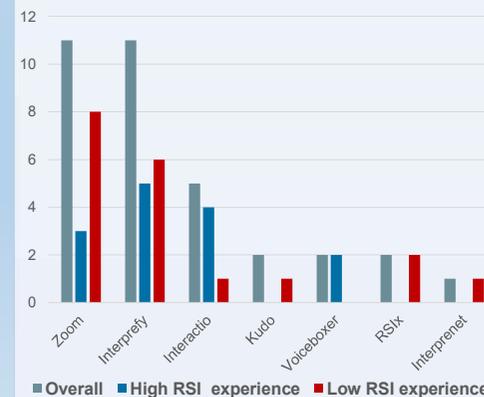
Preference for onsite:

- female: 15/19 (79%), male: 9/10 (90%)
- age range: 30-39: 7/8 (87.5%), 40-49: 6/8 (75%), 50-59: 9/10 (90%)

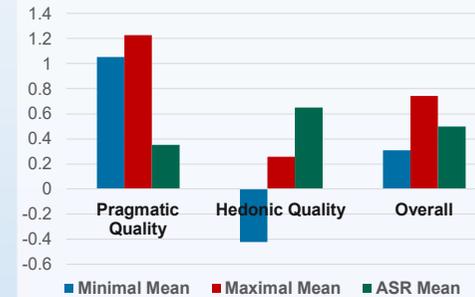
Post-covid RSI retention:

All participants aged 50 and above: more than 50% RSI post covid despite 90% onsite preference

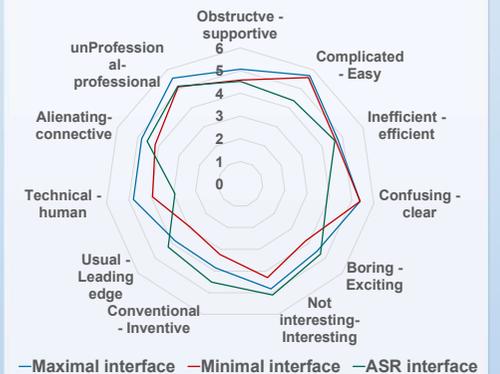
Platform preferences



User experience: overall results



User experience: individual item scores



Questionnaire results

The survey results suggest:

- Familiarity: Interfaces should be designed with user familiarity in mind using techniques such as skeuomorphism (emulating the physical world interfaces) and neomorphism (minimalistic Skeuomorphism)
- Individuality: Each interpreter is different and platform makers should provide extended customization to the interpreters.

Reference Paper:

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