



COLTON REDLANDS YUCAIPA
REGIONAL OCCUPATIONAL PROGRAM
Inspiring Possibilities

2016-2017
American Sign Language (ASL)
Advisory



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2016-2017 ASL Advisory (10/12/16)

For the annual review of the American Sign Language (ASL) course, CRY-ROP educators met with business and educational partners. Discussion topics at this advisory meeting focused on how the ASL course addresses workforce trends such as, hiring practices, required entry-level skills, and training and certification requirements for students who have knowledge and experience in ASL.

Question 1

What does your hiring process look like?

Question 2

What interpersonal skills are lacking in today's workforce?

Question 3

What foundational skills are necessary for entry level positions within your industry?

Question 4

What skills/knowledge is being required of new employees to address the latest trends in technology, equipment, regulations, laws, etc.?

Question 5

What skills have become obsolete in your industry due to changes in technology, equipment, regulations, laws, etc.?

Question 6

What types of training, education, certifications, or credentials are desirable for entry level positions in your field?

Industry Advisors

Breanna A., Associate Professor ASL, Crafton Hills College

Patti C., Senior Interpreter, Riverside City College

Jeff C., Senior Interpreter, Riverside City College

Jasmine D. Customer Relations Manager, RISE

David D., Senior Interpreter, Riverside City College

Elise R., Senior Interpreter, Norco College



ASL Advisor Responses

Question 1: What does your hiring process look like?

The RCC District does a panel interview with video to test the candidate's interpreting, problem solving, and ethical skills. Many of the questions asked focus on ethics. Feedback is given immediately after the interview. How the candidate responds to the feedback is an important indicator of their personality and character. Professional dress for interview is also important and this helps the interviewer know whether or not the candidate understands the (CPC) interpreter dress guidelines, which is a requirement.

RISE does their interviews entirely in sign language to gauge the candidate's ability to converse for customer service. Their interview questions include critical thinking and scenario-based questions. Tattoos are considered very unprofessional and should always be covered.

All of the advisors mentioned they would assist CRY-ROP in conducting mock interviews for ASL students to better prepare for possible job openings.

Question 2: What interpersonal skills are lacking in today's workforce?

All advisors agree that coming to work/appointment in a timely manner, dressing appropriately, being a team player and providing good customer service are lacking. Having a drive to work hard is crucial. A positive attitude and willingness to learn beats lack of skill. A candidate should be able to expand on their thoughts with no short answers.

Finger spelling should be taught. This is something that Crafton Hills College finds important. RCC does not find as important.

RCC also stated that a candidate should not second-guess an interpreter and should accept constructive criticism. A student should be able to know their skill level.

RISE finds that integrity is a big deal and having no egos are also important. Being able to give up control and should not censor their interpreting.

Question 3: What foundational skills are necessary for entry level positions within your industry?

To voice or practice your skills, video interpreting, training on voicing and finger spelling. Being well read, expanding your English vocabulary and proper grammar component to be able to translate properly. Being able to explain it all and picture what you are translating. Eye contact and facial expressions when interpreting are also important.

Understanding the language spectrum is helpful. Picking up a signing style and knowing the different needs of consumers. It is OK for an interpreter to mouth what they are signing. A student should be able to project with a “loud voice”. Be flexible in your signing.

Being a child of a deaf family helps with experience level. A student’s background can affect the way they sign, for example signing with family members as opposed to signing professionally.

Question 4: What skills/knowledge is being required of new employees to address the latest trends in technology, equipment, regulations, laws, etc.?

RISE finds that social media is a big deal in the industry. A great way to promote yourself. You should also have professional boundaries with consumers and know to draw the line with them (do not share your personal phone number or contact info). Having a professional email address goes a long way.

All advisors agreed that standard ASL textbooks should be used in the classroom. If textbooks are not available, Crafton Hills College uses a program called “Go React” for their students that helps them by using video and texts to assist them with signing. The program is not free, but students can get a discount to sign up (a web camera is also needed).

Question 5: What skills have become obsolete in your industry due to changes in technology, equipment, regulations, laws, etc.?

Nothing is really obsolete when it comes to signing. Signing has remained the same regardless of technology. They did mention that C-sign is not widely used and is only a tool to show English grammar.

Question 6: What types of training, education, certifications, or credentials are desirable for entry level positions in your field?

Educational Interpreter Performance Assessment (EIPA), is helpful for K-12 interpreters, but is not required. ITP (Interpreter Training Program) certification is beneficial, but not required. An AA degree would be nice, but also not required. Being able to assist kids with autism in interpreting is helpful, since some cannot produce or read facial expressions while signing.

Volunteering or internships helps with experience. Having a clean background when it comes to checks before being hired is highly desirable and important.



ASL Labor Statistics

Interpreters and Translators

State and National Trends

United States	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Interpreters and Translators	61,000	78,500	+29%	2,720
California	Employment		Percent Change	Projected Annual Job Openings
	2014	2024		
Interpreters and Translators	9,300	12,700	+37%	490

State and National Wages

Location	Pay Period	2015				
		10%	25%	Median	75%	90%
United States	Hourly	\$11.13	\$15.61	\$21.24	\$28.79	\$37.75
	Yearly	\$23,200	\$32,500	\$44,200	\$59,900	\$78,500
California	Hourly	\$10.04	\$15.21	\$21.53	\$28.78	\$35.83
	Yearly	\$20,900	\$31,600	\$44,800	\$59,900	\$74,500

Industries with the highest level of employment in this occupation:

Industry	Employment	Percent of industry employment	Hourly mean wage	Annual mean wage
Other Professional, Scientific, and Technical Services	16,700	2.56	\$26.00	\$54,070
Elementary and Secondary Schools	11,050	0.13	\$19.99	\$41,590
General Medical and Surgical Hospitals	5,070	0.10	\$22.70	\$47,210
Colleges, Universities, and Professional Schools	2,080	0.07	\$26.89	\$55,940
Junior Colleges	1,970	0.26	\$27.30	\$56,780

Source: Career One Stop, U.S. Department of Labor