

11th MIWoSE: Monthly International Workshop on Science Exhibits

Title: **"Virtual Ability and Healthinfo Island: How Information Is Transmitted to People with Disabilities"**

Speaker: **Alice Krueger**, founder of Virtual Ability, Inc., USA (SL: **GentleHeron**)

Date: 3rd May (Sat), 2014 at 7 am (PDT)

Participants: Dawn Rhiannyr, Flower O'Nine (Flowerorfoe909), Oronoque Westland, Patio Plasma, Shailey Garfield, Stephen Xootfly, Vic Michalak, VR (VRprofessor), X (Xastasia), Yan Lauria

***start: Yellow Hibiscus Cabana, Virtual Ability Island**

<http://maps.secondlife.com/secondlife/Virtual%20Ability/44/139/23>



(Shailey. Open Univ, UK, transcribes for the Q&A part during the session.)

[07:02] Yan: Ladies and gentlemen, now we start 11th MIWoSE: Workshop on Science Exhibit

[07:02] Yan: I'm a curator of Abyss Observatory and an organizer of this workshop.

[07:02] Yan: Please see MIWoSE's purpose on <http://aquarobo.com/abyss/MIWoSE.htm> later.

[07:03] Yan: Today's speaker is Gentle Heron in SL and Alice Krueger in RL.

[07:03] Yan: She manages "Healthinfo Island" and "Virtual Ability" sim and also a founder of Virtual Ability, Inc., USA in RL.

[07:03] Yan: Today's theme is "How Information Is Transmitted to People with Disabilities?"

[07:03] Yan: My grand father and mother were blind people,

[07:04] Yan: so I think it is very important that computer need to be considered for screen reader and keyboard operation instead of pointing device.

[07:04] Yan: And I thought SL is not suit for blind people, but I surprised when I met her and knew

how she consider even for blind people.

[07:04] Yan: I hope today's participants will also think about how to transmit information in SL.

[07:05] Yan: Then, Gentle, please!

[07:05] Gentle: Thank you, Yan.


[07:05] Gentle: MIWoSE: Monthly International Workshop on Science Exhibits in online 3D environment

[07:05] Gentle: Thank you Yan for inviting me to speak to this esteemed group of educators from the virtual world.

[07:05] Gentle: I will be presenting today in both text and voice simultaneously.

[07:05] Gentle: I'm open to text questions any time during the presentation, but hopefully someone will be willing to type up my response to the questions as I answer them aloud.

[07:05] Gentle: Hello everyone. Welcome to one of the classrooms on Virtual Ability Island.



<h2>Virtual Ability</h2> <p>In SL</p> <p>A community of support offering:</p> <ul style="list-style-type: none">• Encouragement,• Companionship,• Information,• Employment skills training,• Resource referrals,• Ways to contribute, and• Fun.	<p>In RL</p> <p>A US-based nonprofit.</p> <p>Mission - "enable people with a wide range of disabilities by providing a supporting environment for them to enter and thrive in online virtual worlds."</p> <p>www.virtualability.org</p>
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[07:06] Gentle: I'm Gentle, the founder of Virtual Ability, Inc.,

[07:06] Gentle: a US nonprofit (NGO) that supports the Virtual Ability cross-disability peer support community in virtual worlds.

[07:06] Gentle: Our mission is to "enable people with a wide range of disabilities by providing a supporting (相互支援) environment for them to enter and thrive in online virtual worlds."

[07:06] Gentle: Although we are a nonprofit and accept donations, the majority of our funding comes from contract work and grants.

[07:06] Gentle: "Peer support" means that while a reasonable portion of our 900+ member SL community is medical professionals, researchers or professional care providers,

[07:06] Gentle: I probably ought to define some of these terms.

[07:06] Gentle: the work we do here is peer support.

[07:06] Gentle: Because of licensure issues in most countries that forbid professional work in virtual worlds,

[07:07] Gentle: we are careful to maintain our work as offering information, not advice or treatment.

[07:07] Gentle: "**Cross-disability**" means that the $\frac{3}{4}$ of our community members who identify as

disabled persons have one or more disabling conditions or chronic (慢性) illnesses.

[07:07] Gentle: These disabilities may be **physical** (such as amputations (切断) or paralysis),

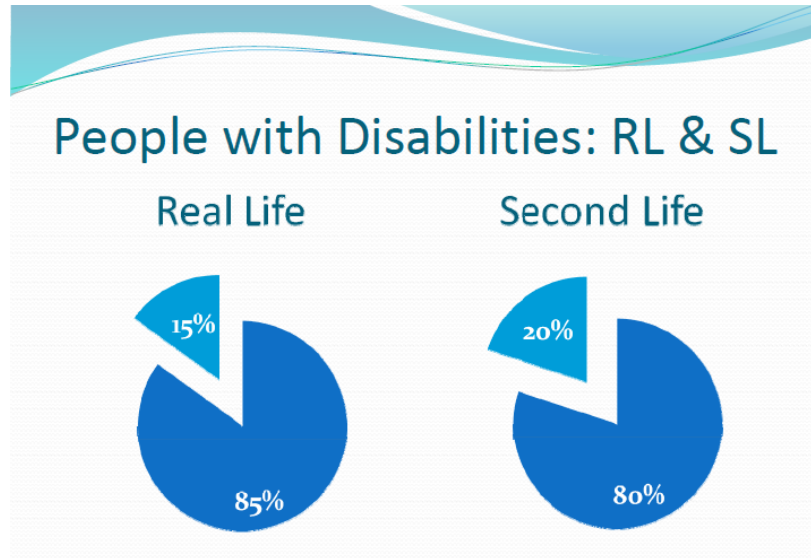
[07:07] Gentle: **mental** (such as bipolar (双極性障害) or dissociative identity disorder (解離性同一性障害)),

[07:07] Gentle: **emotional** (such as panic disorder or seasonal affective disorder (季節性情動障害)),

[07:07] Gentle: **developmental** (such as Down syndrome (ダウン症) or low-functioning autism (低機能自閉症)),

[07:07] Gentle: or **sensory** (hard of hearing, Deafness, low vision, or blindness).

[07:08] Gentle: Many of our members have more than one of these issues.



[07:08] Gentle: You may already know that there are people with disabilities in virtual worlds.

[07:08] Gentle: I am one of them. I have multiple sclerosis (多発性硬化症).

[07:08] Gentle: In case you are wondering about this special population, it seems that one in five persons in Second Life has some type of disability.

[07:08] Gentle: This is in fact a higher percentage of people with disabilities than is found in the physical world.

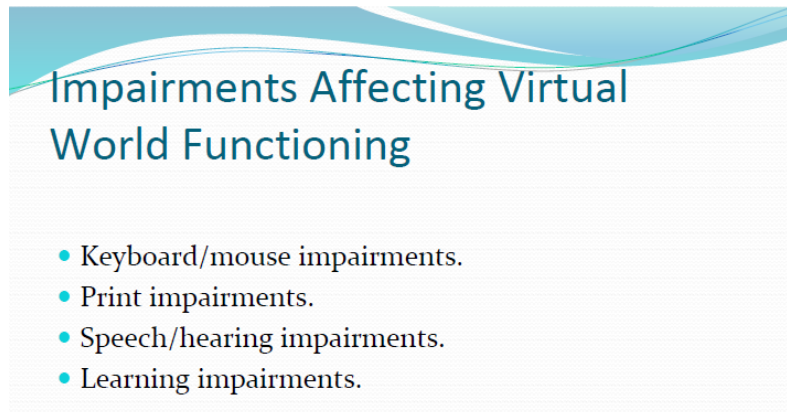
[07:08] Gentle: As educators, it's important to understand good ways to make sure that everyone can access the information we are providing.



[07:08] Gentle: Not all disabilities require accommodation in a virtual world.

[07:08] Gentle: For instance, this man with dual leg amputations and this woman paralyzed from the waist down

[07:09] Gentle: are fully capable of enjoying Second Life as much as a non-disabled person, even if in the non-computer world they have a great deal of difficulty getting around.



[07:09] Gentle: Let's look at the types of impairments (機能性障害) that do affect functioning in a virtual world, those conditions which educators must plan how to accommodate.

[07:09] Gentle: I'll also talk a bit about how people with these impairments access the virtual world using **assistive technology** (AT).

[07:09] Gentle: We categorize these types of impairments that impact virtual world functioning as:

[07:09] Gentle: —Keyboard/mouse impairments,

[07:09] Gentle: —Print impairments,

[07:09] Gentle: —Speech/hearing impairments, and

[07:10] Gentle: —Learning impairments.



[07:10] Gentle: This young man is completely paralyzed.

[07:10] Gentle: He obviously can not type using a keyboard or use a mouse.

[07:10] Gentle: He controls his wheelchair, and his Second Life avatar, using a device called “**sip and puff.**”

[07:10] Gentle: You see the box in front of his face, and the tube leading toward his mouth.

[07:10] Gentle: He is able to control air flow in that tube, and that is how he works his computer.

Alternatives for Keyboards



[07:10] Gentle: This young lady has cerebral palsy (脳性まひ).

[07:10] Gentle: She types using the stylus (尖筆) attached to her headband to tap on the keys of the keyboard.

[07:11] Gentle: She uses her feet to control a trackball on the floor instead of a mouse.

[07:11] Vic: https://enablingdevices.com/catalog/capability_switches/sip-puff-breath-switches

Other Ways to Type

Onscreen keyboard



Switches



[07:11] Gentle: Some people use an onscreen keyboard.

[07:11] Gentle: Perhaps their eye motions are tracked by a webcam-like device. When their gaze lingers on a letter, it is typed on screen.

[07:11] Gentle: The alphabet can also be streamed across the screen, and a switch activated to select a letter to type.

[07:11] Gentle: One young man with cerebral palsy uses a single switch and a streaming onscreen keyboard to type.

[07:11] Gentle: With this system he can type about one word a minute by choosing individual letters, but he can make his thoughts known.



[07:12] Gentle: A software tool you may have heard about, which works well for people who can not use their arms or hands but speak clearly, is **speech-to-text**.

[07:12] Gentle: Dragon NaturallySpeaking is one commercial brand, but most computer operating systems now have speech-to-text built in as an accessibility feature.

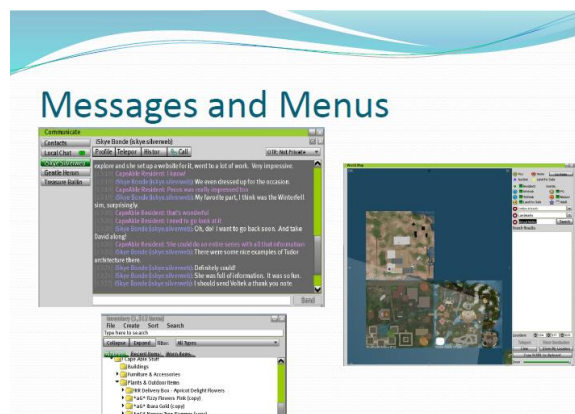
[07:12] Gentle: It is possible to control the position of your cursor, and thus your avatar's motion, using speech-to-text software, in addition to typing text.

[07:12] Gentle: So you see, there are numerous ways that people can get around an inability to use a mouse or keyboard.

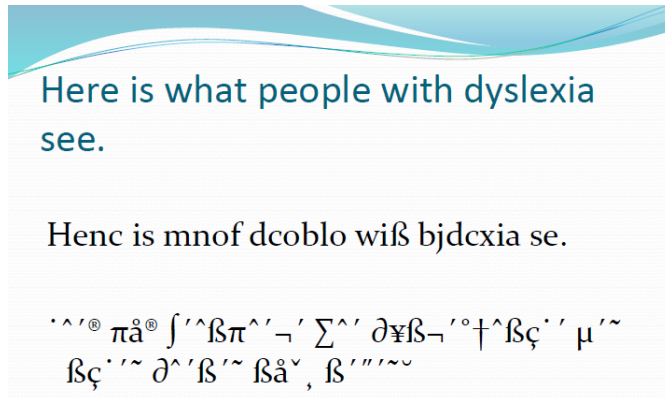


[07:13] Gentle: Another category of impairment that affects Second Life functioning is **print impairment**.

[07:13] Gentle: This category includes learning disabilities such as dyslexia (失読症), and vision disabilities such as low vision and blindness.



- [07:13] Gentle: Quite a bit of SL information is provided in text format.
- [07:13] Gentle: This includes messages in both local chat and IM, and menus of various types.
- [07:13] Gentle: A great deal of educational information is provided in text.



- [07:14] Gentle: Print information does not make sense to persons with dyslexia.
- [07:14] Gentle: There are varying degrees of dyslexia.
- [07:14] Gentle: Some people can learn to make out words, but slowly, while others never can learn from printed materials.
- [07:14] Gentle: For them, auditory materials are the best way to learn.
- [07:14] Gentle: Some of our dyslexic community members have friends who read the text in local chat aloud for them.



- [07:14] Gentle: And here is what SL appears like to a person who is **totally blind**.
- [07:14] Gentle: Yes, totally blind people do use and enjoy Second Life.
- [07:14] Gentle: How do they manage in such a visual world?
- [07:14] Gentle: By using the appropriate tools.



[07:15] Gentle: Most blind SL users use a text-only third party viewer such as Radegast.

[07:15] Gentle: Then they use a screen reader to read aloud the text on their screens, as they would when viewing a website.

[07:15] Gentle: However, it's important to note that text on a poster or slideshow is not truly text.

[07:15] Gentle: It is an image, so the screen reader will not know it is there.

[07:15] Vic: Can it read a notecard?

[07:15] Gentle: yes

[07:15] Gentle: The text viewer describes the environment by creating a list of objects and avatars around the person.

[07:15] Gentle: So if a creator fails to rename all the "objects" in a space, the blind person will not be able to tell a chair from a door from a poster.

[07:16] Gentle: They will all be listed as "object."

[07:16] Patio: (step 1 in creating things in SL name it!)

[07:16] Vic: Can it read floating text?

[07:16] Gentle: no



[07:17] Gentle: So far we've focused on more of the visual. Now let's move on to the auditory side of Second Life.

[07:17] Gentle: Some people are **hearing impaired or Deaf**.

[07:17] Gentle: Hearing impaired people can usually speak, and so can some Deaf people.

[07:17] Gentle: Some people are mute but can hear. Some people can neither hear nor speak.

[07:17] Gentle: All of these people have problems with the auditory input and output portions of this world.



- [07:17] Gentle: Sounds in SL can be either signals or speech.
- [07:17] Gentle: Sound signals can be translated into light signals.
- [07:18] Gentle: Many of us have our Preferences set in our viewers so that the Conversation button blinks when an IM is received rather than making a “ding” sound.
- [07:18] Gentle: People who can not speak or hear have difficult in oral situations like conversations, lectures, and classes.
- [07:18] Gentle: A viable alternative is to provide text transcription, as I am doing here.
- [07:18] Gentle: It is also possible to hire a transcriber, who will type out a meaning-for-meaning (but not word-for-word) text transcript of what is being said.
- [07:18] Gentle: Thanks Shailey



- [07:18] Gentle: Some people have **learning impairments or memory issues**.
- [07:19] Gentle: For them, it is important to be sure the language used is at about a 6th grade reading level.
- [07:19] Gentle: Repetition is important, as is restatement in different terms or even in images.
- [07:19] Shailey: Gentle: your voice breaks up a bit sometimes
- [07:19] Gentle: Sorry, can't help. SL is bad today I guess.
- [07:19] Yan: no problem for me. very clear



- [07:19] Gentle: Here you see one of the signs on our newcomer orientation course.
- [07:20] Gentle: Notice that the sentences are short.
- [07:20] Gentle: The yellow highlighting indicates activities to do, that will help the learner

understand what is being taught.

[07:20] Vic: Worldwide connections are unpredictable still...

[07:20] Gentle: There is also an illustration of what is described in the text.



[07:20] Gentle: We are going to visit 3 places on Virtual Ability and Healthinfo Islands to see some of the ways we adapt our builds to make them more accessible.

[07:20] Gentle: I'll show you slides now, so you'll know a bit what to expect there.

[07:20] Gentle: The first place we will visit we could walk to, but I will post the SLURL in a moment.

[07:20] Gentle: It is The Sojourner Auditorium next door to this classroom on Virtual Ability Island.

[07:21] Gentle: The auditorium and our classrooms are used to provide our audiences, those with and without disabilities,

[07:21] Gentle: interactive information from a live source—the instructor or discussion leader.

[07:21] Gentle: As with all our builds, it was designed using the principles of **Universal Design**.

[07:21] Gentle: You can read about Universal Design (UD) here:

[07:21] Gentle: <http://www.ncsu.edu/ncsu/design/cud/>

[07:21] Gentle: The principles of Universal Design guide us to create spaces that work for people with a wide range of capabilities, as you'll see when we visit our auditorium.

[07:21] Oronoque: the website is from the inventors of UD



[07:22] Gentle: **Healthinfo Island** to our west is also managed by Virtual Ability.
[07:22] Gentle: We use this island for providing static information about health and wellness.
[07:22] Gentle: Again, our audience includes people with and without disabilities. We need this information to be broadly accessible.
[07:22] Gentle: Virtual Ability has identified over 120 different peer support organizations in SL that might be of interest to people with disabilities.
[07:22] Gentle: They are each listed on a poster along the **Path of Support**.
[07:22] Gentle: When we go there, you will see how we manage privacy concerns related to health information.



[07:22] Gentle: Our final stop will be at one of the displays on Healthinfo Island.
[07:22] Gentle: There are many more exhibits and displays, and you are welcome to wander around the island and check them out when we are finished.
[07:23] Gentle: Questions so far? (pause)
[07:23] Stephen: No questions from me.
[07:23] Patio: I have learned a lot already Gentle
[07:23] Vic: Me too!
[07:23] Gentle: Questions?
[07:23] Dawn: I wish all this aid would be available in schools today ...
[07:23] Gentle: Dawn it is!
[07:24] Gentle: school Assistance Centers
[07:23] Oronoque: Is media on a prim screen readable?
[07:24] Gentle: not MoaP (media on a prim)
[07:24] Vic: I am going to share this with our university's Learning and Assistance Center
[07:24] Gentle: Other questions?
[07:24] Dawn: unfortunately it is not in every place, or not known :(
[07:24] Gentle: Not known is a problem.
[07:24] Gentle: difference between K12 (幼稚園～高校) and postsecondary (中等教育後)
[07:25] Shailey: GH: If the K12 does not prepare the students, they may not be able to access the services
[07:25] Shailey: GH: the services should be provided to students and instructors

[07:25] Oronoque: in US legal requirements differ depending on K-12 vs. post secondary

[07:25] Dawn: yes agree

[07:25] Oronoque: some service providers do not understand they services should also be provided to instructors

[07:26] Gentle: Other questions?

[07:26] Vic: We were talking about that in our university college meeting -- we had a visitation from the Disabilities Office and she explained the difference between what K-12 provides and universities may not (yet)...

[07:26] Oronoque: that is why UD is sooooo important

[07:26] Shailey: GH: Glad that she explained that, Vic

[07:26] Shailey: GH: yes, UD is very important

[07:26] Gentle: Let's look at an example of a physical space that is accommodating for people with disabilities.

[07:27] Gentle: You can walk over to The **Sojourner Auditorium** or you can take one of the two SLURLs I will post.

[07:27] Gentle: Remember to take a step forward or back when you land, so that others don't land on your head.

[07:27] Gentle: Ready? Here are the two SLURLs:

[07:27] Gentle: <http://maps.secondlife.com/secondlife/Virtual%20Ability/51/190/21>

[07:27] Gentle: <http://maps.secondlife.com/secondlife/Virtual%20Ability/61/189/21>

*first stop: The Sojourner Auditorium, Virtual Ability Island



[07:28] Gentle: Please have a seat.

[07:29] Gentle: .

[07:29] Gentle: Welcome to **The Sojourner Auditorium**.

[07:29] Gentle: People with all levels of ability will feel comfortable in this space.

[07:30] Patio: this is a beautiful environment here very soothing

[07:30] Gentle: Intended!

[07:30] Shailey: GH: Patio, that is intended

[07:30] Shailey: GH: we have the water features, flowers, colors, etc. to make it soothing

[07:30] Gentle: We just hosted our **annual Mental Health Symposium** in this auditorium this past weekend, April 26.

[07:30] Shailey: GH: we had the mental health symposium last Saturday here

[07:30] Gentle: You can see some of the accessibility features in this build:

[07:30] Gentle: There are no stairs, only ramps, for our members whose avatars are in **wheelchairs**.

[07:30] Gentle: There is seating at the end of each row for people in wheelchairs,

[07:31] Gentle: and enough room in front of the seats for a wheelchair to pass without crushing toes.

[07:31] Gentle: We use a lot of people as helpers during our big events to aid our attendees.

[07:31] Gentle: **VAI** (Virtual Ability, Inc.) **Greeters** stand at the top of the aisles. They help people find their seats, assist them to understand proper behavior, and give them hints on how to set their viewers for maximum vision and hearing.

[07:32] Gentle: Our **transcribers** sit on these two seats in front of the podium facing the speaker.

[07:32] Shailey: GH: this is important for people with behavioural difficulties (行動障害)

[07:32] Gentle: They not only transcribe what the speaker is saying (if he has not prepared the text ahead of time) so Deaf people can participate fully,

[07:32] Gentle: but the transcribers also describe graphs and images on the speaker's slides so that blind people can follow along.

[07:33] Shailey: GH: we encourage speakers to describe images

[07:32] Vic: Kind of like what radio used to be like, describing events....

[07:33] Shailey: GH: that's right, Vic

[07:32] Gentle: There are a lot of invisible features here too.

[07:32] Gentle: For instance, each seat cushion is individually numbered.

[07:33] Gentle: That way a greeter can tell a blind person "Sit on seat 24, it's open" and the blind person will not end up in anyone's lap!

[07:33] Gentle: Any questions here? (pause)

[07:33] Gentle: these features are for live events

[07:33] Shailey: are the transcribers especially trained?

[07:34] Gentle: Yes

[07:34] Vic: Just an observation -- accommodation has come a long way! So many considerations... both First Life and Second Life... pioneering work!

[07:34] Gentle: true Vic

[07:34] Shailey: GH: yes, there is a lot to consider in all lives, Vic.

[07:34] Gentle: Other questions here?

[07:35] Oronoque: not sure if you mentioned that flickering water is kept to a minimum

[07:35] Shailey: GH: Yes, Oro, flickering water is kept to minimum

[07:35] Shailey: GH: it can cause vertigo (目まい) for people

[07:35] Vic: Must be original, pioneering work though -- thinking of avatar (representations - physical and affective - of real people)

[07:35] Shailey: Have you come across any situations that may not been taken care of?

[07:36] Shailey: GH: we have come across situations where people have spent in SL and don't know the features that are available

[07:36] Shailey: GH: but we have taken care of - fully deaf and fully blind might be an issue.

[07:35] Stephen: I impressed with the brick walkways. Even though they are ramps, they look like stairs because of the shape and textures.

[07:36] Shailey: GH: yes, Stephen, we would like people to be comfortable both with the design and functionality

[07:36] Yan: Do you design and build almost of here, Gentle?

[07:37] Shailey: GH: there are people who do the building

[07:36] Gentle: I can build a plywood box!

[07:36] Vic: So, like other parts of SL, this is a learning place! So many people from different areas that we can learn from each other here like in few other places...

[07:37] Shailey: GH: yes, Vic, this is a learning place

[07:37] Shailey: GH: they can take these insights to RW also

[07:37] Shailey: GH: how to help people to help others who have disability needs - even if they are unable to adapt their places in RL

[07:37] Gentle: Other questions here?

[07:37] Vic: Absolutely... SL objects are also avatars that can be translated to First Life

[07:38] Shailey: GH: yes, they can be translated into the physical world, Vic.

[07:38] Oronoque: there is a school in SL that uses SL for prototyping

[07:38] Shailey: GH: yes, there are places in SL where SL is used for prototyping

[07:38] Yan: I always forget to name on objects.

[07:38] Gentle: It ought to be a default "rename your object"

[07:39] Dawn: good idea

[07:39] Shailey: GH: we do work with L Labs - that it should be a default about naming an object

[07:39] Vic: We use SL for prototyping in our architecture class -- one thing to see a 2D architectural design -- another to see a 3D space to get a feeling for 'space' and open doors and turn on lights, etc...

[07:39] Shailey: GH: so, we have to remember to do that

[07:39] Shailey: GH: yes, architecture is the best example of use of prototyping

[07:39] Shailey: GH: also prototyping for UD

[07:39] Shailey: GH: such as can you move around by walking as well as in a wheel chair.

[07:39] Patio: The Exploratorium prototypes exhibits in SL

[07:39] Shailey: GH: yes, Patio, absolutely

[07:39] Flower: luckily, SL wheelchairs can go up stairs :)

[07:40] Shailey: GH: yes, Flower but it is interesting

[07:40] Shailey: GH: yes, you can fly with a wheel chair in SL but they prefer not to do it SL

[07:40] Oronoque: Accessibility House

[07:40] Shailey: GH: there are a couple of houses on accessibility in SL

[07:40] Shailey: GH: so you can visit them and learn about the accessibility features in SL

[07:41] Shailey: GH: accessibility house is a good idea

[07:40] Stephen: Does Virtual Ability do teacher training for being able to do learn how to adapt accommodation needs? Do you have spaces where it demonstrates side by side good practices versus non-accommodating?

[07:41] Shailey: GH: we could do that for teachers

[07:41] Shailey: GH: we do provide consulting

[07:41] Stephen: thanks.

[07:40] Flower: I am teasing. I built a ramp into my home.

[07:41] Shailey: GH: Flower, we provide ramps in residential areas

[07:41] Oronoque: many teachers (including me) have benefited from the advice of Virtual Ability

[07:41] Vic: I need to find the dimensions of a SL wheelchair.... to accommodate persons in our SL university buildings (only one building on our university island has ramps right now)

[07:42] Shailey: GH: one thing that you don't see - blue signs in wheelchair - wheelchair accessible signs are not there as everything is accessible here...

[07:42] Shailey: GH: we don't segregate accessibility

[07:41] Stephen: /me had not noticed.

[07:42] Vic: In SECOND LIFE!

[07:42] Shailey: GH: I do hope that all your students take that course, Vic

[07:42] Gentle: Now let's go over to Virtual Ability's Healthinfo Island.

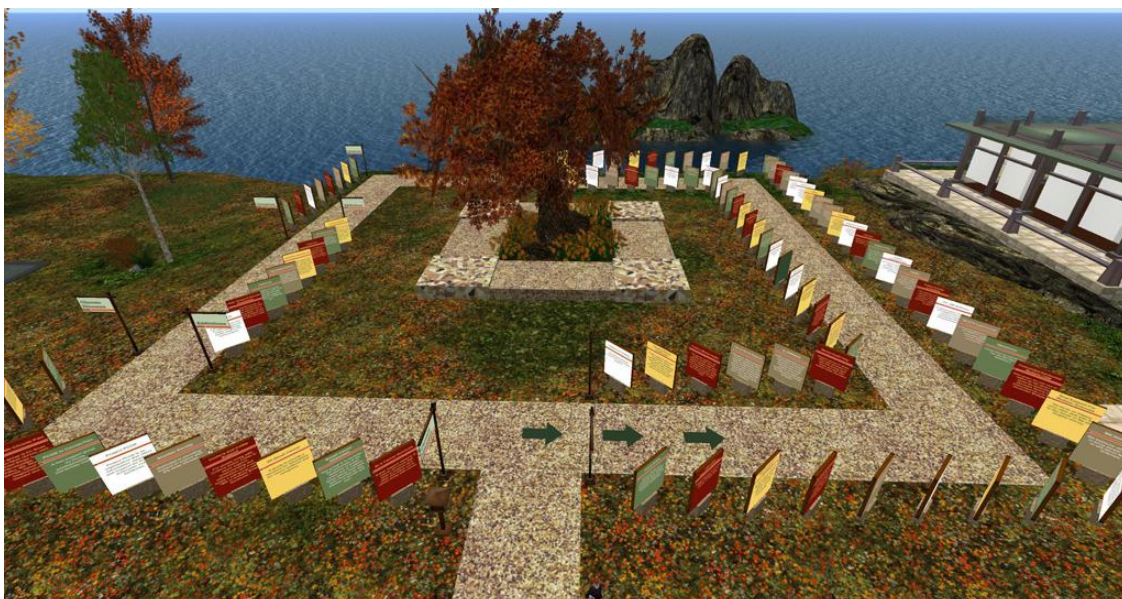
[07:42] Gentle: We're going to start at the beginning of the Path of Support.

[07:42] Gentle: Here are the two SLURLs:

[07:42] Gentle: <http://maps.secondlife.com/secondlife/Healthinfo%20Island/147/67/23>

[07:42] Gentle: <http://maps.secondlife.com/secondlife/Healthinfo%20Island/151/64/23>

*second stop: The Path of Support, Healthinfo Island



[07:43] Oronoque: Yan is bringing up the rear

[07:43] Shailey: We are missing Yan

[07:43] Shailey: Yan is here

[07:43] Oronoque: a strange expression

[07:43] Vic: Yan was helping others...

[07:44] Stephen: Oddly, those SLURLs weren't working for me.

[07:44] Yan: I sent TP to flower

[07:44] Gentle: Welcome to Healthinfo Island.

[07:44] Shailey: GH: there is always a person last on the tour - this is also an accessibility feature - so that this person can help in typing

[07:44] Gentle: Before you enter the Path, you see a poster telling where you are.

[07:44] Gentle: If you click the poster here at the entrance, you will get a notecard about the Path that includes some additional information about peer support groups.

[07:44] Shailey: yes

[07:45] Gentle: Our entrance posters always have notecards.

[07:45] Gentle: If you click any poster along the path, you will get information about that particular group in Local Chat, including a live link that will allow you to join the group.

[07:45] Gentle: each poster represents a peer support group

[07:46] Gentle: try clicking the posters

[07:46] Shailey: GH: there are 120 peer support groups

[07:46] Gentle: We categorized the groups so that all the posters about physical disabilities are together, all the ones about mental illness are together, all the ones about addiction are together...

[07:46] Yan: I surprised so many group

[07:46] Gentle: I agree!

[07:46] Shailey: GH: Yes, I agree - that there are so many groups - surprising and amazing

[07:46] Gentle: And that brings up a nice feature here.

[07:46] Shailey: GH: people don't come for peer support in SL

[07:47] Shailey: GH: but it is a bonus

[07:47] Oronoque: 120 in English or in any language?

[07:47] Shailey: 120 in English

[07:47] Gentle: in English

[07:47] Shailey: GH: But there could be more, Oro

[07:47] Yan: do you mean people come to SL for enjoy?

[07:47] Vic: ☺

[07:47] Shailey: GH: yes, Yan, that's the main reason

[07:47] Yan: good^^

[07:47] Gentle: Maybe you don't want other people who might be on the island to see that you're looking at information about Cancer Survivors (元がん患者), or about Narcotics Anonymous (匿名断薬会).

[07:47] Vic: We are mostly workaholics... that must be a support group as well...

[07:48] Gentle: The information provided in Local Chat is private, only visible to the person who clicked that poster.

[07:48] Vic: Very good point...

[07:48] Shailey: GH: may be you don't want others to see you looking for privacy

[07:48] Flower: Confidentiality

[07:48] Gentle: Yes Shailey for privacy

[07:48] Shailey: GH: so when you click on the poster, the chat is private

[07:48] Gentle: Questions about the Path of Support? (pause)

[07:48] Patio: how hard is it to keep these up to date?

[07:48] Gentle: it's hard!

[07:48] Shailey: GH: for confidentiality

[07:49] Shailey: GH: it is difficult to keep these up-to-date

[07:49] Shailey: GH: groups cease to exist - leaders leave, and so on...

[07:49] Vic: Are these professionally recognized groups?

[07:50] Shailey: GH: some are, Vic - Cancer groups some of them are sponsored by Cancer Research Society

[07:50] Shailey: GH: so, the MS group is independent

[07:50] Shailey: GH: so some are, some are not...

[07:50] Yan: I need to TP around every two month to find they exist.

[07:50] Oronoque: all groups are posted without "value judgments"

[07:50] Shailey: GH: yes, good point, Oro

[07:50] Shailey: GH: you need to be comfortable within a group

[07:50] Shailey: GH: so a formal run, or an informal run...

[07:50] Vic: Are some of "grass roots" established?

[07:51] Shailey: GH: yes, Vic, some are grass root set up...

[07:50] Vic: Everyone needs different kinds of 'support'...

[07:51] Shailey: GH: yes, absolutely correct - it is complex ecosystem - there is a large variety in groups

[07:50] Shailey: so it is good that there are so many different kinds of groups

[07:51] Gentle: .

[07:51] Gentle: All right, we're going to move across the island to one of the three large standing health information displays.

[07:51] Shailey: GH: one more place to go.

[07:51] Vic: How do you get the word out about these spaces?

[07:51] Vic: Outside of SL that is...

[07:51] Shailey: GH: we don't know a good way to get the word out

[07:52] Gentle: www.virtualability.org has a list of resources

[07:52] Shailey: GH: we have on our website a list of resources for accessibility

[07:52] Shailey: GH: we also have a list of RW resources

[07:52] Shailey: GH: but it is difficult for people to understand

[07:52] Gentle: There is also a series of five smaller exhibits that spiral upwards around the edge of the waterfall and lake to our west

[07:52] Shailey: GH: so, lots of exhibits

[07:52] Vic: [Difficult enough to get people to understand SL!!](#)

[07:52] Shailey: GH: you are right, Vic

[07:52] Shailey: GH: even explaining what a VW is difficult, Vic

[07:52] Gentle: Here are the SLURLs for our last stop on this tour today:

[07:52] Gentle: <http://maps.secondlife.com/secondlife/Healthinfo%20Island/196/162/23>

[07:52] Gentle: <http://maps.secondlife.com/secondlife/Healthinfo%20Island/194/156/22>

*third stop: **Know Your Brain Display**, Healthinfo Island



[07:53] Stephen: /me figured out his SLURL issue.

[07:53] Stephen: I had minimized the places window

[07:53] Stephen: That is will.

[07:53] Stephen: it

[07:53] Shailey: GH: yes, that will do, Stephen

[07:54] Gentle: .

[07:54] Gentle: This is a display about the human brain. It consists of 20 posters.

[07:54] Gentle: Some of the static exhibits and displays on Healthinfo Island are taken from presentations given in the past.

[07:54] Gentle: This extends the reach of our presenters by making their information asynchronous.

[07:54] Gentle: Other static exhibits have been developed independently of presentations.

[07:54] Gentle: Of course all exhibit posters must follow the ordinary guidelines for creating good

static displays:

[07:54] Gentle: logical order of presentation of content;

[07:54] Gentle: not too much text on one poster;

[07:54] Gentle: illustrations that enhance understanding and are not just cosmetic...

[07:54] Gentle: you know these guidelines already for museum and educational displays.

[07:55] Gentle: However, in order to make the displays accessible, we have had to be aware of other needs.

[07:55] Shailey: GH: do you see the entrance poster?

[07:55] Shailey: GH: click on it, you will get a notecard.

[07:55] Gentle: In this case, it's that our visually impaired members may not be able to read the graphical text on the posters.

[07:55] Shailey: GH: visually impaired won't be able to read the notecard

[07:55] Gentle: So if you click the entrance poster where the title of the exhibit is announced, you will get a notecard with the full text of the exhibit.

[07:55] Gentle: Screen readers can access the text of notecards and read them aloud.

[07:55] Gentle: Also, most presenters have more information available than just the text on each slide they show.

[07:56] Oronoque: [do you have any exhibits that include audio?](#)

[07:56] Shailey: GH: not yet, Oro, we are working on that

[07:56] Gentle: working on it

[07:56] Gentle: We added some of that information that you can access by clicking each poster.

[07:56] Shailey: GH: if you click on individual posters, you will get more information that the presenters provided

[07:56] Dawn: [amazing](#)

[07:56] Patio: [I'm working with the American Museum of Natural History to develop their online brain course right now.](#)

[07:56] Gentle: That additional information is also provided in the introductory notecard, for those who can not access it by clicking the posters.

[07:57] Gentle: The additional information often contains links for further study.

[07:57] Gentle: Links given on posters or notecards must be copied into a person's browser to be used. This is difficult for people with visual or motor impairments.

[07:57] Gentle: So it is helpful to offer that information in a clickable format.

[07:57] Gentle: This was our final stop. That's a lot to see and learn about in one tour!

[07:57] Gentle: You are welcome to explore these two islands any time.

[07:57] Gentle: And I'm happy to answer your questions.

[07:57] Gentle: Thank you for your attention this morning (my time).

[07:58] Vic: [What an exceptionally wonderful presentation!!!](#)

[07:58] Stephen: [Thank you.](#)

[07:58] Vic: [Thank you, Gentle!](#)

[07:58] Shailey: [Thank you, Gentle](#)

[07:58] Dawn: so wonderful to see this here in SL
[07:58] Patio: Excellent as always Gentle
[07:58] Flower: claps....Thanks!
[07:58] Vic: Very eye-opening...
[07:58] VR: Thank you for the presentation...only I'm Sorry! that I was late. :(
[07:58] VR: I sorry..
[07:58] Dawn: Thank you Gentle!
[07:58] Shailey: inspiring, as always, Gentle
[07:58] Gentle: Thank you all.
[07:58] Oronoque: Do you prefer click on rather than a script sensing the avatar's proximity?
[07:58] Shailey: GH: we do prefer clicking
[07:58] Shailey: GH: then you have the attention
[07:59] Shailey: GH: there are advantages to proximity sensors/scripts for doors when you walk towards them
[07:59] Gentle: intention to get the info
[07:58] Shailey: Very clear presentation
[07:58] Patio: This is beautifully created and presented.
[07:59] Yan: There are so many trials in these sims
[07:59] Oronoque: I learn something new each time I come here
[07:59] Gentle: Please feel free to go through the exhibit
[07:59] Vic: A great deal of thought and effort went into this... thank you...
[07:59] Shailey: Yes, indeed, Oro
[08:00] Oronoque: I learn from my VAI friends
[08:00] Gentle: /me smiles.
[08:00] Shailey: GH: Oro and I did a presentation on accessibility a few days ago
[08:00] Shailey: GH: so, Oro knows a lot about it as well
[08:00] Vic: And thank you once again to Yan for sponsoring these presentations...
[08:00] Gentle: Thanks Yan for setting this up.
[08:00] Oronoque: I learn more here than from my campus accessibility office
[08:00] Shailey: GH: many campus accessibility offices don't understand VWs
[08:01] Shailey: GH: you will understand and you should be educating them
[08:01] Shailey: GH: we are happy to help
[08:00] Gentle: I'm happy to help individuals and campuses too.
[08:00] Yan: Thanks,
[08:00] Dawn: oh yes thank you Yan!
[08:00] Shailey: Thanks a lot, Yan
[08:00] Yan: I always learn from speakers
[08:00] Vic: You are a consummate speaker and SL presenter, Gentle!
[08:01] Gentle: gentle@virtualability.org
[08:01] Shailey: GH: my email is in the chat if you would like to communicate with me

[08:01] Stephen: Thank you.

[08:01] Oronoque: also it was mentioned that at a university the offices do not always work efficiently with faculty

[08:01] Gentle: Thanks for transcribing Shailey.

[08:01] Stephen: I will be interested in working with Ball State's office and you to see if our OpenSim grid can follow these principles.

[08:02] Shailey: GH: yes, we do work in OpenSim

[08:01] Shailey: It was a pleasure and honour, Gentle

[08:01] Yan: both text and voice is good for non-native English people like me

[08:02] Patio: (Speaking as a faculty member, I wonder if faculties work efficiently with anyone)

[08:02] Shailey: GH: UD is important

[08:02] Shailey: GH: but it is good for other people as well

[08:02] Shailey: GH: such as kerb cuts

[08:02] Shailey: GH: they are useful for people with baby strollers or for bikes

[08:02] Dawn: wonderful, thank you Gentle it such an interesting and important topic

[08:02] Yan: but not easy

[08:02] Yan: I thanks to you

[08:03] Oronoque: thank you Yan and Gentle for organizing this presentation

[08:03] Patio: Great to see you all. It's a pleasure to learn together.

[08:03] Shailey: Yes, indeed Patio

[08:03] Stephen: Thanks to Yan as well.

[08:03] Dawn: yes agree Patio :)

[08:03] Shailey: GH: it is good to have so many friends here this morning

[08:03] Yan: Today's presentation is only a part of these sims

[08:04] Gentle: It's nice to see many friends.

[08:04] Gentle: Yes! There is much more to see on these 2 sims.

[08:04] Yan: there are lot of function

[08:04] Gentle: Correct.

[08:04] Yan: I surprised.

[08:04] Gentle: /me smiles.

[08:04] Stephen: I gave a presentation on using SL for a local workshop, and one the questions at the end was about accommodating disabilities.

[08:04] Shailey: GH: good Stephen

[08:04] Gentle: We also have a concept info:prim ratio. we try to keep it high.

[08:05] Gentle: SL can be made accessible

[08:05] Stephen: Yes. that is what I told him that places like VA are able to help.

[08:05] Shailey: GH: people feel that SL is not accessible but it is with the correct tools

[08:05] Stephen: so, I dropped your name.

[08:05] Shailey: GH: thank you, Stephen

[08:05] Oronoque: Gentle and I surprised people at my Univ last year with how accessible SL can

be if you know what is existing

[08:05] Shailey: GH: we are very happy to help.

[08:06] Oronoque: last week....feels like a year

[08:06] Stephen: I have go get running. Must go pay rent in RL.

[08:06] Shailey: I like the idea that how these principles can be carried to design in RW

[08:06] Gentle: Yes absolutely!

[08:06] Yan: RW?

[08:06] Shailey: Oro, :)

[08:06] Shailey: real-world

[08:06] Yan: RealWorld

[08:06] Gentle: RW real world

[08:07] Vic: RW = RL = First Life (I like First Life better because this IS Real Life or the Real World for me right now!)

[08:07] Gentle: it is real

[08:07] Yan: SL can become extension of RW

[08:07] Flower: waves

[08:07] Flower: bye all and thanks again

[08:07] Shailey: Yes, good point, Vic. Physical world could also be used for RW

[08:07] Dawn: thank you again and hope to see you soon again :)

[08:08] Stephen: ciao, all.

[08:08] Vic: It has to be because we can only be in one place at a time (even though I am multi-tasking right now in First Life and Second Life).

[08:08] Gentle: very real

[08:08] Oronoque: it was nice spending the morning with everyone

[08:08] Shailey: yes, indeed, Vic

[08:08] Yan: thanks for all participants^^

[08:08] Shailey: Oro, good to see you, as always

[08:08] Vic: Gentle..... are you still doing work with the U.S. military?

[08:08] Gentle: Yes we are.

[08:08] Vic: Persons with disabilities?

[08:09] Gentle: We have 3 large contracts now, one with the military

[08:09] Shailey: GH: we are designing an environment in OpenSim for them,

[08:09] Gentle: PCORI

[08:09] Shailey: GH: also for amputees (切断手術を受けた人)...

[08:09] Vic: <http://www.pcori.org/>

[08:09] Shailey: GH: with university of Pennsylvania - another interesting project...

[08:10] Shailey: GH: they are interpreting the stats - in SL and in RW

[08:10] Shailey: GH: people with disabilities are participating as full research partners here in SL

[08:11] Vic: That is fantastic.... SL is a pioneering space for accessibility, both in the classical sense here as well as an equalizing space for people around the world.

[08:11] Shailey: GH: I encourage you to explore
[08:12] Shailey: GH: most of the info on this island is on mental health
[08:11] Gentle: Very true Vic.
[08:11] Gentle: You are all welcome to explore, but soon I need to get to my next meeting (I'm late!)
[08:11] Gentle: Last questions?
[08:12] Oronoque: it was a wonderful conference
[08:12] Shailey: GH: it really was, Oro
[08:12] X (Xastasia): go Gentle you can't get any later
[08:12] Gentle: I thank you again for your attention, and will scoot back to my meeting then.
[08:12] Oronoque: bye Gentle...thanks
[08:12] Shailey: GH: Oro can answer Qs if people have Qs
[08:12] Gentle: Bye!
[08:13] Yan: byebye^^
[08:13] Shailey: GH: bye everybody
[08:13] Shailey: bye, Gentle
[08:13] X (Xastasia): bye
[08:13] Oronoque: Gentle is good at volunteering others as needed....smile
[08:13] Shailey: Yes :)
[08:13] Yan: Thanks Shailey today^^
[08:13] Shailey: You are welcome, Yan
[08:13] Oronoque: Virtual Ability has many wonderful volunteers
[08:13] Shailey: It was my pleasure
[08:13] comet Morigi: thanks.
[08:14] Shailey: Bye for now; good to be here; thanks again for organizing, Yan
[08:14] Yan: then have a nice week end^^
[08:14] Yan: bye all