



ASSOCIATION OF TRANSCRIBERS AND SPEECH-TO-TEXT PROVIDERS

2020 Annual Report

Mission

The mission of the Association of Transcribers and Speech-to-text Providers (ATSP) is to promote excellence and integrity in the delivery of real-time speech-to-text services, by establishing a national standard of quality for transcribers and captionists, educating the public about real-time speech-to-text accommodations, strengthening networks between providers and stakeholders, and advocating for equal access to effective communication.

Vision

Advancing communication without barriers

Board of Directors



Alison Nelson Chabot, President (she/her)
Staff C-Print Captionist at the University of
Minnesota
Board Member since 2017



**Gretchen Rumsey-Richardson, Vice
President (she/her)**
Deaf and Hard-of-Hearing Services Manager
Western Washington University
Board Member since 2019



Robert D. Nauman (he/him)
Attorney at Squire Patton Boggs focusing on
healthcare, health insurance, and corporate
matters
Board Member since 2016



KeriAnn Hollerud (she/her)
Conceptual C-Print Captionist
Verbatim Transcriptionist
Board Member since 2019



Janet Fedorchuk (she/her)
TypeWell
Assistant Director of Education
Board Member since 2019

Testimonial

Bellingham Technical College has contracted with TypeWell transcribers for several years. Our Accessibility Resources Director has approved the use of TypeWell as an accommodation for hard of hearing students as well as students with traumatic brain injuries, learning disabilities, and other various conditions.

Given the fast pace of learning at a technical college, many students, particularly students with disabilities, struggle to keep up during a lecture and have difficulty taking effective notes. TypeWell is a resource students can depend on – they actively use the transcripts sent by their transcriber to create their own study strategies. And in the moment, students are able to read along and follow important aspects of class discussion and instructor guidance.

BTC is extremely satisfied with the access TypeWell provides our students!

Mary Gerard

Director of Accessibility Resources
Bellingham Technical College
Bellingham, Washington



President's Letter

2020 has been one of the toughest years seen in ATSP's not-so-long history. New and renewing memberships decreased significantly, and significant delays in our rebrand and website launch have just about halted ATSP's member-facing activities.

But it's not all doom and gloom and halted plans. 2020 also showed us the resilience and necessity of our profession. In my summer newsletter last year, I had reported that Captionists and Transcribers were seeing a decrease in jobs. This was based on data released at the beginning of the pandemic, a time period that included the end of the 2019/2020 school year.

That changed drastically late summer of 2020. Transcribers and Captionists have never been more in demand for both media and live captioning. Students and individuals across the U.S. are learning more about accommodations and what they can receive. It has led to a boom in assistive device accommodations, and hard proof that automatic captions are a long way from replacing the human element of transcription.

As an organization, we have accomplished some big moves behind-the-scenes. We have partnered with The Global Alliance- a company like ours, but with a global reach and inclusive of CART writers. We are working together to build on our mutual goal, to create a certification program that can test meaning-for-meaning captioning.

We have recruited volunteers to help us with the variety of initiatives we have cooking, and we are excited to work with them to launch ATSP into a healthy and engaging future.

Please note we have a pandemic program in place for our members to cancel or refund your membership fees for 1 year. All you have to do is email info@atspnetwork.org in order to take advantage of this program.

Finally, this is my official resignation as President of ATSP. I have been on this Board since 2018 and I have loved every moment. Like you, I have been disheartened that the initiatives hatched during my time were delayed, but we kept moving forward and those initiatives have started coming to fruition. I leave ATSP in the capable hands of our Interim President, KeriAnn Hollerud, and I look forward to continuing to serve you as your Treasurer.

Although we have seen the light at the end of the tunnel, we are not totally out of this. But we are persevering, and we will reach the end soon. Please be safe, be responsible, and take care of each other.

Alison Nelson Chabot

Exiting President of the Board of Directors

2020 Membership

By [joining ATSP](#) you are supporting our mission of ensuring high-quality equal access to communication.

Like many organizations, ATSP saw a dip in membership during 2020. As the pandemic dragged into the summer months, we extended an offer of refunding membership fees for the year. We entered 2021 with twenty-one individual members and thirteen member organizations. We are grateful for the annual support of continuing members and welcome those who joined us during a challenging year. We are hopeful that 2021 will bring growth to our membership, and with that growth new ideas to broaden the horizons of ATSP as an organization.

2021 will see new Board members freshening the face of ATSP, as some current Board members reach the end of their terms. A new website is in the works, as well as a webinar series, and ambitions to collaborate with other organizations around certification and conferences. We continue to release quarterly e-newsletters and offer insurance options through Insurance Bee. The Jobs Board and Directory features have remained the most popular benefits for our membership.

Since November 2016, ATSP has held 501(c)(3) non-profit status as a public charity, allowing donors to deduct contributions.

Finance Update

Unsurprisingly, throughout 2020 ATSP saw a decrease in membership renewals, new memberships, and overall revenue.

Our total revenue decreased by 48%. In the world of Non-Profits, this type of decrease would normally be debilitating to any organization.

I am happy to say that despite the decrease in revenue, we are still financially healthy. This is thanks to the reserves we have kept in anticipation of the costs associated with our rebranding.

Two main reasons for this drastic decrease are the Pandemic (and its incredible effect on our society), and delays in the launch of our rebrand and the initiatives that come along with it.

Only one member took advantage of our 2020 Pandemic Membership Payment Program where we offered to refund or cancel membership fees while continuing their membership.

Predictions for 2021 finances are not as drastic in estimated changes. We anticipate continuing loss of membership due to financial hardships and changing priorities of our members. Overall, we believe our numbers will remain steady through the end of the year.

The charts included in this Report show the month-by-month transactions, but do not compare them to previous years.

As we finish out the year of 2021, new initiatives will launch, hopefully increasing our revenues and reestablishing member confidence.

-Alison Nelson Chabot, President of the Board of Directors