

## A section of the transcript of the De Bono Chat

Teacher >>We have been joined by an accessibility expert and a blind student

Jonathon Smith>>I have decided I will wear the red hat 'cos there's one in my office

Blind student>>I have a helper here is is reading and typing for me.

Teacher >>Well Let's start by reviewing the scenario for this chat

Accessibility Expert>>I think you'll find that's the fire wardens hat

Teacher >>A teacher in your department has spent the last 3 years developing their online WebCT course. The course includes lots of flash animations, interactive graphics and PDF documents. The course is due to be delivered for the beginning of next semester.

Jonathon Smith>>Hi Blind students

Blind student>>Hello Jonathon

Accessibility Expert>>Not very PC Jonathon

Jonathon Smith>>Nice to see you

Teacher >>The Head of your Department has spoken to the teacher and advised him/her that one of the students recently enrolled in his/her course is an off campus blind student who lives in the country. This student like all others will require access to the online resources.

\*+\*\*\*\* Belligerent--Professor entered UVBG331\_001\_Room2. Time:Fri Nov 22 11:09:44 2002

Accessibility Expert>>Ahhhhh the Beliggent professor has arrived

Jonathon Smith>>Hi Belli

Belligerent Professor>>So!

Belligerent Professor>>Hi Jonathon

Teacher >>The first part of the chat is to use "red hat" thinking.

Teacher >>The **red** hat has to do with feelings, intuition, hunches, and emotions. The red hat gives people permission to put **forward their feelings and intuitions** without apology, without explanation, and without any need to justify them.

Jonathon Smith>>I think this stinks - why should we accommodate Blind students?

Blind student>>I hope everyone understands that I really want to participate in learning and the Internet is very important to me.

Teacher >>What do we think about having to redevelop this course?

Belligerent Professor>>Thats good. I really think its a waste of tikme looking after these minority groups.

Jonathon Smith>>How can we do braille on the screen

Teacher >>But there are 20 other students who also have feelings

Belligerent Professor>>Why don't blind students go to a specialist school?

Jonathon Smith>>I don't have time for this

Blind student>>Stop calling me BLIND STUDENT.

Jonathon Smith>>I haven't been trained for this

Belligerent Professor>>Me either, Ive got 300 'normal' students to look after

Accessibility Expert>>there are a number of pretty compelling reasons - legal reasons, performance targets and that little thing called moral obligation

Teacher >>The resources look good as they stand. Really multimedia rich

Blind student>>I don't need Braille, I have a text reader.

Jonathon Smith>>I do understand that Blind students has a problem but

Teacher >>The WebCt teacher doesn't have time to make the changes

Accessibility Expert>>Blind people often use assistive technologies, such as JAWS that can read the text on screen aloud

Blind student>>Did I mention I've rung up A Current Affair and they are coming to interview me and my dog Dulcie.

Jonathon Smith>>same old monotonous text reader voice - mispronunciations etc - you'll never pass

Belligerent Professor>>Hope dulcie bites them

Jonathon Smith>>nocomment

Teacher >>Is that a treat blind students?

Teacher >>I meant threat

Jonathon Smith>>treat or threat Teacher?

Jonathon Smith>>how would you know Blind students

Accessibility Expert>>It is amazing what dropping the letter "h" can do to our interpretation of the message

Blind student>>I've been told and he has a lovely voice.

\*+\*\*\*\* David entered UVBG331\_001\_Room2. Time:Fri Nov 22 11:14:40 2002

Teacher >>My gut feeling is that this is another ipost by management on us hard working teachers

Belligerent Professor>>You can't look, so you'll have to touch!

Blind student>>Touch is OK

Accessibility Expert>>Hi David, welcome aboard

Belligerent Professor>>I agree, touch is good

Jonathon Smith>>I agree Lil

Teacher >>David we are wearing the red hat at the moment.

Teacher >>Now let's move onto the **black hat**.

\*+\*\*\*\* Richard Hong entered UVBG331\_001\_Room2. Time:Fri Nov 22 11:16:01 2002

Belligerent Professor>>I like black

Jonathon Smith>>I bet Bruce will have us all back working overtime to ensure we keep Blind students happy - yuk

Teacher >>The **black hat** is the "caution" hat. The black hat prevents us from making mistakes, doing silly things, and doing things which might be illegal. The black hat is for critical judgment, for pointing out why something cannot be done.

Richard Hong>>Gooday

Belligerent Professor>>Bruce probably doesnt care either

Accessibility Expert>>Has anyone considered how a blind person might get the messgaes conveyed in graphics, animations and video?

Teacher >>Making the changes to the course is not practical given the timeframe

Belligerent Professor>>OK then so where exactly do we stand legally?

Jonathon Smith>>How will Blind students be able to read the hard copies of assignment?

Teacher >>Blind students could you put off your enrolment for a year?

Jonathon Smith>>or two

Teacher >>We could all end up in court.

Blind student>>No. I am entitled to study when I want.

Accessibility Expert>>Are people aware of the legal precedent where a blind user sued SOCOG for the Australian Olympic games 2002 website?

Belligerent Professor>>How is blind students contributing now? We know jaws cant be doing the reading so if she's got someone (normal) helping her, then she can describe the graph\cs too.

Teacher >>There's always someone who is legalistic

Blind student>>And Jonathon, I get the assignments converted to Braille for me.

Jonathon Smith>>It is not feasible for us to take Blind students on - she would be equivalent to four place in class at least

Jonathon Smith>>And Dulcie too

Belligerent Professor>>Yeah. On eperson sued SOCOG. They actually decided to pay them off rather than fix their website - cheaper!

Teacher >>I would want more time off my teaching load to do this

Accessibility Expert>>Can we afford to descriminate against students with disabilities? What about the Anti-discrimination act of 1992?

Jonathon Smith>>and I'd want overtime payments

Belligerent Professor>>Some opf us do suffer typing dyslexia

Teacher >>My other students would suffer

Belligerent Professor>>What about it?

Jonathon Smith>>some of us don't type too well either - do we Belli?

Teacher >>I didn't lear about this stuff in my dip ed

Blind student>>Jonathon, and dear professor, when it make any difference if I told you people have likened me to Claudia Schiffer.

Accessibility Expert>>More often than not these action ARE settled out of court? Often the sum is undisclosed

Belligerent Professor>>oONLY IN A DARK ROOM

Teacher >>David, Laurie and Kevin, what do you think?

Jonathon Smith>>and I spose your dog is Claudia Sniffer

Accessibility Expert>>Very quick Jonathon

David Anderson>>I,m confused at present. This conversation seems to be losing its focus

Richard Hong>>I know my students keep interuptin me

Jonathon Smith>>not at all David - you just came late

Teacher >>We are looking at all the reasons why this can't happen

Teacher >>Do you have real students Richard?

Teacher >>Terrible when the teacher gets involved in chat

Belligerent Professor>>No, Richard's students are unreal!

Jonathon Smith>>really?

Richard Hong>>yes sorry I have a class ATm

David Anderson>>I have worked with blind people and believe me they are high maintenance requiring a high level of skill to work with. Do we have the capacity and resources to really cope?

Teacher >>Time to change again. The **yellow** hat is for optimism and the logical positive view of things. The yellow hat looks for feasibility and how something can be done. The yellow hat looks for benefits-but they must be logically based.

AND SO ON, ETC ETC ETC