



# Tips for DEI-Conscious Event Management

Learned through organizing the kick-off symposium for  
UTokyo IncluDE: “Creating DEI Together”

# Outline

1. When choosing an event venue
2. Information accessibility
3. Other matters

# 1. When choosing an event venue

★When selecting the event venue, we considered accessibility from both speakers' and attendees' perspectives.

Regarding access from the nearest station to the venue:

Identifying exits with elevators and confirming the distance and ease of travel to the venue. Additionally, verifying access from multiple nearest stations to the venue, including sidewalk width and number of steps.

•When using on-campus facilities:

Since multiple entrances complicate venue guidance, we checked the route from each entrance to the venue.

# When choosing an event venue

Regarding accessibility within the venue:

For accessibility for wheelchair users and individuals requiring walking assistance, we checked:

- elevator size and location within the venue
- the presence of steps throughout the venue, including the stage area, and whether ramps or designated wheelchair areas could be provided
- availability, access, and number of barrier-free restrooms (multipurpose restrooms)
- audio support considerations:
  - Check designated seating areas within the venue for captioning/translation service providers
  - If access is inadequate, consider potential solutions.

## 2. Information accessibility



### ★Information accessibility requires preparation in advance.

For this event, we arranged for the following information support:

- ① Japanese-English interpretation: As the event was conducted in Japanese, English interpretation was provided for English speakers.
- ② Sign language interpretation: Japanese Sign Language interpretation for those whose primary language is Japanese Sign Language
- ③ Speech-to-text interpretation via voice recognition (UD Talk, with corrections): Transcription of spoken information for individuals with hearing impairments, those who find audio information difficult to process, or those who rely primarily on visual information
- ④ Text data conversion: Conversion into data format for visually impaired individuals, enabling access via screen readers (software that reads text aloud) on computers, etc.

For each service, we explained: A. Information required at the time of request (or implementation), B. Actions to take after requesting the service, and C. Actions to take after the event.

Note: For this event, Part 2 featured a performance of *shuwa kyogen* [traditional Japanese theatrical piece performed in sign language], so we anticipated significant participation from individuals with hearing disabilities. Therefore, we arranged for both ② and ③.

## 2. Information accessibility ①Japanese-English interpretation

### A. Information required at the time of request (or implementation)

- Request guidelines: Submit requests as soon as possible once the event date, format, venue, program (even tentative), and target audience are finalized. Depending on the schedule, interpreters may not be available if requests are not made early enough.
- Interpretation services include simultaneous and sequential interpretation. Choose one based on the event format and budget.
- Based on the above information, request quotes from Japanese-English interpretation agencies. (If hiring an individual, it's advisable to inform them of the fee for the service upfront to avoid misunderstandings later.)

### B. Actions to take after requesting the service **Note: These are essential for delivering high-quality interpretation!**

- Venue check and connection test: Conducted approximately one month before the event date. This involves confirming the interpreter booth location and how venue audio will be captured and delivered to those requiring interpretation.
- Sharing of handouts, presentation materials, scripts, etc., for the event day: Share them with the vendors or individual interpreters approximately one week in advance.
- On the event day, interpreters arrive at the venue one hour before the event starts for a final briefing. If necessary, they also confirm details with speakers or other relevant parties.

### C. Actions to take after the event

- Share any feedback from participants with the interpreter.
- Make the payments for the services.



# 2. Information accessibility

## ② Sign language interpretation



### A. Information required at the time of request (or implementation)

- Request guidelines: Submit requests as soon as possible once the event date, format, venue, program (even tentative), and target audience are finalized. Depending on the schedule, interpreters may not be available if requests are not made early enough.
- Based on the above information, request quotes from interpretation agencies. (If hiring an individual, it's advisable to inform them of the fee for the service upfront to avoid misunderstandings later.)

Note: For this event, IncluDE contacted individual interpreters directly. The number of interpreters requested depends on the program. Since this event included panel discussions and networking sessions where two or more interpreters might be needed on stage simultaneously, we requested four sign language interpreters. Keep in mind that interpreting shifts usually require rotation every 15-20 minutes, so a team of two or more interpreters is usually necessary.

### B. Actions to take after requesting the service **Note: These are essential for delivering high-quality interpretation!**

- Preview the venue and confirm the sign language interpreter's position and waiting area. (See next slide also.)
- Sharing of handouts, presentation materials, scripts, etc., for the event day: Share them with the vendors or individuals approximately one week in advance.
- On the day of the event, the interpreters should arrive at the venue one hour before the event starts for final briefings, including confirming their position and microphone. If necessary, they should also confirm details with the speakers or other relevant parties.

### C. Actions to take after the event

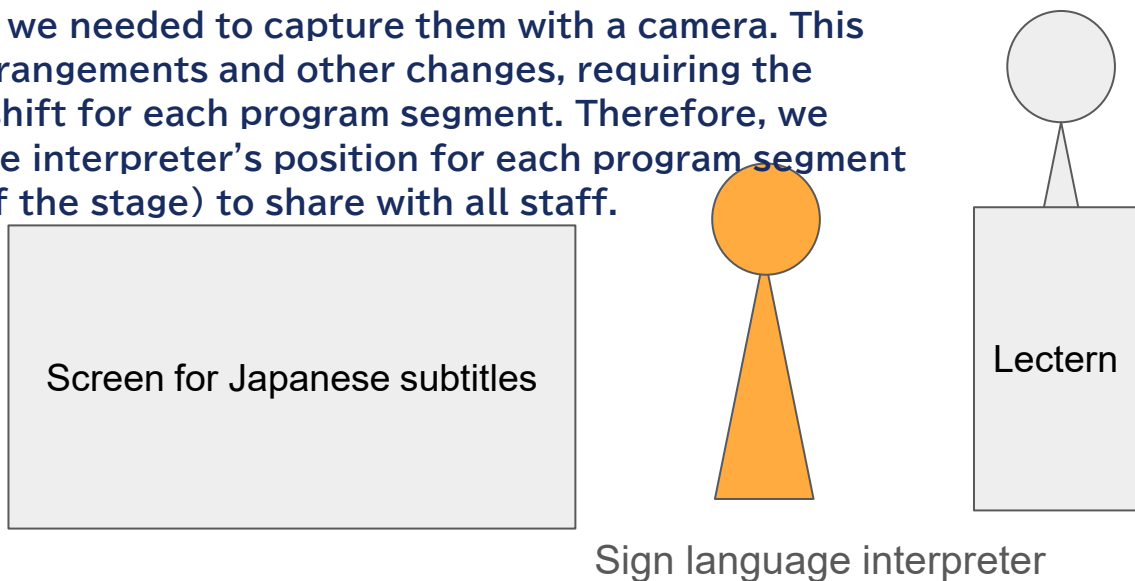
- Share any feedback from participants with the interpreter.
- Pay the vendors for the services.

# Tips—

Carefully review the sign language interpreter's positioning

For this event, we displayed the sign language interpreter on the main screen so they could be seen from anywhere in the venue.

To show the interpreters, we needed to capture them with a camera. This event involved stage rearrangements and other changes, requiring the interpreter's position to shift for each program segment. Therefore, we created slides showing the interpreter's position for each program segment (as seen from the front of the stage) to share with all staff.



Note: A monitor may be set up for the interpreter to review slides and other materials.



## 2. Information accessibility

### ③Text (Japanese subtitles)

#### A. Information required at the time of request (or implementation)

- Request guidelines: Once the event date/time, format, venue, program (even tentative), and target audience are finalized.
- Based on the above information, request a quote from text interpretation companies.

Note: Regarding text interpretation, while it is possible to arrange UD Talk independently and use automatic speech recognition conversion, the effectiveness depends on the speaker's delivery and the communication environment. This time we used a text interpretation format where UD Talk-converted text was manually edited by a human interpreter.

Note: Additionally, since this was remote text interpretation, the process was: deliver venue audio via Zoom → transcribe using UD Talk. If text interpretation is conducted on-site at the venue, the process might be different.

#### B. Actions to take after requesting the service

- Confirm the location and equipment for projecting text interpretation. Verify text size and display speed.
- Share materials to be distributed on the day, projection materials, scripts, etc.: Aim to share these with the vendor or individual at least one week in advance.
- Ask speakers and those scheduled to speak to speak clearly and distinctly to facilitate voice recognition.

#### C. Actions to take after the event

- Share any feedback received from participants. Note: This time, we received numerous comments that the text displayed on the stage screen was difficult to read. We will make improvements for future events.
- Pay the vendors for the services.

## 2. Information accessibility

### ④Conversion to text data



Purpose of text data conversion:

[Guide to Creating Text Data for the Visual Disability | The Postsecondary Education Programs Network of Japan \(PEPNet-Japan\)](#)

#### A. Information required at the time of request (or implementation)

- Gather materials to be converted into text data. Note: In Japanese, a proper noun (e.g., a name) that is spoken only one way might be written many different ways depending on the individual, so having a list of proper nouns with their readings (furigana) in advance was helpful.
- You can also outsource this work, including to student part-timers, so consider this option as needed. Note: For this event, both student part-timers and IncluDE staff members handled the text data conversion.

#### B. Actions to take after requesting the service

- Convert text data. Reference: Text Data Conversion Manual (only use in-Campus available) [Text Data Conversion Procedure](#) Note: Depending on the saving method, text may become garbled, so be careful! Make good use of AI: As of November 2025, ChatGPT struggles with Japanese text containing ruby annotations, while Gemini excels at it. Always double-check with human eyes.
- Send the prepared text data to registered participants by the day before the event. Note: This time, we uploaded the text data to Google Drive and had the participants access it there.

#### C. Actions to take after the event

- Take down the text data that had been uploaded to Google Drive.

## 2. Information Accessibility: Other matters

- The IncluDE introduction pamphlet is available in Japanese, English, and an easy-to-read version. <https://include.u-tokyo.ac.jp/en/solutions/884/>
- We created both Japanese and English versions of the IncluDE introduction video. The Japanese version includes subtitles and sign language interpretation, while the English version includes subtitles. Reference: [Introductory video of IncluDE | IncluDE | UTokyo](#)
- At the poster exhibition area, sign language interpreters were provided to facilitate smooth communication among attendees.
- For the slides to be projected at the venue on the event day, we created them as simply as possible and made a request to speakers that the content presented on the slides match the content read aloud during their presentations.
- We created and inserted alt text metadata for photos featured in announcements and event reports.



## Information accessibility is for everyone



Information accessibility is essential for hosting inclusive events.

While it's often perceived as being for specific groups, feedback like “having written information helped when I couldn't catch everything spoken” and “the simplified explanation was very easy to understand” shows that it's an effective means to deliver information to more people.

# 3. Other matters

★In planning this event, we strived to create an inclusive space where all participants, speakers, and stakeholders could feel comfortable and enjoy themselves to the fullest extent possible.

•As basic event accessibility support, we had arranged for Japanese Sign Language interpretation, text interpretation, and Japanese-English interpretation. Additionally, to learn about other accommodations or support participants might need, we included the following items in the registration form:

Japanese Sign Language, Japanese text display, and Japanese-English interpreters will be provided. If you need any other assistance or support on the day of the event, please describe the specific details here. We will do our best to accommodate you. Examples: Request for priority seating, accompaniment by a helper, use of parking space, etc.

•The rationale for allowing open-ended responses is that we recognized unidentified needs exist. Rather than unilaterally determining the form of consideration based solely on [the university's guidelines](#), we deemed it crucial to grasp prospective attendees' actual needs. Furthermore, even if we were unable to provide support for this particular event, we wanted to gather insights that could inform future event planning and implementation.

# 3. Other matters

★A rest area and calm-down space were set up within the venue.

→Rest area: A designated space was set up for participants who felt unwell during the event or required rest.

→Calm-down space: This space was for participants to quietly settle their feelings when experiencing anxiety or stress. If a dedicated room cannot be secured, partitions or similar barriers can be arranged to create a designated area.

Note: For information on calm-down spaces, please refer to the following from the Foundation for Promoting Personal Mobility and Ecological Transportation (Eco-Mo Foundation): [About calm down, cool down](#)



★To ensure participants and speakers requiring consideration and support during the event could fully utilize and benefit from information accessibility, we repeatedly reviewed the seating arrangement for the main venue while receiving advice from the Office for Disability Equity.

- When creating the floor map, we focused on the following points:
  - Using different colors to make seat areas easier to identify (e.g., designating barrier-free zones in red)
  - Selecting colors that are easier for people with different color vision abilities to recognize
  - Including accessibility information
  - Providing Japanese, English, and text versions of the map

