Preparing and implementing captions for student accommodation requirements

March 10, 2021
Tips For This Training

- This training is being recorded.
- Adjust the captions to suit your needs.
- Please mute yourself when not talking.
- Use the chat any time.
- Need more help? Contact the ITS Help Desk.
  - Email: its-helpdesk@uiowa.edu
  - Phone: (319)384-HELP(4357)
Training Agenda

- Part 1: Background and terminology
- Part 2: SDS accommodations using captions
- Part 3: Best practices for teaching with captions
- Part 4: Setting up SDS captions in Zoom and Panopto
- Part 5: Classroom set ups for captions
- Part 6: Getting Help
Part 1

Background and terminology
Mission

Student Disability Services (SDS) serves the University of Iowa’s commitment to Diversity, Equity, and Inclusion by providing support and academic accommodations for students with disabilities.

SDS collaborates with students, faculty, and staff to create an accessible educational environment for all. We welcome, encourage, and empower the students we serve.

SDS builds awareness of issues related to accessibility within the University of Iowa community.
Defining D/deaf and Hard of Hearing

→ Deaf (capitalized D)
  • Part of a diverse cultural community and identity
    • UIowa's American Sign Language Program

→ deaf (lower-case d)
  • The physical difference in hearing from "normal"

→ Hard of Hearing (HOH)
  • A broad range of hearing changes including pitch, volume, etc.
Part 2

SDS accommodations using captions
Accommodations Offered for Deaf/HOH

- Sign Language Interpretation
- Assistive Listening Devices (ALDs)
- Captioned Media: Captioning of Videos/and or transcripts
- Speech-to-Text Services: Captioning of Live Speech
  - CART (Communication Access Realtime Translation) (Verbatim)
  - C-Print® (meaning-for-meaning)
  - TypeWell (meaning-for-meaning)
SDS contracts with vendors for Sign Language Interpretation, Speech-to-text services, and Captioned Media.
Effective Communication and Accuracy

- Institutions are to ensure “effective communication” under the Americans with Disabilities Act (ADA) and 504. For more information visit:
  - https://www.ada.gov/effective-comm.htm
- The standard for a CART provider using a steno-keyboard is a minimum of 180 (wpm) with 96% accuracy.
- The standard for C-Print® and TypeWell using a standard keyboard is a minimum of 60 wpm with 96% accuracy.
- Automatic Speech Recognition (ASR) is generally between 70-95% accurate depending on the service used and the quality of the audio.
The Curb Cut effect and Universal Design

Curb Cut Effect examples:
- Text Messaging
- The Curb Cut
- Captions

Universal Design for Learning (UDL)
- Captioning media helps most students
- Normalizes diverse ways of learning
- Creates an environment that is welcoming and inclusive
Part 3

Best practices for teaching with captions
General Tips for Captions

- Pay attention to your speaking rate, avoid speaking too quickly.
- Reduce background noise. This can include adjusting Zoom settings and using a headset.
- Student Disability Services will work with instructors and students to fulfill accommodations.
- Keep student accommodations private.
Best Practices for Captions

→ For Zoom breakout rooms, use the main room for groups that require captions.

→ When working with a captioner, providing copies of slides or a list of common terms and acronyms in your course increases accuracy.

→ When using media in class, ensure an accessible version is available to everyone before making an inaccessible version available to some.

→ To read the IT Accessibility and Board of Regents policies visit:
  • https://itsecurity.uiowa.edu/itaccessibility
  • https://www.iowaregents.edu/plans-and-policies/board-policy-manual/24-information-technology
Part 4

Setting up SDS captions in Zoom and Panopto
The Zoom Meeting – Standard View

Three interfaces

1. Not Sharing Screen – Default
   • Menu along the bottom
   • Webcam Video is presented centrally
# Changing Microphone and Webcam

<table>
<thead>
<tr>
<th>Webcam</th>
<th>Microphone</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1" alt="Webcam Screen" /></td>
<td><img src="image2" alt="Microphone Screen" /></td>
</tr>
</tbody>
</table>

1. **Webcam**: Select "Logitech HD Pro Webcam C910" from the list.
2. **Microphone**: Select "Logitech HD Pro Webcam C910" from the list.
The Zoom Meeting – Sharing Content

Three interfaces

1. Not Sharing Screen – Default
   • Menu along the bottom
   • Webcam Video is presented centrally

2. Sharing Screen
   • Menu shifts to the top of the screen, some things are available in a drop-down
   • Shared content highlighted, webcam video is presented in a movable window

https://support.zoom.us/hc/en-us/articles/201362603
Sharing Screen

Floating Webcam Video

Annotation Tools
The Zoom Meeting – Minimized View

Three interfaces

1. Not Sharing Screen – Default
   • Menu along the bottom
   • Video

2. Sharing Screen
   • Menu shifts to the top of the screen, some things are available in a drop-down
   • Shared content highlighted, webcam video is presented in a movable window

3. Minimized View
   • A small movable window showing only the active speaker or shared screen

https://support.zoom.us/hc/en-us/articles/201362603
Adding Captions in Zoom

1. Click on the “CC” button in the bottom menu
2. Select the appropriate option
   a. Assign someone to type
   b. Use a 3rd party CC service
   c. Live Transcript (ASR)

• If you are showing video in your lecture, be sure that the videos are captioned in advance.
Adding Captions – Step 1
## Adding Captions – Step 2

<table>
<thead>
<tr>
<th>Assign Someone</th>
<th>API Key/Token</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Assign to type Closed Caption" /></td>
<td><img src="image2.png" alt="Copy the API token" /></td>
</tr>
</tbody>
</table>

Click on **More** beside their name then select **Assign to type Closed Caption**

Click **Copy the API token** and provide it to the individual who is providing the captions
Post Produced Captions

UICapture
ASR Captions

- Generated for every video uploaded to UICapture
- Much quicker turnaround time, but no accuracy benchmark
- Added in the UICapture editor

https://support.panopto.com/s/article/ASR-Generated-Captions
ASR Captions in UICapture
Human/Professional/"Rev" Captions

→ Turnaround time through Rev.com: 24 hours/30 minutes of video

→ Integration between Rev.com and UICapture
  • Automated human caption requesting
  • Can be used for new and existing content

→ Rev is commonly used, but if there is going to be a major difference between the above and what you see in your course, we will let you know what to expect with that vendor.
Captions in UICapture
Classroom set ups for captions
Classroom A/V Systems

Use of A/V systems to amplify and control audio in a room
  • Impact on Assistive Listening / Captioning

Components of A/V System impacting Assistive Listening
  • Microphones
    • PC Ingest vs Voice Lift
  • Hearing Loop Systems
    • Audio Frequency Induction Loop
  • A/V Control Systems
    • Increase clarity and amplify audio
Microphones

- **PC Ingest**
  - USB boundary microphones
    - Primarily for presenter voice ingest
    - Controlled by computer; unaffected by A/V system
  - XLR Wired & Wireless microphones

- **Voice Lift**
  - Presenter Voice Lift & Audience Voice Lift
    - XLR Wired & Wireless microphones only
    - Completely controlled by A/V system

- **Combined PC Ingest & Voice Lift**
Hearing Loop System

Types of Assistive Listening Systems

• FM, IR, & Audio-Frequency Induction Loop [AFILS]
  • Receivers with Neckloops or Earphones

Audio-Frequency Induction Loop [AFILS]

• Listening Receivers with Earphones or Telecoil Compatible Hearing Aids/Implants
  • Perimeter/boundary loop
  • Phased array/double loop
Hearing Loop Systems

Main Components of the Audio Induction Loop System

• Audio loop driver
  • Receives audio from A/V system

• Audio loop receiver
  • Receives audio from Audio loop driver

• Locations on campus:
  • CNB 30, CNB 34, CNB 40, CNB 307, CNB 309, CNB 331, CNB 333, CPB 110A, CPB 110B, CPB 210, CPB 257, LC S110, PBSB B70, SC 3630, SC 3655, SHC 308, VAN 301
A/V Control System

Increase clarity and amplify audio
- Extron push-button panel with rotary volume knob
- Extron or Crestron touch panel with volume slider

Auxiliary XLR audio
- Classroom A/V racks with Aux Input/output

Speaker System
- Typically wall or ceiling mounted speakers
- Rarely limited to non-A/V controlled internal or external computer speakers
Part 6

Getting Help
Need Help?

→ Contact Student Disability Services

→ Student Disability Services:
  • sds-deafhoh@uiowa.edu
  • 319-335-1462

→ Contact the ITS Help Desk for technical troubleshooting or technology issues/questions.
  • Email: its-helpdesk@uiowa.edu
  • Phone: (319)384-HELP(4357)
Resources

→ Student Disability Services
  • https://sds.studentlife.uiowa.edu/

→ Office of Teaching Learning and Technology
  • https://teach.its.uiowa.edu/

→ IT Accessibility - Captioning
  • https://itaccessibility.uiowa.edu/captioning

→ National Deaf Center
  • https://www.nationaldeafcenter.org/
Read More

- Adding 3rd Party Closed Captions in Zoom (SDS Accommodations)
  - https://its.uiowa.edu/support/article/119471

- Adding captions in UICapture
  - https://teach.uiowa.edu/UICapture/guides/Captions

- Adding Zoom Automatic Live Transcription (not accommodation compliant)
  - https://its.uiowa.edu/support/article/120361