

Disability & Wellbeing Service Guidance for the Provision of Live Captioning in Zoom

Background

In live video situations, if a participant has a hearing impairment of any sort, it will be essential to provide a live captioning solution. Live captions are different from an accurate transcript as they appear synchronously as the presenter speaks, allowing deaf or hearing impaired students access to the information in real-time. Although many automatic captioning tools exist, the accuracy of automatic captions is not yet good enough to guarantee that delivered information will be understandable by the student. Where the University knows that a student cannot access the audio stream due to a hearing impairment, we are required to provide a live captioning solution.

Captions will be produced by specialist electronic note-takers working for external suppliers. These note-takers can transcribe accurately as the presenter speaks. In order to facilitate this, the note-taker must be assigned as 'Captioner' within the zoom meeting.

Students who have registered with the Disability & Wellbeing Service, and are identified as having this requirement, will be supported to ensure that a captioner is provided for all live Zoom sessions. The Disability & Wellbeing Service will pay for the costs associated with the captioning in these instances, before claiming costs back through the Disabled Students' Allowance if the student is eligible. In order to help facilitate this, there are several steps that departments are required to take.

Please note, the University has produced [Captioning and Transcription Guidance](#) which provides more information for other circumstances, such as asynchronous video transcripts, available on the Return & Resume Hub [Learning & teaching 2020/21 - Support & Guidance web pages](#).

Requirements for the department delivering the session

It is absolutely essential that the schedule of Zoom sessions is provided as early as possible. Our team must block book all required sessions with a provider, and currently there is a shortage of electronic note-takers. In order to ensure compliance, we would block book entire semesters/programmes if possible. Timetables will, therefore, be required well in advance with any changes to scheduled classes notified as soon as possible. Advance notice would be required when arranging any additional meetings. A glossary of terms may also be requested by a live captioning service in advance of a session. Glossaries are used to aid the speed and accuracy of electronic notetaking.

To be provided by the department as early as possible:

- **Class schedules – dates, times, class durations**
- **Zoom link & password information**
- **Lecturers' names**
- **Format of sessions (e.g. expectation of use of break out rooms, live chat, participation expectations)**
- **To immediately update the Disability & Wellbeing Service of any changes to scheduled classes**

Considerations for teaching when captioning is being used

The following considerations should be made in order to provide an excellent student experience when using a captioner in the Zoom environment. Firstly, 'live' captions will always necessarily appear after a short delay while the captioner types the speaker's words. Therefore, please be aware that it may take hearing impaired participants slightly longer to receive and process information, and to respond to questions. Equally, accessing live chat functions while reading captions will clearly be slower for some students.

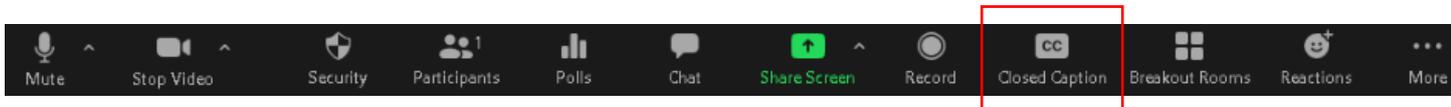
Additionally, when using break out rooms the captioner must be assigned to the same room as the student requiring captions. This will require manual break out room allocation of at least these participants by the lecturer, and for the lecturer to know who the captioner and student are.

Instructions for assigning a Captioner in Zoom

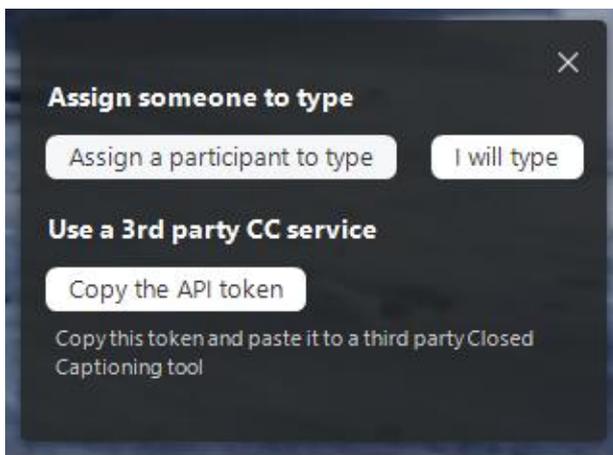
To facilitate the identification of the captioner we have asked all external captioners to change their 'zoom name' to '** *(Captioner)'. This means that they will appear in the participant list – which uses the name initials to highlight participants – with a '**'. The Captioner will endeavour to be available before the start of the session to facilitate this. They must then be assigned the role of Captioner by the meeting host.

To assign a Captioner the Zoom Meeting Host should:

1. Click the **CC 'Closed Caption'** button on the Zoom toolbar:



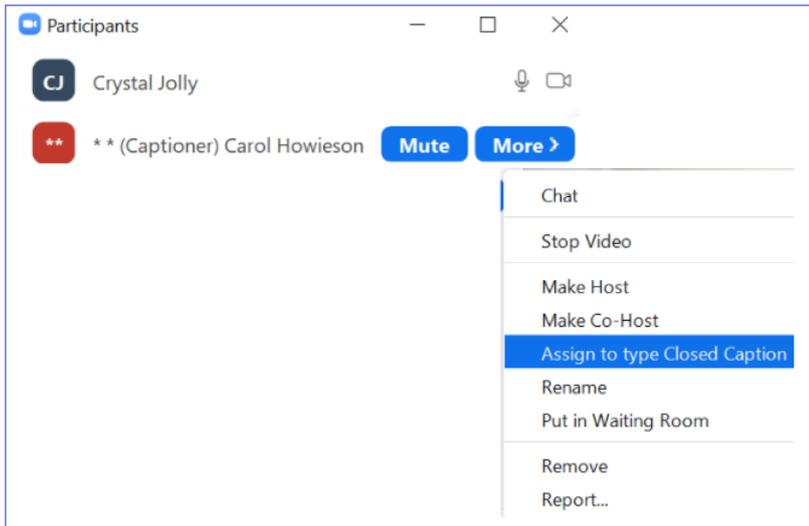
2. In the dialogue box that appears, click **'Assign a participant to type'**:



3. Open the **Participants list** to find the Captioner by looking for '** *(Captioner)', for example:



4. With the **(Captioner)** participant selected click **More>** then choose **'Assign to type Closed Caption'**:



The Captioner is then indicated on the participant's list with a **blue CC** icon and is now enabled to type captions:



All students can then use the CC button on their zoom toolbar to switch captions on or off. They can also opt to view a full synchronous transcript.

The Captioner will save the captions at the end of the session.

Zoom provides helpful guidance on assigning a captioner during a Live Session. <https://support.zoom.us/hc/en-us/articles/207279736-Getting-started-with-closed-captioning>