

SPECIALIZED ACCOMMODATIONS OF CLOSED CAPTIONING, CART, & INTERPRETING

Closed Captioning

Closed Captioning provides students with text versions of audio content that is synchronized with the visual aspects. Videos/Presentations that are added to your course content should include captioning, preferably with an interactive transcript in an accessible media player. By doing this, the videos are accessible to students who are deaf or hard of hearing, non-native English speakers, as well as any student who wants to search the content of the video or learn the spelling of technical terminology. Captions have been proven to be effective in online courses for all students, and not just those with disabilities.

All media shown in your class, or required to be viewed outside of class, must be accessible to the student. Saint Mary's University of Minnesota and the office of Access Services now offers the option of a captioning provider for recordings in Canvas through Verbit transcription services. A high level of captioning accuracy is required for every recording in your course, there is the option of human transcription through our integration with Verbit.

Suggested Workflow:

Your individual course has an automatic "**Panopto Video**" folder, within that folder you will find an additional folder label **"Closed Captioning Needed"** (Automatic Closed captioning services has been enabled for this folder for the current term ONLY).

How to request closed captioning:

1. Start a new recording or add/upload a pre-recorded video to the "Closed Captioning Needed" folder within your Panopto video folder in your summer course.

2. Once new media is added, this will send out an automatic request for captioning.
3. For each new recording that is added to the folder, please allow up to 72 hours for the captions to be completed.
4. When completed, a CC icon will be displayed next to the recording indicating captions have been imported.
5. Now, you are able to use this media for course required viewing purposes while ensuring accessibility for students.
6. You will need to follow [these steps](#) to replace the previous course videos with the newly captioned videos.
7. If this captioning process took place within a specific semester of a course, it is recommended that the captioned videos be copied into the main shell of the course, and then you would repeat the process. Reach out to Educational Technology at edtech@smumn.edu if you need assistance with this process.

Interpreting Services

If the Student qualifies for sign language interpreter services (**which will be indicated in their Notice of Accommodation Plan**), Access Services will provide a qualified interpreter during course/college related services, programs, and activities. It is the responsibility of the student and faculty to submit requests for interpreting services at least 72 hours in advance.

In order to schedule Sign Language Interpreters for any service, program, or activity (including: interpreters for your classes, participating in University events/programs, out of class testing, and additional lab/class hours please request via the following link "[Closed Captioning, CART and Interpreting Request Form](#)" in a timely manner.

CART

If the student qualifies and receives CART services, a professional real time captioner, for all live class sessions. Please request services using the link provided above, the captioner will provide

captions as you are leading the class whether it is virtual or in-person. Please see directions below on how to add the captioner to Zoom. In addition, it is suggested that you add this feature in Zoom settings prior to the start of the class. Instructional Technology can assist you in this area.

Sign Up for CART- Closed Captioning, CART and Interpreting Request Form

1. Any live class session in Zoom, in person, or via any online meeting forum, will need CART. A professional captioner will live caption what is going on in class. **If your class is in person, you will need a lapel microphone so that the captioner is able to hear what you are saying. In addition, a clear mask is needed. Access Services and IT can assist in getting these items, please let us know if you need assistance.**
2. Please provide Access Services with all the dates, times, Zoom links, and pertinent class materials for each class meeting via the request form. Access Services will set up this service and then provide you with the captioner's name and emergency contact for technical issues. You can also contact SMUMN IT for assistance.
3. Please set up an appointment with instructional technology who will show you how to add a captioner in your advanced settings and assign a captioner during the meeting. You will need to make sure this setting is in place prior to the start of class.
4. Go to settings in your Zoom account and turn on closed captioning and save captions. Click on all the features below.

Closed captioning

Allow host to type closed captions or assign a participant/3rd-party service to add closed captions

Allow use of caption API Token to integrate with 3rd-party Closed Captioning services

Allow live transcription service to transcribe meeting automatically

Allow viewing of full transcript in the in-meeting side panel

Save Captions- Allow participants to save fully closed captions or transcripts

5. Once you have turned on these features in settings, you are now ready to add a captioner in a meeting.

Follow [these instructions](#) on how to add a captioner once you are in a meeting.

6. Be prepared to sign in early for the first class session to allow ample time for the captioner to set up.

You will need to turn on closed captioning, assign the captioner, and provide the API token for the session. **Please see instructions in step 5 for details.**

7. You might request that SMUMN IT staff be present as you add the captioner in case you need assistance or if you have technical issues. It is important that everything is set up prior to the start of class so it does not cut into teaching time.

8. If there are technical issues that cannot be resolved, the captioner has a back door route they can take to ensure captioning. The captioner will share, privately, with the student the link of where the captions will be broadcast. All communications with the captioner should be done privately and should not be shared with the whole class. The same goes with the student who has the accommodation.

Please use the "Closed Captioning, CART and Interpreting Request Form to request any Interpreting or CART services as soon as you are able to. Access Services is committed to ensuring equal access and reasonable accommodation in classes, services, programs, and activities, for students who are deaf or hard of hearing.

Thanks again for your time and assistance. Please let me know if you have any questions, concerns or would like to set up a meeting to further discuss this.

Kind regards,
Access Services