

Video Captioning Q & A

The goal of this document is to provide clarity to the frequently asked questions about captioning. For more detailed information, please visit the [Classroom Technologies Media Captioning webpage](#).

Is there a CSU Policy about captioning?

Yes. "It is the policy of the CSU to make information technology resources and services accessible to all CSU students, faculty, staff and the general public regardless of disability" (CSU [Executive Order 1111](#)).

Are instructors legally required to make electronic course materials accessible via captioning?

Yes. Captioning is required by law on recorded videos posted to websites and other electronic instructional materials (Note: captioning is required for all electronic course materials regardless of a student accommodation request.) See [Section 508](#).

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As such, it is imperative that staff and faculty take the time to ensure that any posted web video/audio materials are accurately captioned. Any recorded lectures from previous terms that remain available to students need to be captioned or removed until captions are made available.

Both Zoom and YouTube provide automated transcripts. Are those automated transcripts sufficient for compliance with the CSU captioning policy that any posted web video/audio materials are accurately captioned?

No. Captions from Zoom and YouTube are *not* considered sufficient or reliable for accessibility unless the caption transcript is edited for accuracy. The owner of a Zoom recording can [edit the automatic transcript for accuracy](#) via their calpoly.zoom.us homepage; Zoom's interactive transcript and captions may take up to a few days to be available. A YouTube video's [automatic captions can be edited for accuracy](#) either by the video owner or by someone else after the owner gives that individual editing permissions.

How should instructors display closed captions on recorded presentations?

CTLT's [Instructional Continuity: Captioning for Live and Recorded Lectures](#) contains tutorial links for adding captions to recorded videos that you make in **Zoom**, **Screencast-O-Matic**, **Camtasia**, and **Microsoft Stream**, among other video platforms. Scroll down to the heading **Closed Captioning for Asynchronous (Recorded) Presentations** to find the tutorial links for your desired video platform.

Do instructors need to provide captions during live video presentations?

While not legally required, captioning during live video presentations is best practice, especially because live captioning supports access for students who are deaf or hard-of-

hearing and students with ADHD or learning disabilities as well as visual learners, English Language Learners, and others; captioning during live video presentations is therefore a practice that is [inclusive of all student-learners](#). Live captioning is [legally required](#) if a DRC-affiliated student is approved for live captioning as a disability accommodation.

How can instructors automate captioning for live video presentations?

CTLT's [Instructional Continuity: Captioning for Live and Recorded Lectures](#) contains tutorial links for using automated captions in live (synchronous) presentations in Zoom when using **Microsoft PowerPoint (via Presentation Translator)** or **Google Slides**. Scroll down to the heading **ZOOM: Options for live (real-time) captioning** to find the tutorial links for your presentation setup. As you'll see on that webpage, there are also free and paid options for a tool called **Otter.ai**, which can provide a live transcription of your presentation whether you are using presentation software or not. Similarly, there is a free live captioning tool called [WebCaptioner](#), which opens a separate browser window (Google Chrome only) and can be used independently or in conjunction with any presentation (e.g., PowerPoint, Prezi, Keynote, etc.). WebCaptioner also has a [new Zoom integration](#) that sends WebCaptioner's live captions directly to Zoom where students can choose to view the captions or not.

NOTE: If you plan to post a recording of a live presentation, we recommend you use either the Microsoft PowerPoint tool (Presentation Translator), WebCaptioner's new Zoom integration, or Otter for your live captioning/transcript needs. When using Presentation Translator in PowerPoint, the instructor (or the Zoom host) should *not* show the "live" automated subtitles while presenting, as those would not be editable for accuracy at a later time. Instead, students can access the live subtitles on their own devices via the QR code generated by Presentation Translator, thus allowing the video to be recorded without any incorrect auto-generated captions. After the recording, the instructor should edit Zoom's auto-generated transcript to ensure the captions are accurate. With the WebCaptioner integration in Zoom, students click the Closed Caption button on the Zoom toolbar to turn the captions on or off. Otter's live automated transcript won't show up in the recording because the transcription occurs in a separate browser window during the presentation.

Where can instructors find additional captioning resources?

Click on the links below to access additional captioning resources offered by the CTLT and ITS.

- [Instructional Continuity, Captioning for Live and Recorded Lectures](#)
- [Classroom Technologies Media Captioning page](#) - scroll down to Automatic Sync Technologies (AST)
- Self-enroll workshops:
 - [Creating Accessible Canvas Content](#)
 - [Creating Accessible Documents](#)
 - [Creating Accessible Video](#)

Where can instructors go for support with captioning?

At present, Cal Poly has not identified a centralized unit responsible for support with captioning. Both IT and CTLT can support faculty, depending on the need. Further, because there is no established funding source to support faculty with costs incurred for captioning, [each academic department is responsible for covering any related costs](#) to faculty for complying with this legal requirement. Through CSU, Cal Poly uses an outside

vendor, [Automatic Sync Technologies](#), offering low rates and timely turn-around to meet campus captioning needs.