University Captioning Support

Christa Miller & Mark Nichols
TLOS: Accessible Technologies
bit.ly/atdcss2020

INFORMATION TECHNOLOGY
TECHNOLOGY-ENHANCED LEARNING AND ONLINE STRATEGIES
VIRGINIA TECH.

CC
KEEP
C.A.L.M.
assist.vt.edu/calm/caption-on/

98.6%

of students find captions helpful

- bit.ly/3playresearch

Reach 2.0 - May 2020

- Improvements to machine (ASR) captions
- Update service scope: professional captions
- Interactive transcript
- Auto-ASR (coming soon)

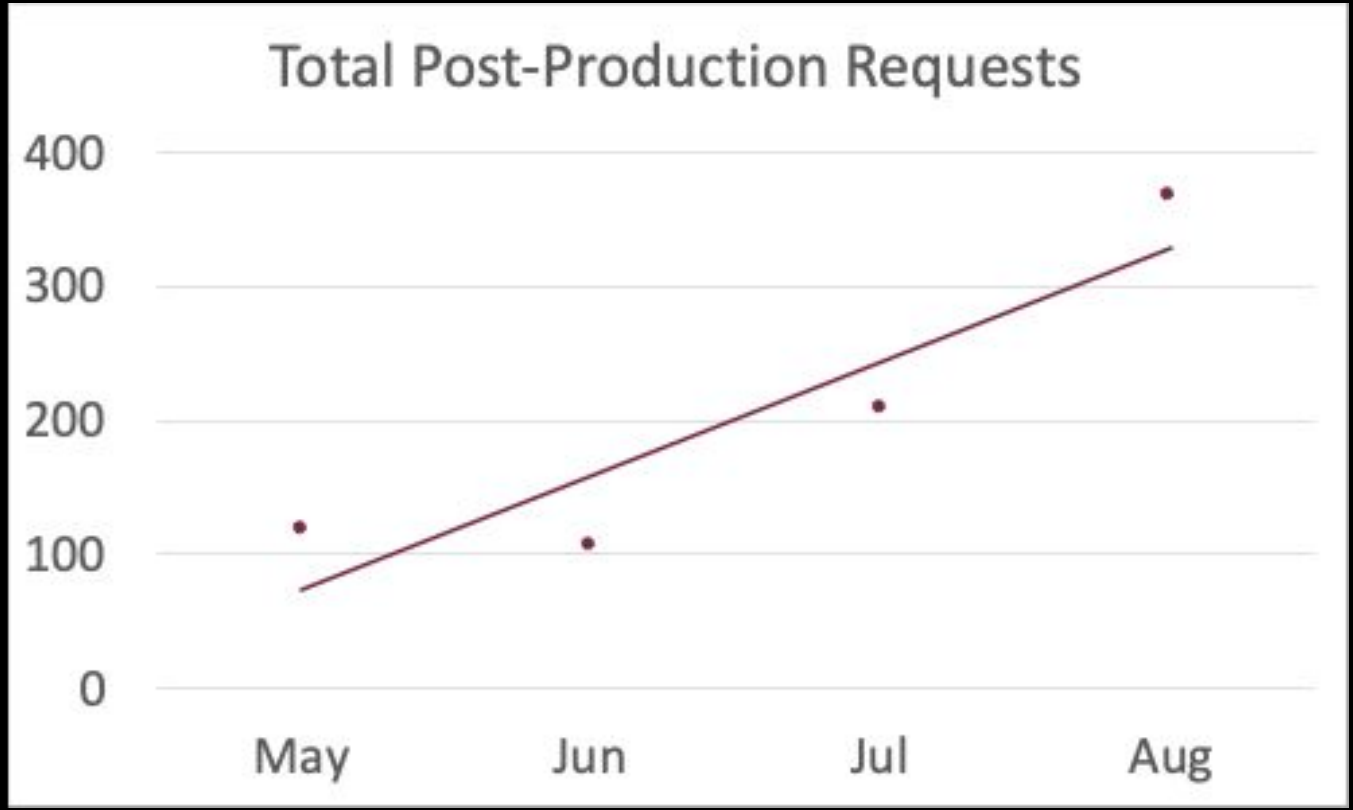
Post Production Captioning

Service Scope

- Direct Instruction
- Accommodation requests
- Cooperative Extension (by approval)

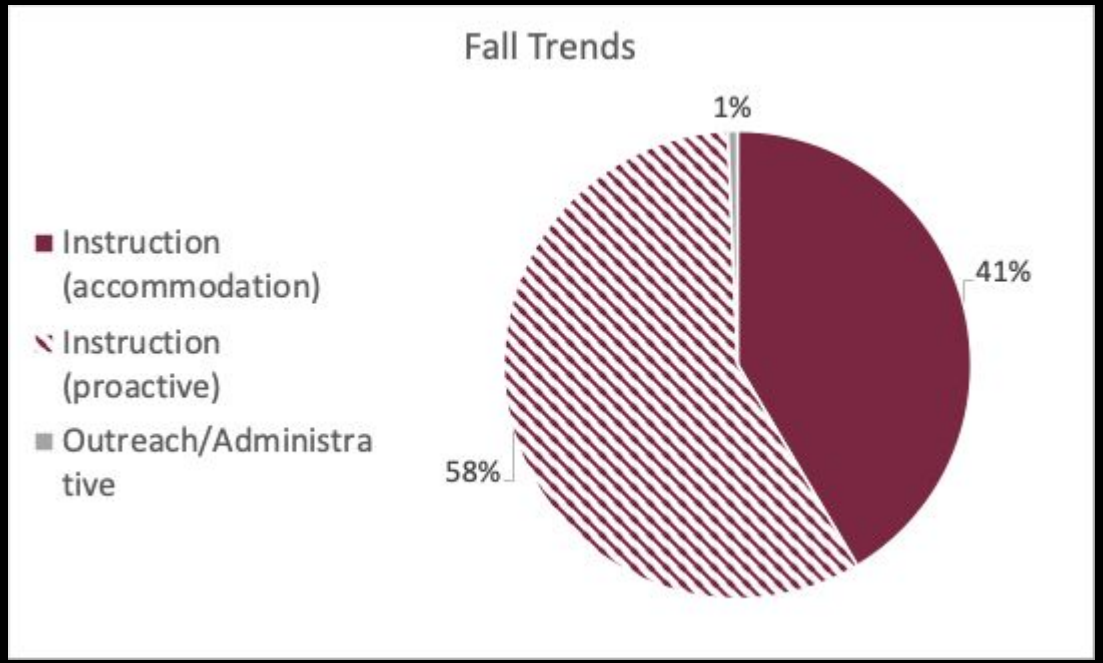
Requests May to Aug.

Total = 871
Cost = $19.6k
Daily = 8/day
Range = 1 - 62



Fall request trends

Accommodation support is increasing



Live Captioning

Live Captioning - What is it?

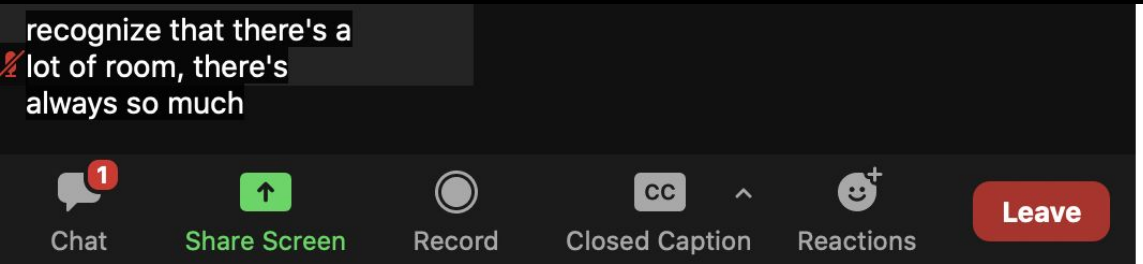
- Live captioning describes both machine-generated and human-transcribed text provided in real time.
- Made available to the audience through a CC button within a video player or via a separate browser window.

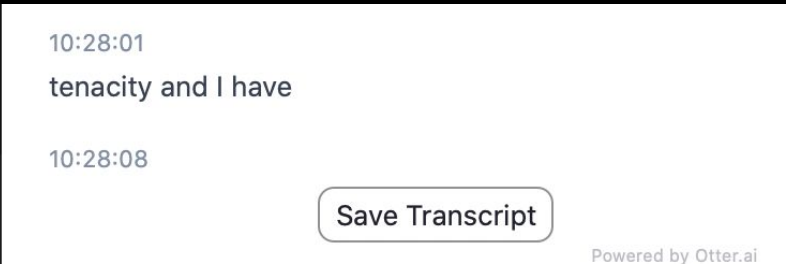
Live Captioning - when?

1. Accommodations for any event
2. Public events
3. Internal facing (VT-only) public events

Live Captioning - How?

- Professional live captions - requestable service
  - ~$1/min (centralized & non-centralized)
- Machine (AI) captions (e.g. webcaptioner.com)
  - Free service, less accurate

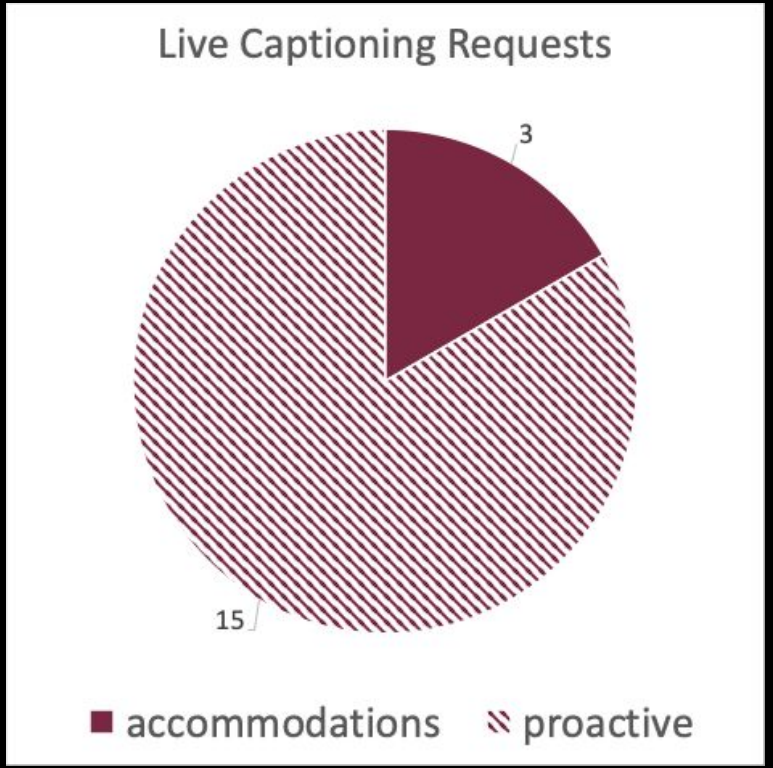




Requests Oct 7 - Oct 14

Week 1

- Total = 18
- Cost = $552
- Daily = 2/day



Resources

Information:

- www.assist.vt.edu/captioning

Support:

- captioning@vt.edu
- bit.ly/OrderCaptions