

FACULTY QUICK REFERENCE GUIDE FOR REAL-TIME CAPTIONING

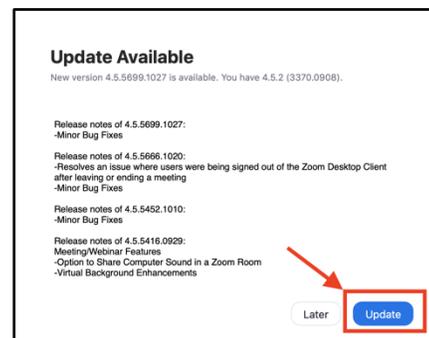
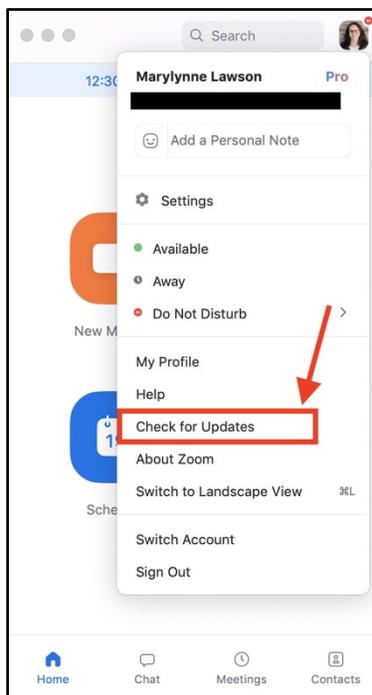
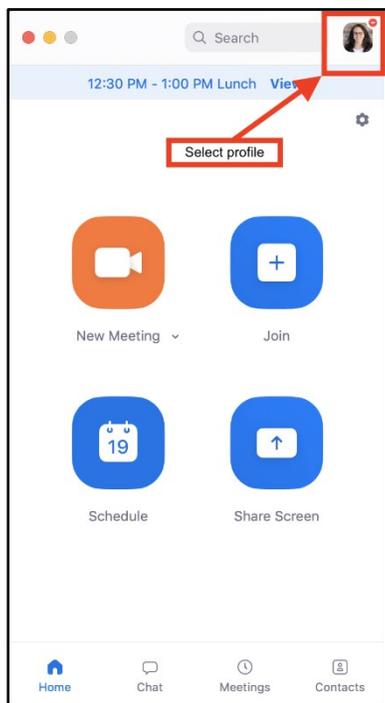
This guide will walk you through the accommodations process that is utilized in the Zoom live classroom when an accommodation is needed. Use the outline panel to the left of this content to easily access the topics that are covered.

UPDATING YOUR ZOOM APPLICATION

Important Note: **Faculty, captioners, and students** need to update to the most recent version of Zoom to be able to access full captioning options. You **MUST** update unless the check indicates, **No Updates Available**.

To check to see if you are running the most recent version of Zoom:

1. Open your Zoom desktop application and navigate to your **profile photo** in the upper right-hand corner of the screen.
2. Click on your profile photo and a menu will appear. From this menu, click **Check for Updates**. Once clicked, a popup will appear.
3. If an update is available, you will see a blue **Update Button** in the lower right-hand corner of the pop-up. Click this button to begin the update process.



ACCOMMODATIONS PROCESS

Please keep the following details in mind when closed captioning services are required for your live session:

- **Arrive Early:** You need to be in your Live Session Classroom at least 15 minutes before class starts each week to allow the Captioner into the room and provide them with time to set up their captioning software. If the Captioner is not present at least five minutes prior to the start of class, call or live chat Faculty Support immediately.
- **Live Session Support:** Live Session Support will be present during the first live session you teach with the Captioner present. The Live Session Support Staff is there to help ensure the technology is functioning correctly for the Captioner and the Student.
- **Captioner as Co-Host:** The Captioner will arrive to your live session classroom approximately 15 minutes before class starts each week. When the Captioner arrives, they will identify themselves as the Captioner for your live session. You will need to admit the captioner into your live session classroom and make them a co-host. See directions below for how to make the Captioner a co-host.
- **Breakout Rooms:** The Student can go to any breakout room and the Captioner will follow the Student and caption what happens in their breakout room. There is no need for you to place the Student in one particular breakout room - the student with accommodations should be treated like any other student and assigned to any breakout room if breakouts are being used during that live session.
- **Chat Feature:** It is imperative for the Chat feature to be available for participants to chat with each other and you as the host. This way the Captioner can chat with you and the Student if needed. It also provides a way for the Student to communicate with you, the Captioner, and in some cases with the entire class. It can be helpful at the beginning of class to remind all students to open both the Participants and Chat features as a part of being actively engaged in class.
- **Record:** You must record every live session. If the captioning software malfunctions or some other technical difficulty is encountered, the Captioner can caption the live session after it has concluded for the Student to review. You do not need to make the recording available to “invitees” when setting up your live session links if you do not want all students having access to the recording; however, you do need to record the live session. In some cases, captioning happens outside of the live session and the recording is necessary for this to take place.

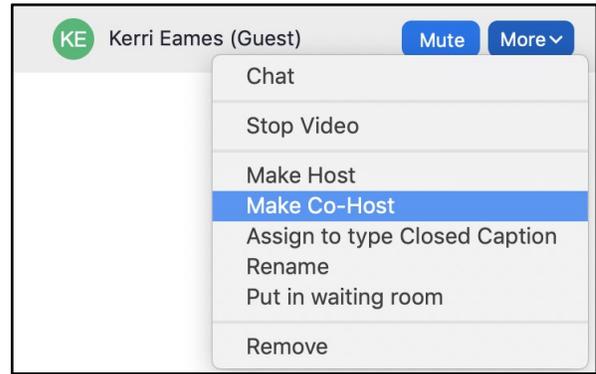
LIVE CLASSROOM INSTRUCTIONS FOR FACULTY

You must complete a few tasks at the start of a live session to allow the captioners to set-up. Once you have started the session:

1. Allow the captioner into the Zoom room before class starts.
 - The captioner’s name in the waiting room will be “*First Name - Captioner*”

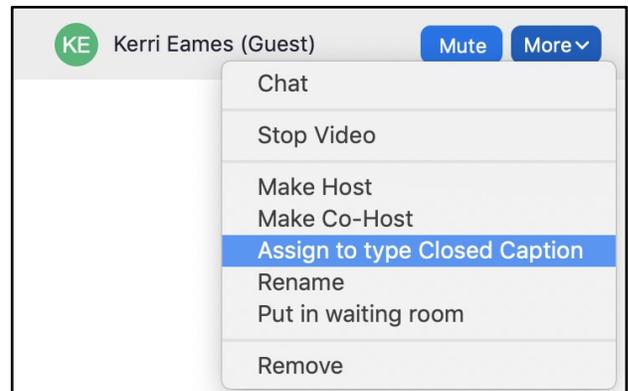
2. Next, promote the captioner to **Co-Host** so they can follow their student(s) between breakout rooms.

- To do this, hover over the captioner's name with your cursor > select **More** > then **Make Co-Host**
- **Note:** Providing co-host access allows the captioner to move into the correct breakout room should that function be used. You must assign the captioner to a breakout room initially, though which room they are assigned does not matter.



3. Assign closed captioning to captioner via the **Participants List**

- To do this, hover over the captioner's name with your cursor > select **More** > then **Assign to type Closed Caption**



4. A small **cc** icon will indicate the captioner has been assigned



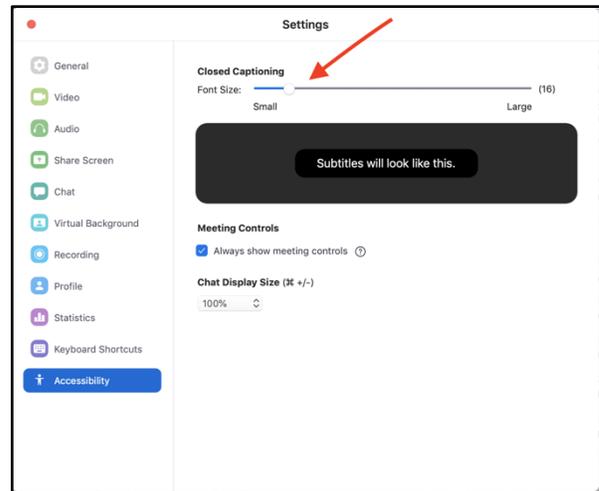
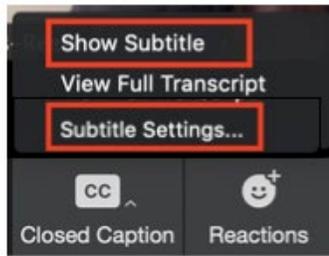
STUDENT PROCESS & VIEW

Important Notes:

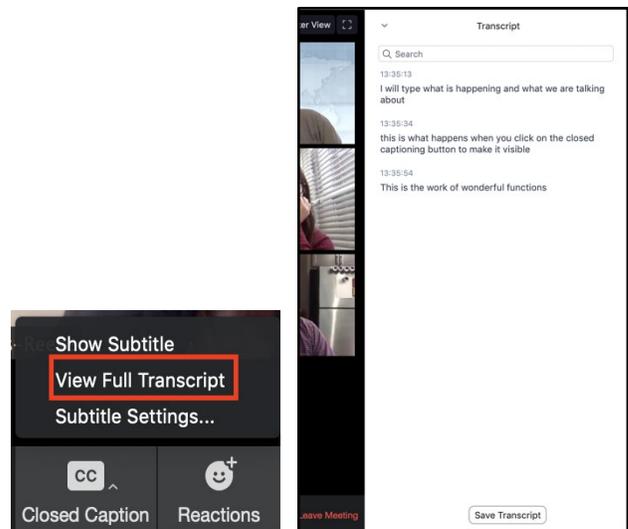
1. Students should make sure to update their Zoom accounts following the first step listed above.
2. Students will only see captioning from when they enter the classroom. If they arrive late, they will have to review the AI-generated transcript from the recording to determine what they missed.
3. Once captioning is enabled, students will have three choices to see the captioning. These options can be changed by selecting the closed captioning option on their toolbar.



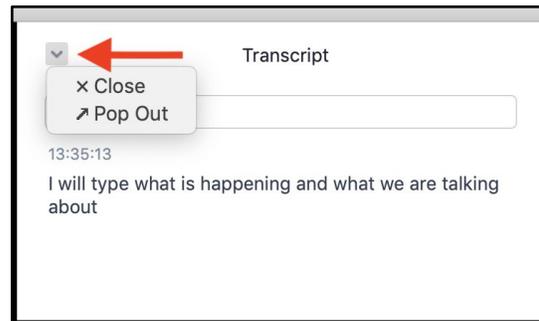
- a. The first option is to **Show Subtitle** in the Closed Caption options in the toolbar. Subtitle font size can be adjusted in **Subtitle Settings**



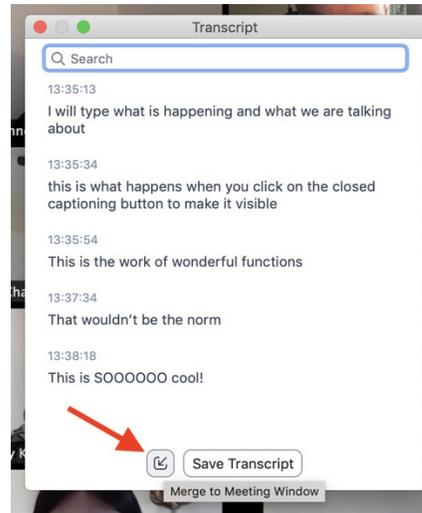
- b. The second option is **View Full Transcript**, which will open a panel on the right side of your Zoom video screen. However, this view will overlay on top of the chat box, which can be remedied in option #3.



- c. Students may choose to **Pop Out** the transcript box to move wherever is most convenient for them to view.



- d. To move the Transcript view back to the right side, select **Merge to Meeting Window** at the bottom of the pop out.



4. Students will also have the option to save the full transcript by clicking **Save Transcript** at the bottom of either transcript view.

