Live Captioning Services: Accommodation Guidelines

**Accommodation Description:** The Disability Resource Center (DRC) coordinates the provision of live captioning services for real-time lectures and discussions based on access needs. Live captioning services is real-time captioning/transcription that allows the student to equally engage with the content within their courses. Based on the DRC’s approval of live captioning as a reasonable academic accommodation, a Learning Specialist will coordinate this service through third party remote live captioning companies.

**Student Responsibilities:** The student must request consideration of this accommodation from the Disability Resource Center. The student must:

- Meet with the Learning Specialist who coordinates live captioning services, **Amanda Jackson**, to complete live captioning training and Equipment Loan Agreement for the equipment needed to utilize live captioning (Revolab Microphone).
- Meet with Amanda Jackson each semester to discuss live captioning needs for the following semester.
- Submit one Closed Captioning, Live Captioning, & Interpreting request form at least **15 business days prior** the start of the semester for each course that needs to be live captioned at [https://disability.ufl.edu/services/accommodations/deaf-hard-hearing-services/classroom-closed-captioning-live-captioning-interpreting-requests/](https://disability.ufl.edu/services/accommodations/deaf-hard-hearing-services/classroom-closed-captioning-live-captioning-interpreting-requests/)
  - Email [drcatlab@ufsa.ufl.edu](mailto:drcatlab@ufsa.ufl.edu) any changes to the semester course schedule immediately (add/drop courses, etc.)
  - Email [drcatlab@ufsa.ufl.edu](mailto:drcatlab@ufsa.ufl.edu) course syllabi, course materials, etc.
  - Email [drcatlab@ufsa.ufl.edu](mailto:drcatlab@ufsa.ufl.edu) if class dates are canceled by the instructor, or if live captioning is not needed during exam class periods at least 4 business days prior to the session
  - Email [drcatlab@ufsa.ufl.edu](mailto:drcatlab@ufsa.ufl.edu) if there are any concerns regarding the equipment, live captioning platform, etc.
- Email their accommodation letter to the instructor of the course(s) and discuss access needs.
- Provide the DRC their program advisor’s contact information. The DRC will communicate with their program advisor and/or faculty prior to the semester starting, to aid with facilitating live captioning.

**Instructor Responsibilities:** The instructor is responsible for meeting with the student to discuss the access needs of the student with regards to their approved accommodation. The following are best practices for facilitating live captioning:

- Email the DRC at [drcatlab@ufsa.ufl.edu](mailto:drcatlab@ufsa.ufl.edu) the course syllabus and course materials (such as PowerPoints, articles, handouts, etc.) to be provided to the live captioning agency to aid with transcription accuracy.
- Email [drcatlab@ufsa.ufl.edu](mailto:drcatlab@ufsa.ufl.edu) in the event of the live captioning is not functioning properly (equipment failure, etc.)
- Email [drcatlab@ufsa.ufl.edu](mailto:drcatlab@ufsa.ufl.edu) if the course is discussion-based and/or has discussion-based components so that alternative procedures can be discussed, such as the usage of multiple microphones, managing discussions so that only one individual is speaking at a time, etc.
- In-person courses: The speaker should wear the microphone during the lecture. The speaker should repeat questions/statements from classmates for the information to be live captioned.
- Online Courses: Email [drcatlab@ufsa.ufl.edu](mailto:drcatlab@ufsa.ufl.edu) the Zoom meeting links, passwords, and edit meeting settings as needed in order to facilitate live captioning remotely.