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 Assistant Director for Captioning & Interpreting Services, Amanda Jackson, to complete live captioning training and Equipment Loan Agreement for equipment needed to utilize live captioning (Revlab 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 to the start of the semester for each course that needs to be live captioned at https://disability.ufl.edu/students/accommodations/.
  o Email accommodations@ufsa.ufl.edu any changes to the semester course schedule immediately (add/drop courses, etc.)
  o Email accommodations@ufsa.ufl.edu course syllabi, course materials, etc.
  o Email accommodations@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
  o Email accommodations@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. Review https://disability.ufl.edu/wp-content/uploads/2020/10/Live-Captioning-Guidelines.pdf for the guidelines for facilitating live captioning. Also, the following are best practices for facilitating live captioning:

• Email the DRC at accommodations@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 accommodations@ufsa.ufl.edu in the event of the live captioning is not functioning properly (equipment failure, etc.)
• Email accommodations@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 accommodations@ufsa.ufl.edu the Zoom meeting links, passwords, and edit meeting settings as needed in order to facilitate live captioning remotely.