

# Captioning Video Meetings and Trainings

John Brandt – Maine CITE from April 23, 2020 AT3 Center COVID Webinar Series

## Highlights and Resources

### Introduction

First some caveats:

**Accessibility is a Moving target** - By the time we finish talking about this topic today, something will have changed. This is a very dynamic time in the IT world and folks are very motivated to get things fixed right away.

**I am not an expert** – but I am trying to keep up on this topic the best I can. I will let you know when these are my opinions versus “the rules.”

**What are the rules?** – for today, the rules are an amalgam of FCC Broadcast regulations and web accessibility guidelines. There are no clearly defined “rules” for everything we’ll talk about, but I will note them where appropriate.

**What is captioning and when do we have to provide captioning?** – we will not discuss. We will assume you have figured this out already and have chosen to caption both live and recorded video content.

**How to caption?** – we will also not get into specifics because there are many systems and they all work a little different. But we will hopefully steer you to some resources to help with this.

There is a great deal more to learn about in the topic – we can’t learn it all today. So I’ve got a number of resources that I’ve posted at the bottom of this handout.

### Discussion Items

1. Live video versus post-production: should I care?
2. Automatic, AI-generated Captions vs CART: which should I use?
3. What video conference platform should I use?
4. What are the biggest challenges to providing captions?
5. Where can I learn more about this topic?

### Q1: Live video versus post-production: should I care?

- Live captioning will always be more difficult than post-production because as the song goes, “Time...is on my side, yes, it is...”
- The rules are basically the same
  - Captions include all spoken language content from the audio track of the media and also identify the speaker and note sound effects and other significant audio.
  - Meeting these requirements in Live Meeting are very challenging and will almost always have a certain degree of error.

- Best Practice is to record these sessions and edit the recording in post-production to improve (perfect?) the caption content.

## References

**Rules For prerecorded video/film media: “Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.” (WCAG 2.x Success Criterion 1.2.2 level A).**

**Rules for Live video ‘Broadcast’ media: Captions are provided for all live audio content in synchronized media. (WCAG 2.x Success Criterion 1.2.4 level AA).**

Captions provide the part of the content available via the audio track. Captions not only include dialogue, but also identify who is speaking and notate sound effects and other significant audio.

This success criterion was intended to apply to broadcast of synchronized media and is not intended to require that two-way multimedia calls between two or more individuals through web apps must be captioned regardless of the needs of users. Responsibility for providing captions would fall to the content providers (the callers) or the “host” caller, and not the application.

## Q2: Automatic, AI-generated Captions vs CART: which should I use?

- This is perhaps the question of the hour!
- At this exact point in time, CART will likely trump Automatic Speech to Text AI generated Captions. But these new technologies are getting to be VERY good and it may be weeks or months away.
- You need to know your audience and make a well deliberative decision.

## Q3: Can I use any video conference platform?

- You must ensure that the platform can provide access to people with disabilities:
  - Captioning/CART
- You must ensure that people using assistive technology have full control of the user controls and settings.
  - Any playback system must (minimally) allow the user to start/stop playback, control volume and turn captioning on/off.

## Q4: What are the biggest challenges?

- Multiple speakers – talking over each other
- Correct spelling – names, products and URLs
- Correct punctuation and grammar
- Accuracy in real time.
- What have you encountered?

## Q5: Where can I learn more about this topic?

- There are actually many, many resources on this topic. Some listed below some, hopefully you all will contribute right now!

## Q&A

**Should we provide Sign Language interpreting in place of captioning?** This is a great question but again beyond the scope of today's discussion. It is larger policy issue that may be worth exploring at some time. Right now, the "requirements" are to provide captioning. If you choose to also provide other accommodations, that's fine with me.

## Resources

Audio Content and Video Content: in Making Audio and Video Media Accessible – W3C-WAI

<https://www.w3.org/WAI/media/av/av-content/#plan-for-sign-language--storyboarding-recording>

Sign Languages: in Making Audio and Video Media Accessible– W3C-WAI

<https://www.w3.org/WAI/media/av/sign-languages/>

Captions/Subtitles – W3C-WAI

<https://www.w3.org/WAI/media/av/captions/>

Transcribing Audio to Text - W3C-WAI

<https://www.w3.org/WAI/media/av/transcribing/>

Accessibility Tips for a Better Zoom/Virtual Meeting Experience - Deaf/Hard of Hearing Technology Rehabilitation Engineering Research Center

<https://www.deafhhtech.org/rerc/accessible-virtual-meeting-tips/>

Planning Accessible Meetings for Persons with Hearing and Vision Loss – Floridahealth.gov – PDF

<http://www.floridahealth.gov/provider-and-partner-resources/fccdhh/communication-and-assistive-technology/documents/planning-accessible-meetings.pdf>

Captioning Live Video – Maine CITE

<https://mainecite.org/captioning-video/captioning-live-video/>

Captioning Video – Maine CITE

<https://mainecite.org/captioning-video/>