Disabled Students' Program

Realtime Captioning COVID-19 Information

Overview

The following are Zoom captioning best practices:

- When multiple participants are speaking at one time, the audio does not stream through. Please ask participants to speak one at a time.
- Ask participants to mute their mic until they need to speak.
- Zoom lectures need to end at the scheduled end time as both the students and the captioners may have other obligations that they need to attend immediately following your class.
- To ensure your audio is coming through clearly during your lecture, please check the chat frequently or ask if participants can hear you throughout your lecture.
- Be mindful of ambient noises. Shuffling papers, typing, or using a stylus will override the spoken word.
- Speak facing your device’s microphone. When speakers turn away from the microphone or their head is down, the audio is muffled or inaudible, possibly resulting in missing crucial information.
- A steady rate of speech works best.
- It is imperative to preserve student confidentiality pertaining to their accommodations.
- Notify dsp-captioning@berkeley.edu of any Zoom link changes as soon as possible.

Address captioning accommodation questions/concerns to dsp-captioning@berkeley.edu

Common Questions

How do I communicate with the captioner during a Zoom lecture?
You can use the chat window in Zoom to communicate with the captioner. The captioner will be named DSP Captioning in the participant list. Please send all messages to the captioner privately. You may also speak to the captioner through the microphone. The captioner will unmute themselves to respond to you. Please do not discuss anything regarding the student over the microphone.

How do I assign the captioner to a breakout room?
When assigning a captioner to the student during breakout sessions, please look for the captioner as a participant (DSP-Captioner). Please ensure the captioner is in the same breakout room as the student receiving the accommodation.

How do I submit recorded Zoom lectures for captioning?
Please submit recorded Zoom Lectures to us within 24 hours using the Captioning Request Form so captions may be added. You can bookmark this link for quick access in the future.

How do I get my media captioned?
Submit captioning requests to DSP Captioning via: Captioning Request Form. This includes all media, including bCourses videos, embedded PowerPoint videos, videos listed on your syllabus, YouTube, TED Talks, Zoom lectures, and raw MP4 files.

Where do I find additional resources for conducting Zoom meetings?
Further resources can be found at: Instructional resilience resources

Resources

Alternative Media
- Overview: The Alternative Media Center is comprised of trained staff that specializes in converting course materials into accessible formats for students with print-related disabilities. Inaccessible course materials can be converted into either an accessible electronic or print format.
- Getting Access: Please email us at dspamc@berkeley.edu if you would like to schedule a Zoom appointment or have any other needs.

Note-Taking Services
- Overview: Note-taking accommodations are approved on an individual basis through the interactive process between the Disability Specialist and the student. Registered students who have met with a Disability Specialist and have provided documentation that supports the need for note-taking
accommodations may either be approved for an in-class notetaker or notetaking assistive technologies.

- **Getting Access**: For Students: We provide 2 types of notetaking accommodations.
  - **In-class note-taking services**
  - Assistive Technology for note-taking: DSP currently offers Sonocent Audio Note-taker. New for this fall, we are also adding Glean, a cloud-based notetaking software that makes it simple and easy to review your notes.

**Proctoring**

- **Overview**: The Berkeley campus uses a shared model for test accommodations and proctoring services. While academic departments and faculty members are primarily responsible for providing testing accommodations to students with disabilities, Proctoring Services may provide support (proctors and space) in the event that the department or faculty do not have the requisite resources to provide these accommodations. DSP, in collaboration with students and faculty, seeks to ensure an equitable and sustainable testing environment.

- **Getting Access**: To request DSP proctoring services please fill out the online form. This form should be filled out at least 2 weeks before your first exam. When this is filled out we will fulfill your student's exam accommodations during their testing time.

**Communication Services**

- **Overview**: DSP is available to provide assistance to regularly enrolled deaf and hard-of-hearing students so that they may be able to obtain auxiliary services, aids, or accommodations to University programs, services, and activities. Students should contact their Disability Specialist for assistance as these needs arise. This Policies and Practices Guide explains the types of auxiliary services, aids, and accommodations that DSP makes available to deaf and hard-of-hearing students, and the procedures for obtaining and maintaining those services, aids, and accommodations.

- **Available Services**:
  - Sign Language Interpreting and Transliteration
  - Real-Time Captioning (RTC)
  - Assistive Listening Devices (ALDs)
  - Portable Assistive Listening Device
  - Notetaking Services

For more information visit this link.