

Captioning Guidance for Instructors

Live Synchronous Sessions

If you are having class sessions where all students meet together online, please give Academic Services the specific dates, start and end times of the meetings (or duration in minutes), the instructor contact email and phone, and the link to the zoom session (or other audio source) where the session will be held. Please use the same link weekly. Academic Services will schedule a live transcriber to be present for the session and caption everything said in that session. On the day of the event, assign the transcriber to be the captionist. A transcript will be available to the student at the end of the session.

Pre-recorded videos (also known as post-production captioning)

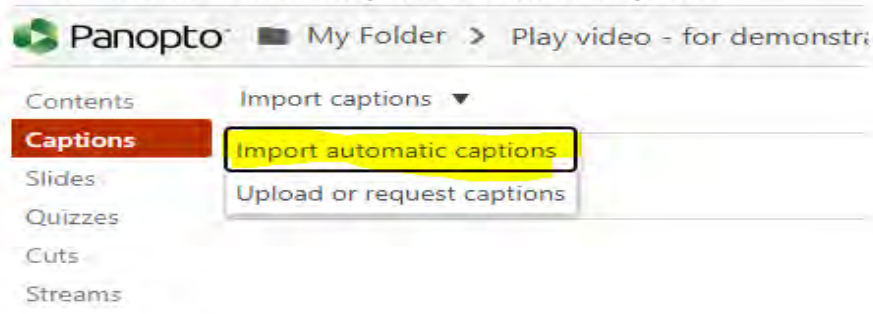
For videos that are pre-recorded, you can use Automated Captions (which is free to the University) or submit to a professional captioning vendor for ADA Compliant captions with 99% accuracy rate. For short videos, use **automated captions**. Then go in and correct errors. For longer sessions or sessions with lots of technical jargon and/or medical terminology, submit the video for **ADA-Compliant captions**. Note: this costs the university \$1.25- \$2.49 a minute and comes from the Academic Services budget. So please make sure the video is the final version before submitting to the vendor.

Automatic captions: Step -by-step

You can review the first 1:45 minutes of this Faculty Center video to get started or follow directions in this [handout](#).

[How to add and edit captions in Panopto.](#)

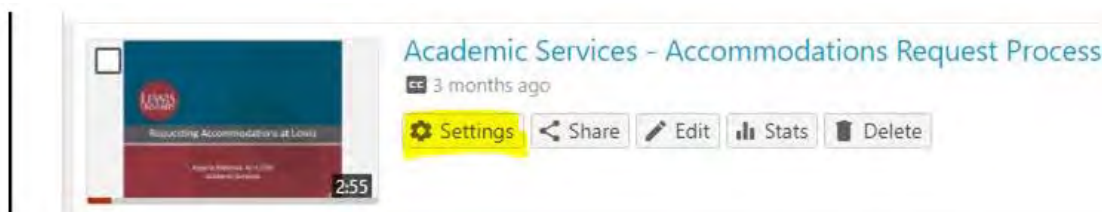
1. Upload your video.
2. Click edit.
3. On the left hand side click "Captions."
4. Then click on "Import Automatic captions"



Note: It takes some time for the transcript to load. Once it does, check it for accuracy. If there are a lot of errors and there is an ADA request for the course, then you can choose to submit the video for ADA-Compliant captions instead.

ADA-Compliant Captions (when there is an ADA request from Academic Services for captioning): Step-by-step

1. Upload your video to Panopto. (More information is found here: [How to upload videos into Panopto.](#))
2. Click on **Settings**:



3. Click on captions (left side of screen). The following screen will appear:

Overview

Share

Outputs

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Search

Captions

Manage

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Available Captions

No captions found for this video

Request Captions

Once you click the "Order" button, the session will not be editable until the captions have returned. If this session is edited after the captions have been added, the entire session may need to be re-captioned.

There are not enough captioning credits available for some of the service levels. Please contact your site administrator to add more to the account. You can still request the caption services listed below.

Estimated Total Caption Time: 1 minute(s)

Service level: CaptionSync 2-Day (AST CaptionSync)

Turnaround time and language are based on your CaptionSync account settings. Contact your administrator if you have questions.

Order

Upload Captions

4. Click on the "Service Level" drop down menu.
5. From the drop-down list, there are two selections. Use "Panopto Service: 2 Business Days" if it is available. If it is not available, select "CaptionSync 2-Day (AST CaptionSync)." Click on the "order" button to submit the request. (Note: if you do not see the Panopto or AST service option, please contact the Learning Access Coordinator or Academic Services staff.)

This will send your video to a professional captioning vendor. In 2 business days, the captions will automatically load into the video. You will not need to do anything else other than verify that the work has been completed. A review for work quality is advisable.