

TRANSCRIPTION AND CAPTIONING GUIDANCE

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the place of useful learning

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Document History

Version	Date	Editor	Comment
1.0	22 July 2020	HLR	First approved version
1.1	10 August 2020	HLR	<p>Update to “Scenario 2: Pre-recorded Audio/Video – Automated Captioning” to reflect future implementation of Microsoft Stream.</p> <p>Update to “Scenario 4: Live Audio/Video – Automated Captioning (Automated Captioning of a Recorded Live Session) to reflect future implementation of Microsoft Stream.</p>
1.2	9 September 2020	HLR	Updates to Scenario 2 and Scenario 4 to remove advice to use Planet eStream and replace with advice to use Microsoft Stream.

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Definitions

Transcriptions are text versions of the audio of audio/video recordings, provided in a text file, usually without timestamps. Captions are text overlaid on video which provide a written version of what is being spoken, updating in real time (similar to subtitles).

Provision of Captions for Recorded Audio/Video

All pre-recorded video should be provided with captions. Provision of transcriptions is also recommended. Captioning can be either high-accuracy and produced by a human transcriber, or automated by voice recognition. Captions/transcriptions produced by automated captioning can be of great use to students. However, these can contain inaccuracies and, depending on the needs of students, may need correction by human editing.

When the only access to the audio content is via captions these must be accurate to enable the participant to fully follow the session.

Some students with a hearing impairment who previously lip-read may find that they rely on captions on platforms such as Zoom because, due to the video quality, the speaker is not sufficiently lip-visible.

Recording Teaching Sessions

It is recommended that consideration is given to the recording of all Zoom sessions. Recording sessions increases accessibility for students with disabilities and can have a positive impact on, for example, students with caring responsibilities, language barriers, and those working in different time zones. Separate guidance is available on [Recording Zoom Teaching Sessions](#), outlining when staff may choose to record sessions and when caution should be exercised. Where it is not felt appropriate to record a session, an alternative approach can be taken, e.g. provision of a session summary which might be written, or a short video made by the lecturer summarising key issues.

Reasonable Adjustments for Students

Students that are registered with the Disability and Wellbeing Service and require reasonable adjustments to teaching and/or assessment will have an adjustment report published on the Disabled Students' facility on Pegasus. Reports are published throughout the year therefore teaching staff should routinely check the facility for their classes. The system requires a valid registration number and so cannot be published at application stage. Examples of adjustments that may be relevant for students that are D/deaf or hearing impaired are detailed below however it is important to note that the University has an anticipatory duty to ensure teaching and learning is inclusive regardless of whether a student discloses a disability.

The following are required where a class member has adjustments required. This will have been declared to the Disability Service, and will be highlighted in Pegasus:

- Speakers to be lip-read require to be lip-visible, i.e. facing camera, in good light, face not silhouetted against background lighting, hands not covering mouth
- Tutor/lecturer to clearly repeat or summarise questions or comments from the student body to enhance deaf or language impaired student's understanding
- Allow student to work with a note-taker
- Will include new adjustment to specify electronic note-taker
- Allow to work with a sign language interpreter
- Provide full verbal commentary of presentation

Scenarios and Options for Transcriptions and Captioning

Currently, there are different options for meeting transcription requirements, dependent on the purpose of the video, and the requirements of students. These can be described in the following four scenarios.

Scenario 1: Pre-recorded Audio/Video – High-Accuracy Captioning

This is required where:

1. Students requiring high-quality captioning/transcription will have this indicated through their adjustment reports. The Disability Support webpages [Accessibility and Alt-format](#) includes information on the POUR principles of digital accessibility.
2. High accuracy is preferred by a course team for reasons related to student expectations, and perhaps in relation to students paying premium fees
3. An automated transcription has been generated, but is not considered intelligible and accurate, when viewed with supporting materials

In these cases, it is recommended that the [SeaCow](#) workflow is considered for this, subject to Faculty approval of resources and funding. Note that high-accuracy captioning services are outsourced and are costed on a per-minute basis (typically USD 2.30 per minute, with a five-day turnaround). Resultant high-accuracy captions require checking by subject experts to ensure required accuracy, as part of the SeaCow process.

Scenario 2: Pre-recorded Audio/Video – Automated Captioning

Until 9 September 2020, the University's video platform for provision of video to students (as opposed to external audiences) is called **Planet eStream**. From 9 September 2020, **Microsoft Stream** will be available for this service and will provide automated captioning. Guidance for this will be available from this date. No video which has previously been uploaded to Planet eStream will be removed, and this service will continue to be available. From 9 September 2020, all video intended for students should only be uploaded to Microsoft Stream.

1. If recording a Zoom session where the presenter is the sole participant, recordings should be downloaded from Zoom and uploaded to Microsoft Stream. These can subsequently be edited for accuracy.
2. If you have recorded video outside of Zoom, recordings should be uploaded to Microsoft Stream. These can subsequently be edited for accuracy.

[Guidance is available](#) for uploading to Microsoft Stream.

Scenario 3: Live Audio/Video – High-Accuracy Captioning

In live video situations, if a participant has a hearing impairment of any sort, a more complete solution is required, including live captions, such as using a live remote captioning service. Examples include [Sign Language Interactions](#) and [AI-Media](#).

Students who have registered with the [Disability and Wellbeing Service](#), and are identified as having this requirement, will have an account arranged with a provider through the Disability and Wellbeing

Service, who will meet the costs of the service as used. If the student is eligible the costs will be reclaimed through Disabled Students' Allowance or, if ineligible, the costs will be met through university funding. The student will be required to provide their timetable well in advance to enable them to block book all required sessions with their provider. This is necessary as there is a shortage of electronic note-takers and sign-language interpreters. Timetables will, therefore, be required well in advance with any changes to scheduled classes notified as soon as possible. Advance notice would be required when arranging any additional meetings.

A glossary of terms may be requested by a live captioning service in advance of a session. Glossaries are used to aid the speed and accuracy of electronic notetaking and to allow student/interpreter to agree on signs for unusual terms.

Zoom provides [helpful guidance on assigning a captioner during a Live Session](#).

Scenario 4: Live Audio/Video – Automated Captioning

Automated captioning quality can be variable, depending on factors such as accents, background noise, microphone placement, proper nouns, and technical language.

Automated Captioning if Using PowerPoint in a Live Session

- PowerPoint in Microsoft Office 365 is available to all staff. This can transcribe a speaker's words as they present and display the words on-screen as captions in the same language you are speaking, or as subtitles translated to another language. If you are unable to install Office 365 on your PC, you can use [the web version of PowerPoint 365](#) which also provides live captioning. [Set-up details are available](#), as is [guidance on creation of captioned recordings](#). If this facility is used in a Zoom session, captions shown on-screen will also be present in the Zoom recording. However, as these are PowerPoint captions and not Zoom captions, these will not be editable after the session.

Automated Captioning of a Recorded Live Session

If a Zoom session is recorded, automatic transcription can be provided *after* the session is finished. Zoom does not provide live on-screen captioning. However, this facility is useful for any students with disabilities which limit their ability to take notes live in the meeting, as it will be for all participants.

- An approximate transcription such as this will be helpful, but likely not enough for any participant who has a hearing impairment.
- Provision of audio transcripts is essential for anyone with communication difficulties, language barriers, difficulty focussing, or does not have a suitable space or location for listening to a video.
- Where captions are not students' only means of accessing the information then some errors are acceptable, as students could correct with the audio content, otherwise corrections are required.

Recordings should be downloaded from Zoom and uploaded to Microsoft Stream. These can subsequently be edited for accuracy. [Guidance is available](#) for uploading to Microsoft Stream.