Welcome to Leading Accessible Virtual Programs

The presentation will begin at 2:05 pm CST

Presentation materials can be found in the participants’ email and this link: https://bit.ly/2JS0Fki

We recommend that you set your view to Speaker View

This presentation will include ASL interpretation and live captioning which can be viewed on your screen as well as streamed at this link: https://bit.ly/2y1nmQu
Connect with Us

Website: chicagoculturalaccess.org
Facebook: @ChicagoCulturalAccessibilityConsortium
Twitter: @CulturalAccess
Housekeeping

- Presentation materials were provided in Word Document form, found in the event email and can be found at this link: https://bit.ly/2JS0Fki
- Images within the materials have embedded alternate text
- Live captions can be read at the bottom of your screen and streamed at this link: https://bit.ly/2y1nmQu
- ASL interpreters have been pinned, recommend that you utilize presenter view
- The chat box will be used for posing questions during Q&A. Until that time, please share technical challenges and CCAC members will offer support
- Presenters will provide visual descriptions of presentation images
Leading Accessible Virtual Programs

Tina Childress
Sheri Levinsky-Raskin
Introduction – Tina Childress

• Wife, mom and audiologist
• Late-deafened adult with bilateral cochlear implants, fluent in ASL
• Has been in love with music and musical theatre starting at a young age (one of my kids is now a musical theater major!)
• Loves technology, innovation and collaboration
• Mentor and advocate
Introduction

Sheri Levinsky-Raskin

• Wife, dog mom, daughter, friend
• Audience advocate
• Collaborator and mentor
• Writer
• Loves art, movies, animals, travel
The Need for Accessible Virtual Programs

Closed captioning, ASL interpreters and more
Planning this webinar

• How do we accommodate people that are d/Deaf, Hard of Hearing, DeafBlind, Blind, Low Vision?
  • Captioning (including border at the bottom), ASL interpreter, transcripts
  • Transcripts, Alt-Text, Outlines in text form for screen readers, fonts, colors, describing images while we are presenting
Glossary

• CART = Communication Access Real-time Translation
  • This is a service provided by a trained professional who converts speech to text in real-time. Using a stenography machine, these professionals are trained to provide communication access to individuals who are deaf or hard of hearing.

• Live captioning
  • Text generated by a trained, human captioner who listens to the audio signal and transcribes the spoken word and non-speech sounds (e.g., indicates environmental sounds). These captions can be integrated into the videoconferencing platform or sent via separate browser link.

• Automated captioning
  • Text generated by the use of speech-to-text technologies to listen to an audio signal in real-time and generate captions. Terms that are often associated with Automated Captioning include automatic speech recognition (ASR), machine-learning and/or artificial intelligence (AI).
How to make a virtual meeting accessible
for individuals who are d/Deaf, Hard of Hearing, DeafBlind (DHHDB)
Best practice – use a live provider

- Both interpreters and captioners can:
  - Ask for clarification
  - Indicate who is speaking
  - Describe if there’s a non-speech sound
  - Correct mistakes
- Perceived benefits of automated captioning at this time:
  - Little to no cost
  - Speed
  - Accuracy is typically worse than a live captioner
  - Some people prefer automated captioning due to the speed factor
Hire a live interpreter for remote interpreting

- Highlight/pin/spotlight the interpreter for better viewing
  - Pause for interpreter shift changes and indicate next interpreter name
  - Certified Deaf Interpreter will need to be highlighted as well
  - PRACTICE this before you go live
- Person/presenter that doesn’t use their voice may need to chat/message you to highlight their window if they want to communicate
Hire a CART captioner for remote captioning

- Discuss how you want to display captions (if there are options)
  - Separate browser window and/or
  - Embedded in videocall window (top vs. bottom)
    - May need to tell presenters to leave space at top or bottom so that their text is not blocked by captions
    - Can be glitchy due to another layer of tech and connections

Separate browser window and separate device
Separate browser window and separate device
Top-to-bottom vs. side-by-side resizing of external browser window

Bottom of video is cut off but image is bigger, captioning window is small

Image is smaller but captioning is fully visible in window to the side
Same recording, same captions, different views

Recording viewed in Full Screen

Recording viewed in Fit to Window
Other captioning options

- Manually uploaded captions
  - Designated person can type in captions/notes to support access
    - This should be considered a back-up plan
- Automated captioning
  - Depends on program/platform – some are included, some only included with higher tier plans
  - Sometimes also used to generate transcripts
- Generate transcripts
  - Screen readers (if they have aidable hearing)
  - Refreshable Braille displays
  - Audio (if they have aidable hearing)
Thoughts

• Captions can benefit LOTS of people
  • Ease of listening
  • Participating when you need to mute audio
  • Unidentified or untreated hearing loss
  • English-Language Learners
• Instead of assuming what accommodation might work for someone, ask them
Defining Accessible

- Easy to get to and use
- Within reach
- Able to be used or seen
- Able to be understood
Presentation Design Tips

- Provide clear and visible text
- Visual and text cues for audio components
- Changes in color signifies meaning
- Multiple visual cues for hyperlinks
- Heading levels
- Consistent font sizes, line heights, text spacing
- Everything on a slide has meaning
- Images, charts, and graphs have descriptive alt text
Zoom Settings

- Passwords
- Participant audio and video
- Chat features
- Co-hosts
- Screen Sharing
- Nonverbal responses
- Closed Captioning
Zoom Settings

**Meeting**

- **Host video**
  - Start meetings with host video on
- **Participants video**
  - Start meetings with participant video on. Participants can change this during the meeting.

**Audio Type**

- Determine how participants can join the audio portion of the meeting. When joining audio, you can let them choose to use their computer microphone/speaker or use a telephone. You can also limit them to just one of those audio types. If you have 3rd party audio enabled, you can require that all participants follow the instructions you provide for using non-Zoom audio.
## Zoom Settings

- **Passwords**
  - Require a password when scheduling new meetings
    - A password will be generated when scheduling a meeting and participants require the password to join the meeting. The Personal Meeting ID (PMI) meetings are not included.
  - Require a password for instant meetings
    - A random password will be generated when starting an instant meeting

- **Participant audio and video upon entry**
  - Mute participants upon entry
    - Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves.
Zoom Settings

- Chat features
  - Chat
    - Allow meeting participants to send a message visible to all participants
    - Prevent participants from saving chat
  - Private chat
    - Allow meeting participants to send a private 1:1 message to another participant.
  - Auto saving chats
    - Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.

- Co-hosts
  - Co-host
    - Allow the host to add co-hosts. Co-hosts have the same in-meeting controls as the host.
Zoom Settings

- Screen Sharing

- Whiteboard
Zoom Settings

- Nonverbal responses

  Nonverbal feedback
  Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel.

- Closed Captioning

  Closed captioning
  Allow host to type closed captions or assign a participant/third party device to add closed captions

  Save Captions
  Allow participants to save fully closed captions or transcripts
The Zoom Toolbar

Different toolbars for hosts and meeting / program participants.

Participants see options selected in settings.
Managing Participants

- Mute
- Start Video
- Invite
- Manage Participants

Participants (1):
- Sheri Levinsky-Raskin (Host, me)

Options:
- Mute All
- Unmute All
- More
Polling

Consider alternate real-time methods for participant engagement for responding to questions and asking for ideas – chat box, texting, social media hashtags.
Social Media Tips
Enable accessibility settings for social media platforms

i.e.: Twitter

Screen Reader
Pronounce # as "hashtag"

Vision
Compose image descriptions

i.e.: Instagram

Accessibility
Write Alt Text
Alt text describes your photos for people with visual impairments. Alt text will be automatically created for your photos or you can choose to write your own.
Breakout Rooms

- Smaller group discussions
- Facilitators and note-takers
- Guiding questions

Considerations
- ASL
- Captioning
Thoughts

• If you are unsure if your work is properly formatted, use accessibility checkers while creating documents
• Build accessibility into your design process
• Listen to and respond to your meeting or program participants
• Always consider multiple methods for communication
• Everyone benefits when your presentations, programs, and work is designed with accessibility in mind
Resources

• [https://www.chicagoculturalaccess.org/resources](https://www.chicagoculturalaccess.org/resources) produced and compiled by the Chicago Cultural Accessibility Consortium (CCAC).

  • Blog posts on “Captioning Options for Videoconferencing and Learning Management Systems” and “How to Caption Your Videos”

• [http://connect-hear.com](http://connect-hear.com)
  • Knowledge Base covering Videoconferencing, live captioning, automated captioning, connectivity options and other topics related to text-based access
Resources

- [https://macaccess.org/resources-2/](https://macaccess.org/resources-2/)
  - Resources, materials, and past workshop presentations to use when planning and providing accessible programs, meetings, interactions, and spaces
- [https://www.afb.org/](https://www.afb.org/) - American Foundation for the Blind
- [https://www.nfb.org/](https://www.nfb.org/) - National Federation of the Blind
- [https://www.hearingloss.org/](https://www.hearingloss.org/) - Hearing Loss Association of America
Q&A

Please type your questions into the chat bar.

The full recorded presentation, materials, transcript, and resources will be shared on the CCAC website within the week chicagoculturalaccess.org