Chicago
Cultural
Accessibility
Consortium

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

Interpreter 1

Interpreter 2

CDI
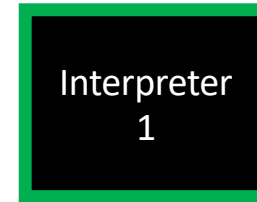
Hire a CART captioner for remote captioning

- 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
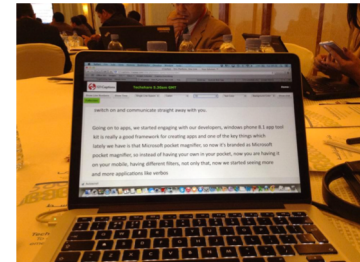
Separate browser window and separate device
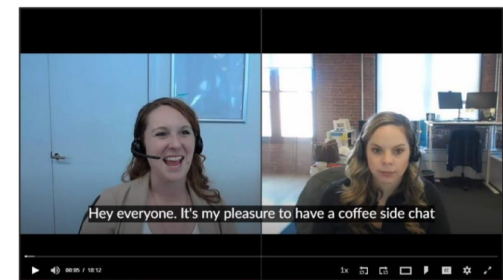
Separate browser window and separate device

Top-to-bottom vs. side-by-side resizing of external browser window
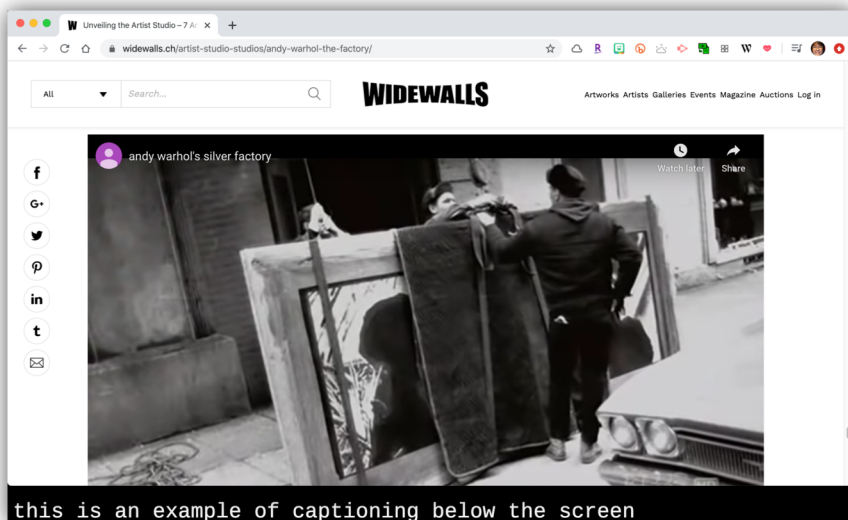
Bottom of video is cut off but image is bigger, captioning window is small
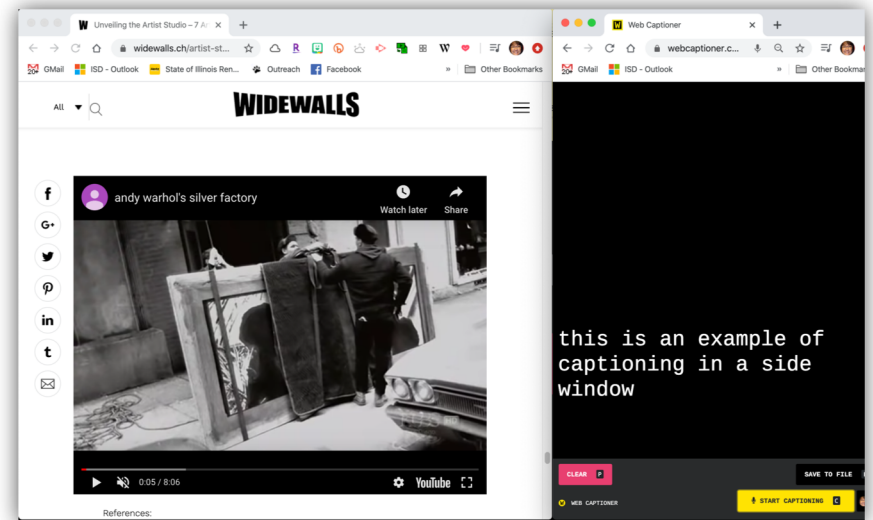
Image is smaller but captioning is fully visible in window to the side

Same recording, same captions, different views
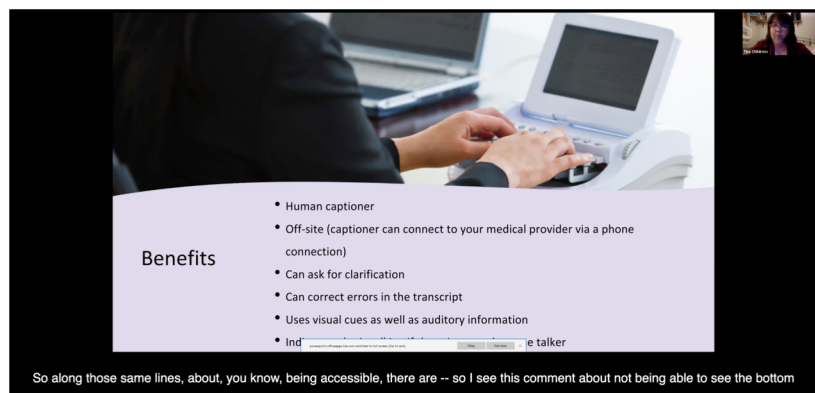
Recording viewed in Full Screen
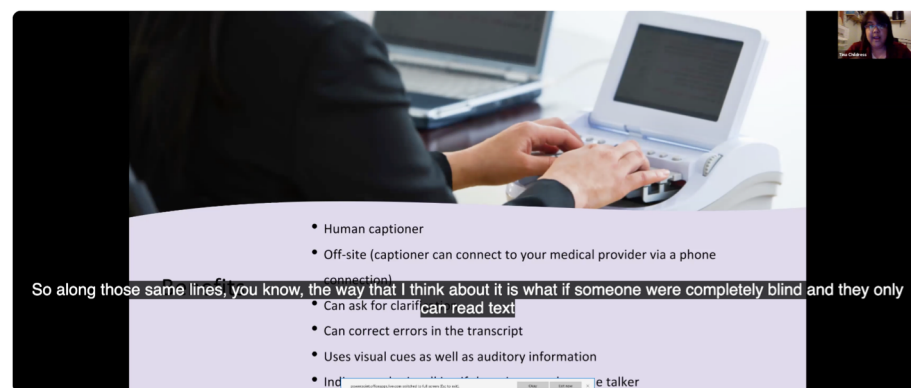
Recording viewed in Fit to Window

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

Nothing about us without us

Defining Accessible

Easy to get to and use

Within reach

Able to be used or seen
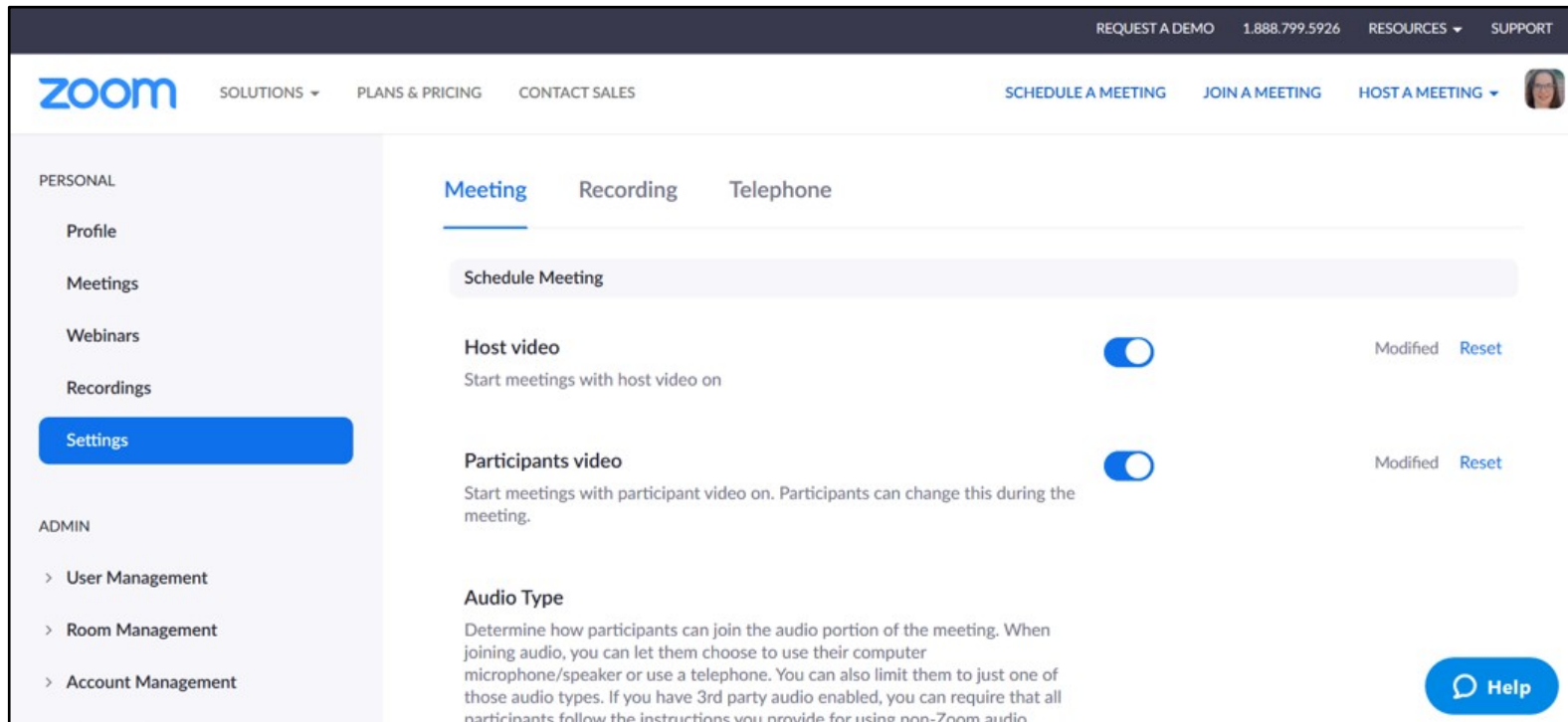
Able to be understood

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

Zoom Settings

- Passwords

- Participant audio and video upon entry

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

Mute participants upon entry

Automatically mute all participants when they join the meeting. The host controls whether participants can unmute themselves. [V]

Zoom Settings

- Chat features

- Co-hosts

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-host

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

Zoom Settings

- Screen Sharing

- Whiteboard

Screen sharing

Allow host and participants to share their screen or content during meetings

Who can share?

○ Host Only   ● All Participants ⊙

Who can start sharing when someone else is sharing?

● Host Only   ○ All Participants ⊙

Disable desktop/screen share for users

Disable desktop or screen share in a meeting and only allow sharing of selected applications. ☑

Whiteboard

Allow participants to share whiteboard during a meeting ☑

☑ Auto save whiteboard content when sharing is stopped

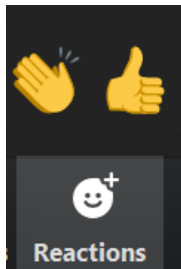# Zoom Settings

- Nonverbal responses

Nonverbal feedback

Participants in a meeting can provide nonverbal feedback and express opinions by clicking on icons in the Participants panel. ⟨v⟩
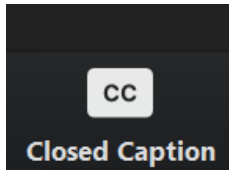
- Closed Captioning

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

Assign someone to type

Assign a participant to type   I will type

Use a 3rd party CC service

Copy the API token

Copy this token and paste it to a third party Closed Captioning tool

The Zoom Toolbar
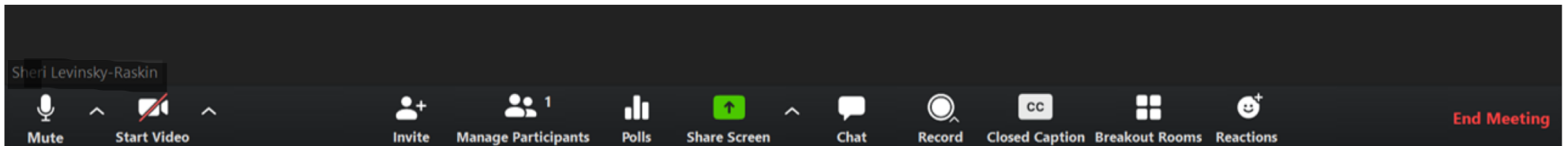
Different toolbars for hosts and meeting / program participants.

Participants see options selected in settings.

Managing Participants

Polling

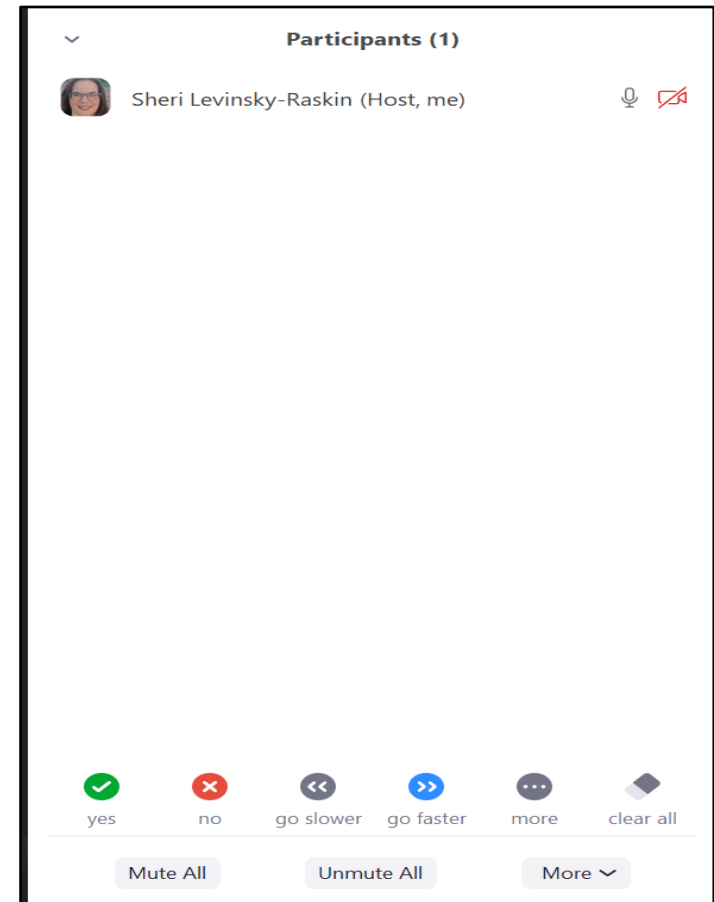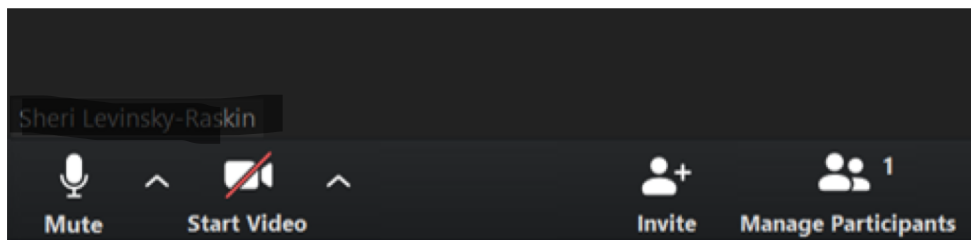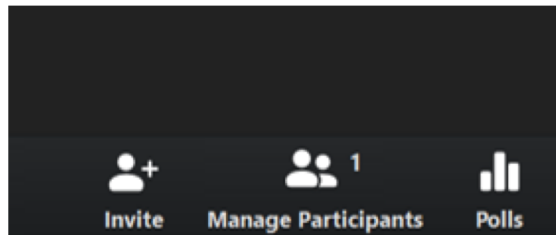Consider alternate real-time methods for participant engagement for responding to questions and asking for ideas – chat box, texting, social media hashtags

Social Media Tips

Enable accessibility settings for social media platforms

i.e.: Twitter

i.e.: Instagram

← Accessibility

Screen Reader

Pronounce # as "hashtag" ☑

Vision

Compose image descriptions ☑
Adds the ability to describe images for the visually impaired.

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.
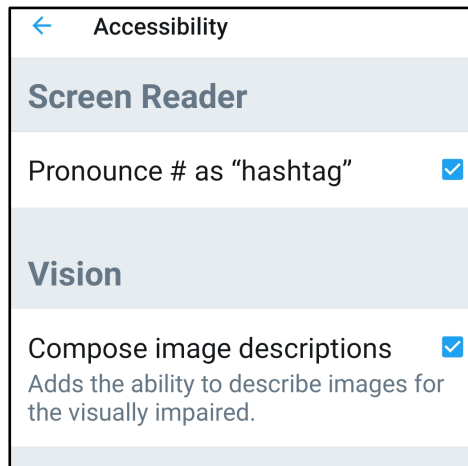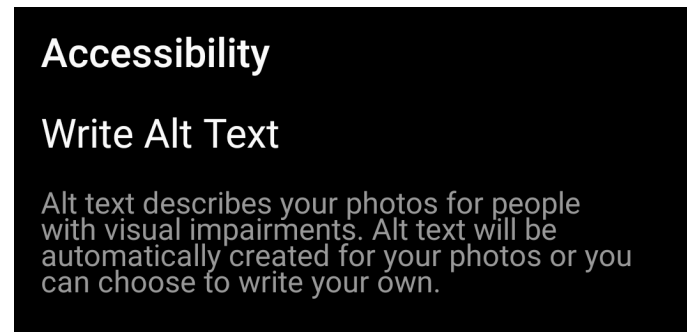
Breakout Rooms

- 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 produced and compiled by the Chicago Cultural Accessibility Consortium (CCAC).

- http://bit.ly/TinaChildressResources
  - Blog posts on "Captioning Options for Videoconferencing and Learning Management Systems" and "How to Caption Your Videos"
  - http://bit.ly/Raindrop-TinaChildress – search for #Videoconferencing

- 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/
    - Resources, materials, and past workshop presentations to use when planning and providing accessible programs, meetings, interactions, and spaces
- https://www.afb.org/ - American Foundation for the Blind
- https://www.nfb.org/ - National Federation of the Blind
- https://www.hearingloss.org/ - Hearing Loss Association of America

Q&A

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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