**Student Disability Services (SDS) Captioning Terminology and Uses**

**Captions** appear on the screen through a decoder that is added using a video editing software. Unlike open captions, closed captions can be turned on or off by the viewer.

**Subtitles** are available on Blu-Rays, DVDs and Streaming services and can be substituted for closed captioning. Like closed captioning they also can be turned on or off.

**A range of types of captioning are used at Hopkins and SDS can explain more about these services as well as when to use them:**

**CART – Communication Access Real-time Translation** (live captioning; provided by a third-party vendor)

CART is typically used as an accommodation for students who are Deaf or hard of hearing to provide access to speech and sounds. Delivered in real time by a professional captioner either remotely or in person, CART has the level of accuracy necessary for communication access in academic classes.

* A copy of the transcript can be made available right away, but will be followed up with an edited copy 12 to 24 hours after the event.
* When CART is provided for synchronous remote courses that are to be recorded, captions should be added post-production through a professional captioning service to ensure they are accurate before recordings are posted. SDS will assist in coordinating this process.
* SDS will also provide information about the CART provider as well as how to assign them to caption if classes are remote.

**Professional closed captions** (provided through a third-party vendor)

Closed captions can be turned off and on; open captions are always on.

Captions requested as an accommodation for academic courses need to be as accurate as possible, synchronized, and provided in a timely way. Professional captions are >99% accurate and require sufficient lead time.

* All videos and multimedia shown during classes should be captioned before they are used. A minimum of at least two weeks of lead time is recommended.
* Asynchronous/pre-recorded classes must be captioned before they are posted for viewing. A minimum of 72 hours of lead time is needed ensure these professional captions can be in place and posting of the video is not delayed.
* All courses that are recorded must be captioned before they are posted when captioning, CART or ASL is used as an accommodation.
* SDS may provide guidance about the specific production time needed.

Please note: Zoom is not the recommended tool for creating pre-recorded lectures that can be shared with students. Instead, Panopto and Kaltura are tools with more options and flexibility for creating asynchronous content. Consult your divisional teaching and learning specialists to learn what tools are available.

**Artificial Intelligence (AI) Generated Captioning**

These captions can be used live as a universal design feature in courses, providing broad support to the learning process for a range of students. AI generated captions are not yet accurate enough to provide effective communication access when students have CART or captioning as an accommodation.

AI based captions should not be used for pre-recorded lectures without first being edited/corrected to ensure accuracy. If AI captions are used live for a class that is being recorded, they MUST be edited before being posted with the recording. Mistakes are to be expected and should be caught before the recording preserves them.

AI generated captions are provided in conjunction with a variety of software products:

* Zoom (Hopkins is rolling this feature out by Spring 2021; check in with your school about availability)
* Microsoft teams (available now for any user to turn on for their own use)
* Microsoft 365 PowerPoint (presenters can turn this feature on)
* Google Meet (available for any user to turn on; is reported to have a higher level of accuracy among AI captions)
* Panopto (post-production captions only)

AI generated captions can provide support to the learning process, especially in remote learning settings by:

* Providing information through two modalities (auditory and written)
* Supporting concentration and focus
* Filling in gaps due to connectivity problems
* Enabling students to view a transcript (when provided for a recording) to support note taking and material review