Making your Zoom sessions more inclusive and accessible

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Today’s Speaker

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Attendee Tools

**Mute/Unmute:** If the host gives you permission, you can unmute your microphone to speak.

**Raise Hand:** Raise your hand to indicate you need something from the host.

**Live Transcript:** When live transcript is enabled, use this button to access the live captions.

**Chat:** Access the chat window to chat with the participants/host(s).

**Question & Answer:** Open the Q&A window to ask questions to the host and panelists.

**Leave:** Leave the meeting while it continues for the other participants. Only the host can end the meeting.
Today’s Agenda

• Introductions
• Basic Overview of Zoom platform
• Built-In accessibility features
• Sharing considerations during Zoom sessions (whiteboard, documents, hyperlinks, screen-sharing, etc.)
• Live Captioning Options
• Post-Production Options
• Q&A
Zoom: Basic Overview

Platform overview (Host/Co-host)
Built-In Accessibility Features

Keyboard Navigation, Chat, Etc.
Keyboard Navigation Support

• **Keyboard shortcuts** perform a series of preprogrammed actions (e.g., close an application, print a document, etc.)

• Zoom generally accessible to all users, including screen reader and/or keyboard-only users

• A full list of keyboard shortcut keys can be found at: [Hot keys](#)
Basic list of keyboard shortcuts

Some Keyboard Shortcuts for Windows

- **F6**, Navigate among Zoom popup windows.
- **Alt**, Hide/unhide meeting controls
- **Ctrl + Alt + Shift**, Move focus to Zoom’s meeting controls
- **Alt + U**, Display/hide Participants panel
- **Alt + Y**, Raise/lower hand
- **Alt + A**, Mute/unmute audio
- **Alt + V**, Start/Stop Video
- **Alt + H**, Display/hide In-Meeting Chat panel
- **Alt + F**, Enter or exit full screen

How do we use this information?

Consider hosting this information...

- Where faculty teaching resources are hosted (e.g., CTFE)
- In **LMS** with synchronous sessions via Zoom (hybrid, online, and/or F2F)
- Public meetings/events held via Zoom
Screen Reader Alerts

• Benefits screen reader users

• Customizable alerts provide feedback for screen reader users when events happen within Zoom platform (e.g., chat received, document uploaded, etc.)

• Host-only alerts for screen reader users as well (e.g., hand raised/lowered, participant joins/leaves meeting)
Adjusting the Chat Window

Chat Display Size (up to 200%)

Benefit to users who struggle with low vision

Keyboard Shortcut:
- **Ctrl/Cmd +**, Increases font size
- **Ctrl/Cmd -**, Decreases font size
“Sharing” considerations during Zoom Sessions

Whiteboard, screen-sharing, polling
Limit use of Whiteboards

• Host and attendees (if allowed) can annotate on a shared space.

• Challenges:
  • Content shared on the whiteboard is inaccessible to screen-reader users.
  • Screen-reader users, keyboard-only users, and those calling in (i.e., ability to annotate) cannot participate.
  • Output only as an image.

• Workarounds:
  • Accurately describe what you are doing
  • Whenever possible, provide content in alternative formats (e.g., step-by-step instructions)
  • Record activity and share
Other Screen-Sharing Considerations

• We all know the benefits of screen-sharing!

• Challenges:
  • Inaccessible to screen-reader users and those calling in
  • Can be difficult to follow for those with learning/cognitive challenges (e.g., step-by-step instructions, math, etc.)

• Workarounds:
  • Accurately describe what you are doing
  • Whenever possible, provide content in alternative formats (e.g., step-by-step instructions)
  • Record activity and share
  • IMPORTANT: When streaming video, be sure to share computer sound

Image taken from https://tinyurl.com/yryj649n
Using Polls

• Use polls to increase engagement/interactivity during your sessions

• Polls can be added before or during sessions
  • Only hosts can create new polls
  • Hosts and co-hosts can launch polls

• Zoom polls are simple (i.e., no graphics) and generally accessible

• Challenges:
  • Inaccessible to those calling into the session

• Workarounds:
  • Read questions and results aloud
  • Give audience time to complete polls
  • Allow entries in chat

Image taken from shorturl.at/actN5
Pin Multiple Video Streams

- **Multi-pin** allows participants to pin multiple video streams at once during a Zoom session.

- By default, Zoom participants can only pin 1 video stream. The host, however, can override this setting enabling **Multi-pin** for that user. The host can also spotlight videos for everyone to see. See Pinning participant’s videos for more details.

- **Why is this useful?**
  - **Support for Deaf/Hoh students.**
    - Typically, sessions that last longer than one hour require 2 interpreters. This allows the student to pin the streams of both interpreters as well as the speaker.
Screen-Sharing Questions?
Managing Chat Discussions

Basic strategies, documents, URLs
Strategy #1 – Avoid using Chat

- In the Chat window, click **More (…)** to change chat settings.

- Turn off chat to **eliminate all chat**

- **Host Only** -- private communication between host and attendees

- **Everyone Publicly** allows open chat with host and other attendees -- no private communication
Strategy #2 – Schedule Q&A/Breaks

• Build breaks/Q&A into your lectures (e.g., break between sections or every few slides)

  • Gives students time to ask questions when material is presented as opposed to at the end of the session
  • Manages expectations -- *students know when to ask questions*
  • Better gauge of comprehension/engagement
Strategy #3 – Enlist a Helper

• Use a GTA or student from class to monitor the chat for questions.
• Empower them to chime in whenever questions are asked or during the break sessions
  • This is especially helpful during screen sharing
• Can post documents/links/re-state information in the chat
Make sure documents are accessible (i.e., Chat)

- Documents (Word, PPT, PDF) uploaded or shared via Chat should be accessible:
  - Use Headings
  - Alt text for complex images
  - Meaningful hyperlink text
  - Sans Serif fonts
  - Good color contrast
  - Tables with headers
  - Avoid merged or split cells in tables

- Step-by-step guidance coming in trainings later this month/early next
Use Shortened URLs (i.e., Chat)

• Avoid posting long URLs (e.g., https://suicidepreventionlifeline.org/help-yourself/for-deaf-hard-of-hearing/) in the Chat

• Shortened URLs are more user-friendly (https://tinyurl.com/sh646e7u)

• Resources for creating free, shortened URLs (Bitly, TinyURL, ShortURL)
Managing Chat Questions?
Live Captioning Options

Automated, Assign a person, 3rd-party (i.e., Verbit), Post-Production Captions
Automated Live Transcription, (Cloud)

1. Sign into your account through the Zoom web portal
2. Under **Settings/In Meeting (Advanced)**
3. Make sure **Closed Captioning** is turned on.
4. Then check box to **Enable live transcription**...
Automated Live Transcription (In Session)

Instructions
1. Host clicks on Live Transcript button
2. Click Enable Auto-Transcription to turn on Live AI captions

Notable features
• Released Jan 2021
• Powered by Otter.ai (ASR-only)
• 3 lines of transcription (< 32 char per line)
• Drawback(s): English only, no breakout room support, must be initiated by host
Adjust Caption Size

Instructions
1. With captions on, click arrow on top-right of the Live Transcript button
2. ClickSubtitle Settings…
3. Under Closed Caption, use the slider to adjust the size of the captions.

Notable Features
• Small, Medium, Large
• Drawback(s): Captions limited in terms of placement of captions (e.g., bottom, sides, top – full transcript window can be floated, however)

Closed Caption
Closed Caption Font Size:
Normal Medium Large

These are default (small) sized subtitles.
Full Transcript

Instructions
1. With captions on, click arrow on top-right of the Live Transcript button
2. Click View Full Transcript

Notable Features
• Transcript is searchable and time-stamped
• Speaker identification (only available in Full Transcript)
• Attendees can save the transcript
• Available on mobile devices (not searchable on mobile)
Assigning a Person for CC (In Session)

Instructions
1. Host clicks on Live Transcript button
2. Click Assign a participant to type or select I will type to have someone in session provide the captions.

Notable Features
• Host can assign CC privileges to anyone participating in the session
• Drawback(s): Rarely practical, platform does not always integrate with captioner’s software
Integrating 3rd-party CC (In Session)

Instructions
• In a Zoom meeting, click Live Transcript.
• Click Copy the API token.
• API token needs to be shared with live captioning vendor (process likely to differ from one vendor to the next)

Notable Features
• Human transcription
• Typically, more accurate than ASR-only
• Drawback(s): Costs, coordination of services
Live Transcription (CC) and Breakout Rooms

• Keep in mind, live transcription (ASR-only) **NOT** available in breakout rooms. Only available in main room.

• **Workarounds:** 3rd-party captions available in separate window. Use separate Zoom sessions to host breakout rooms.
Post-Production Captioning and Transcription Options

Recordings, Transcripts, and Captions
Recording Options

• Local Storage (Off by default)

• Cloud-based Options
  • Record active speaker with shared screen (MP4)
  • Record gallery view with shared screen (MP4)
  • Record active view and gallery view with shared screen, separately
  • Record an audio-only file (MP3)
  • Save chat messages from the meeting/webinar (TXT)

• For downloading or accessing multiple video layouts please see Zoom's explanation/documentation: http://bit.ly/zoomrecoptions
Recording Settings (Cloud)

1. Sign into your account through the Zoom web portal
2. Under Settings/Recording tab
3. Under Cloud recording options...
Accessing captions/transcripts (GMU Default Settings)

• Once recorded, host will be emailed two links:
  • Link to files (downloaded as .zip or individually)
    • Recorded video of session (.mp4)
    • Audio transcript of the cloud recording (.vtt)
    • Closed caption transcript (.vtt)
  • Link to shared screen with speaker view (to be shared with viewers)
Transcript and Captions files

• Difference between *audio transcript* and *closed caption* file?
  • Closed caption file - *does not* include speaker identification
  • Audio transcript - *includes* speaker identification

• Both files available as VTT files

• What if I need another file format like SRT?
  • Use free online converters like gotranscript.com ([https://gotranscript.com/subtitle-converter](https://gotranscript.com/subtitle-converter))
  • Some video hosting platforms will only support SRT, VTT, SCC, etc. file formats for captions. Check the platform you plan to use.
  • GMU uses Kaltura, which accepts both SRT and VTT for captions file formats
Shared Screen with Speaker View (Participant)
Shared Screen with Speaker View (Host)

- Looks exactly like Participant’s View.

- Transcript can be edited. Changes automatically fixed in Participant’s View.

- **Note:** Downloadable transcripts will not be updated when fixed in this view. Only the shared screen views are updated.
Post-production captions and transcripts

Questions?
Questions?
Thank You