



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)

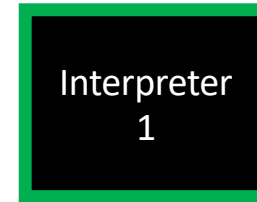
Best practice – use a live provider

- 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



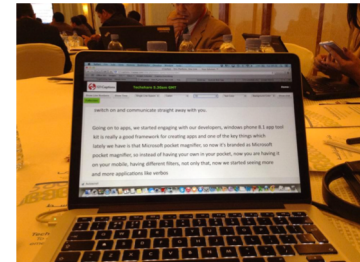
Hire a live interpreter for remote interpreting

- 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

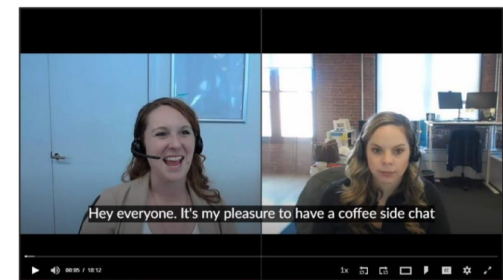


Hire a CART captioner for remote captioning

- 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

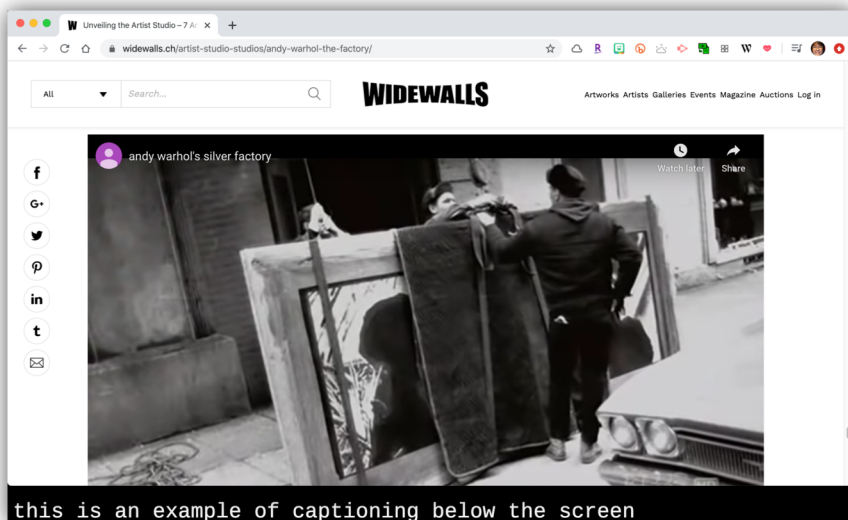


Separate browser window
and separate device



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

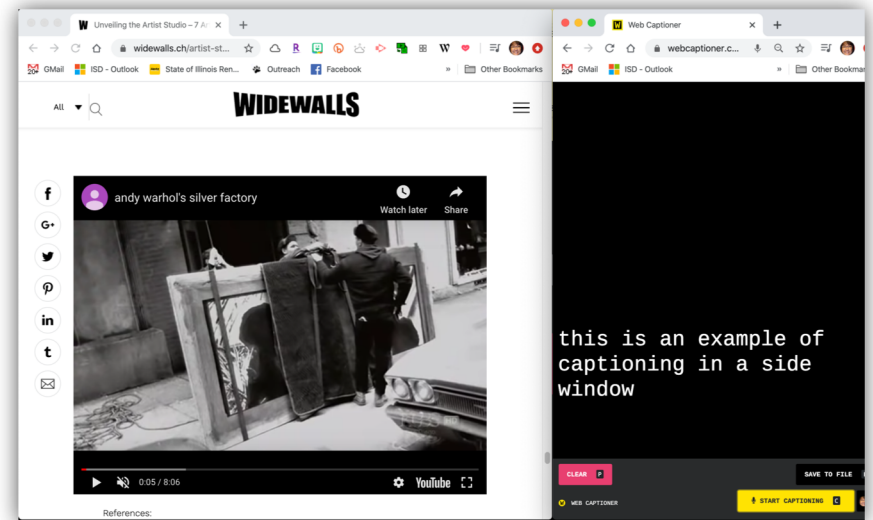
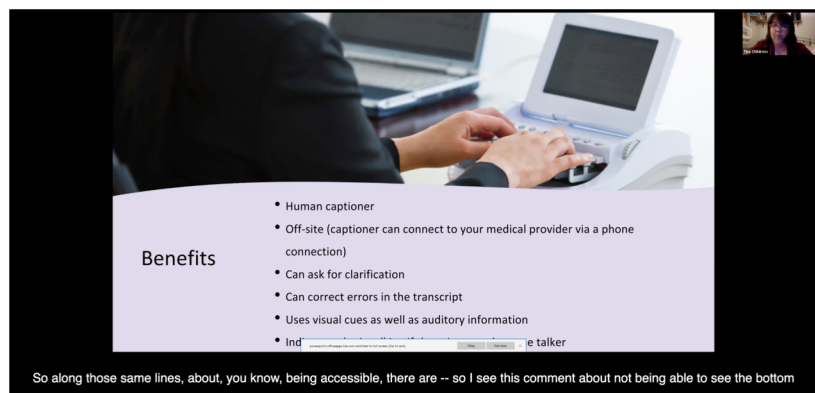
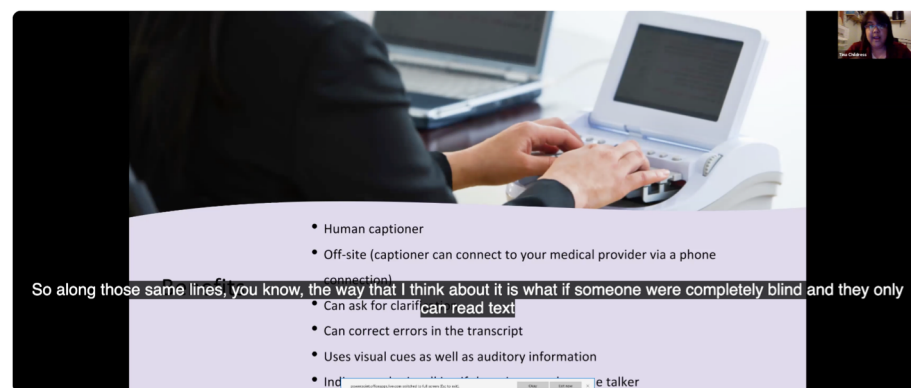


Image is smaller but captioning is fully visible in
window to the side

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)

>> TINA: If you take off the spotlight, can you go to gallery view?
Thank you, everybody for your patience.
We really are trying to accommodate everyone.
>> CURT: So that's what's considered gallery view, Tina.
I don't know if you see any difference.
>> TINA: Everybody, if you could try switching your view, maybe you will now see the other --
the other people -- I can't tell because I'm a panelist.
So now, the interpreter disappeared.
Well, the interpreter is now not Gustavo.
The interpreter is now Sandra.
Okay and so now, the spotlight is on me as the talker.
Whoa, guys, we are really, really trying here.
>> CURT: So Tina, let me go back to Sandra then.
>> TINA: We have an idea.
Curt, can you please give me host privileges and I will share my -- I will share my screen?
>> CURT: Go ahead.
You got it.
>> TINA: Okay.
So I am host now.
Everybody let's see if this works okay?
We're going to share a screen.
And I'm going to turn off my captioning and I will play the PowerPoint.
Boy, this is so much fun.
I love and I hate technology, you guys.
Okay.
So let's go back to the beginning.
I'm going to use slide show.
Everything -- okay.
So can people see me now?
Can someone talk and let me know what they see right now?
>> CHAD: I'm talking.
The next thing we're going to talk about apparently is what is coming up in the hospitals after
we talk about the teams, we'll talk about the admission to the hospital.
>> TINA: Okay keep talking.
>> CHAD: Am I continuing the presentation?
Or what am I doing?
Just talking?
>> TINA: Can you see the presentation, Chad?
>> CHAD: I can, but we need to go back a couple of slides, it should be admission to the
hospital.
>> TINA: Okay.
Keep talking.
>> CHAD: Okay.

So when you come to the hospital, there are -- for general illnesses, we're going to talk about
what you need to bring to be prepared.
And again, this is on our website and we're going to e-mail everyone for this.
Can we go back to admission to the hospital?
Yes.
Okay.
So you need to bring a complete list of your medications, a list of your surgical and medical
history, your doctors and their phone numbers, and a -- and contact numbers of your decision
makers, your next of kin, so people can easily get in contact with people.
A living will is basically a document that states your medical wishes.
And how far you want care to be taken, do you want to be resuscitated, like have a breathing
tube put in your throat if you can't breathe?
When do you take -- discontinue that care?
That's what a living will is for.
A power of attorney is someone you designate to make medical decisions for you.
The other things you need to bring, your smart phone, chargers, hearing equipment, a head
band and a bag to put this in.
You need to make sure that your hearing aids or your cochlear implants are in your ears.
Use a head band to keep them on.
It doesn't have to be anything fancy, just something to keep them on because when you're
tired, you're sick, you're going to be moving your head, you may not be with it and you may be
moving like this and a head band will help keep your hearing equipment on.
A hospital kit for hearing loss -- Tina will go over this a little bit more but a hospital kit is
basically signage that you can print out, signs that you can put above your bed, on your door,
like near you saying that you have hearing loss and what you need people to do.
And this -- this link is not live yet.
Hospital guide.
But we will post this to that.
Again, we will update everyone on where we can go next.
Next slide.
So daily routines at the hospital.
So when each day, usually, in the morning, not always, sometimes, it's in the afternoon, a team
of doctors, nurses, pharmacists, the discharge planner, may come around your bed and talk
with you, see how you're doing, see if you've made progress in your illness, what needs to be
done, address new problems if they've come up.
These are called rounds.
This is where everyone gets together to figure out the next best step in your treatment plan.
So what you need to know is learn what time rounds occur in advance.
Hopefully, a day and let your decision maker know, your advocate, either that's your spouse,
your significant other, your fiancé, whoever, but have them on speaker phone so that they can
hear and participate in rounds.
This is extremely important, it will be very helpful for you.
Next slide, please.

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

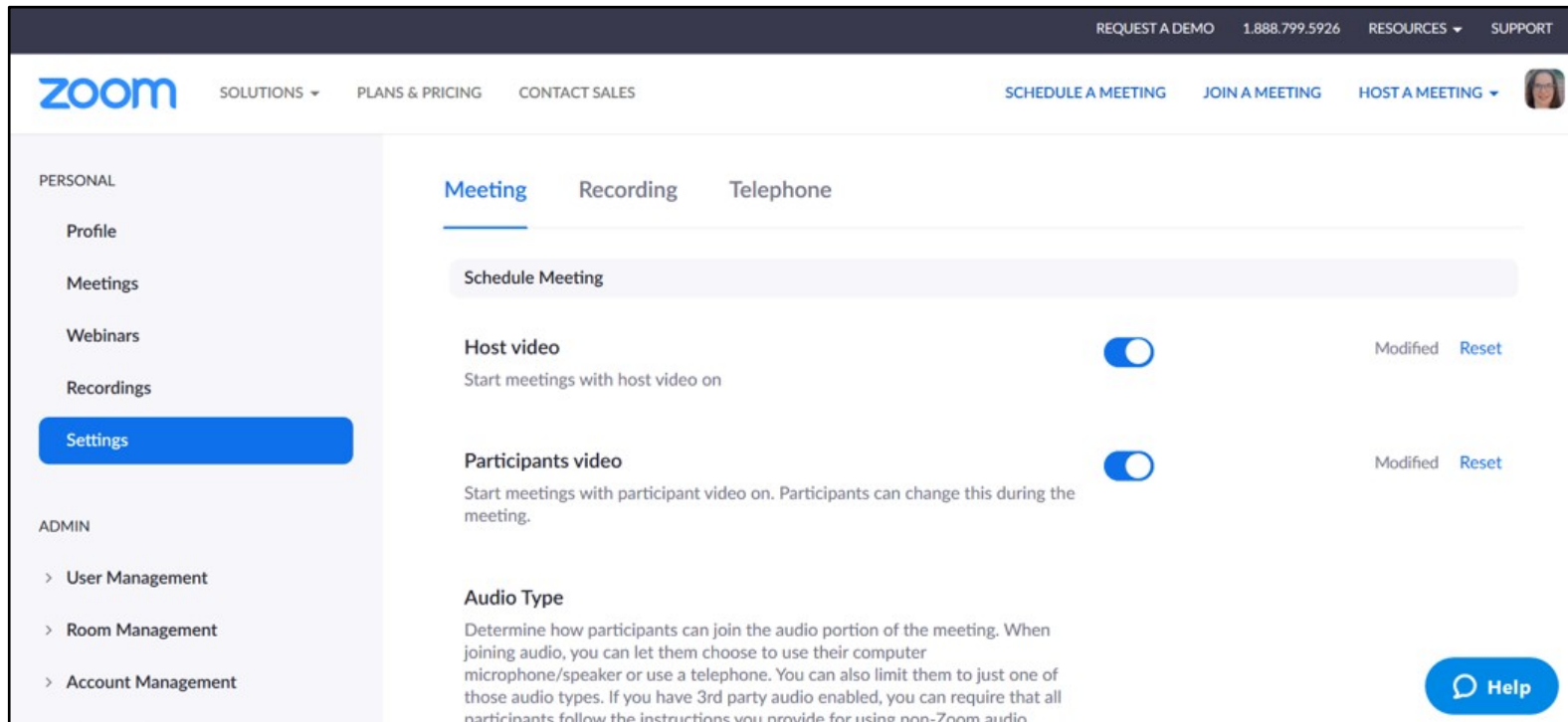
Presentation Design Tips

- 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



The screenshot displays the Zoom web interface for managing settings. At the top, a dark navigation bar contains links for 'REQUEST A DEMO', '1.888.799.5926', 'RESOURCES', and 'SUPPORT'. Below this, a white header bar features the Zoom logo, 'SOLUTIONS', 'PLANS & PRICING', 'CONTACT SALES', and action links for 'SCHEDULE A MEETING', 'JOIN A MEETING', and 'HOST A MEETING'. A user profile picture is visible on the right.

The left sidebar is divided into 'PERSONAL' and 'ADMIN' sections. Under 'PERSONAL', options include 'Profile', 'Meetings', 'Webinars', 'Recordings', and 'Settings' (which is highlighted with a blue background). Under 'ADMIN', there are expandable sections for 'User Management', 'Room Management', and 'Account Management'.

The main content area is titled 'Meeting' and includes tabs for 'Recording' and 'Telephone'. A 'Schedule Meeting' button is located at the top of this section. Below it, two settings are shown:

- Host video**: A toggle switch is turned on. Below the toggle, it says 'Start meetings with host video on'. To the right are links for 'Modified' and 'Reset'.
- Participants video**: A toggle switch is turned on. Below the toggle, it says 'Start meetings with participant video on. Participants can change this during the meeting.' To the right are links for 'Modified' and 'Reset'.

At the bottom of the settings area, there is an 'Audio Type' section with a descriptive paragraph: '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.' A blue 'Help' button is located in the bottom right corner of the settings area.

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. 




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

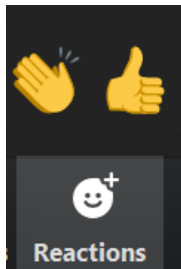


Allow participants to share whiteboard during a meeting [?](#)

☒ Auto save whiteboard content when sharing is stopped

Zoom Settings

- Nonverbal responses

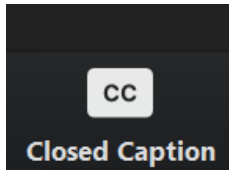


Nonverbal feedback

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



- 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

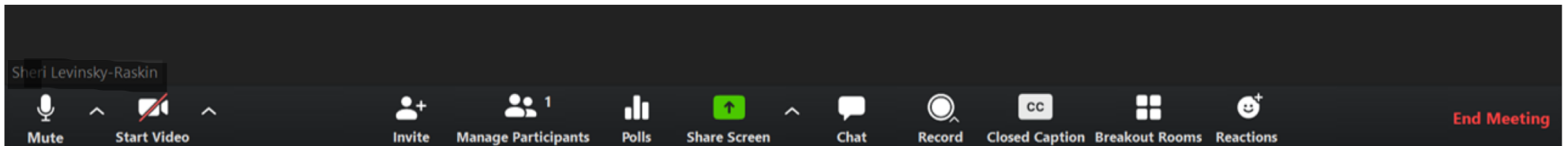


Assign someone to type

Use a 3rd party CC service

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

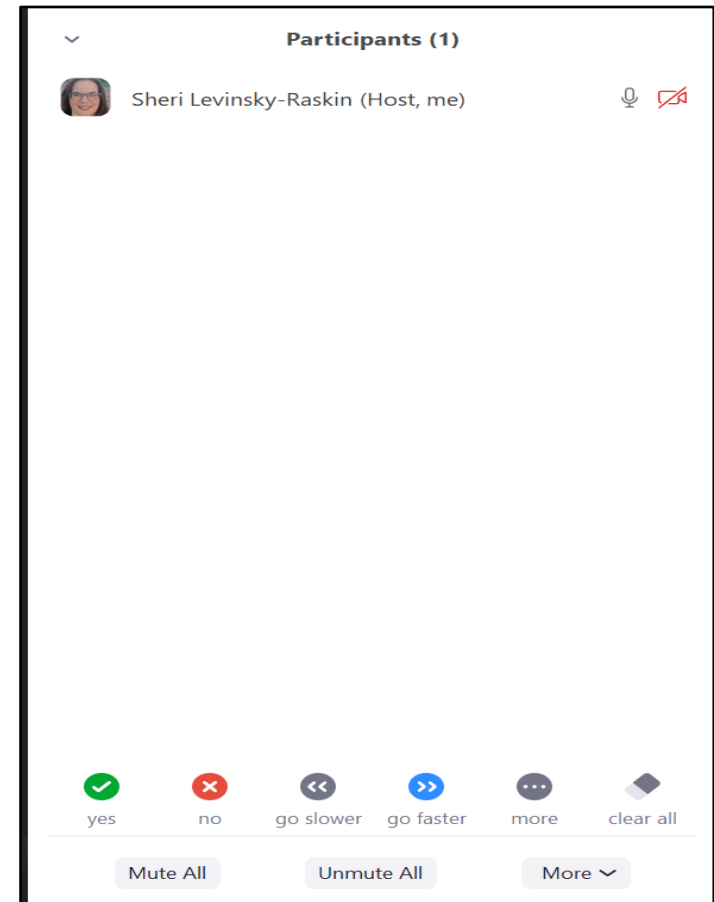
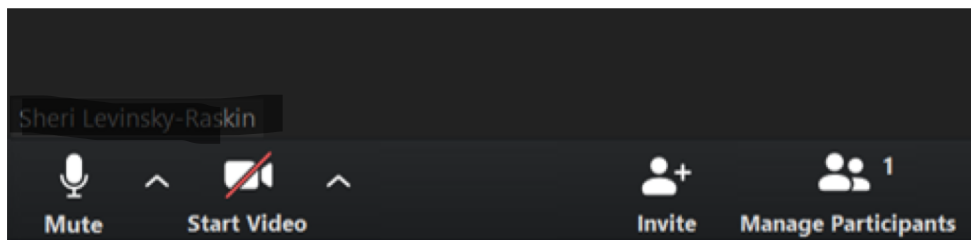
The Zoom Toolbar



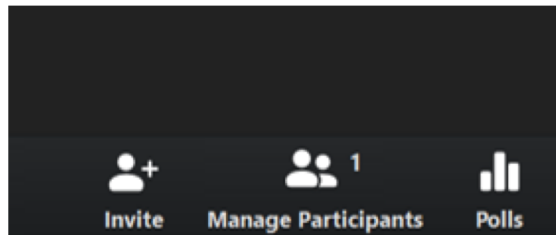
Different toolbars for hosts and meeting / program participants.

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

Add a Poll



☐ Anonymous? 

1.

Type your question here.

☒ Single Choice ☐ Multiple Choice

Answer 1

Answer 2

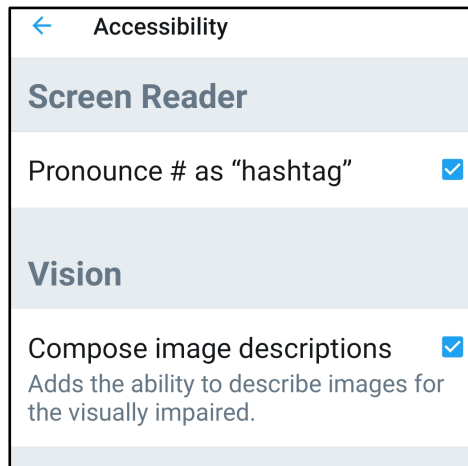
Answer 3 (Optional)

Answer 4 (Optional)

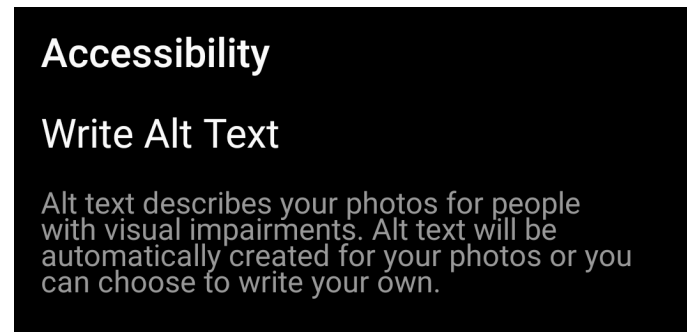
Social Media Tips

Enable accessibility settings for social media platforms

i.e.: Twitter



i.e.: Instagram



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

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