

Faculty and Staff Guide to Communication Access Information:

Captioning, Remote CART, TypeWell and FM Systems

Effective communication is critical to inclusion and is a legal obligation as we ensure equity for students with disabilities. Deaf, Deaf-Blind, and Hard of Hearing students rely upon various modes of communication access. Student Accessibility Services (SAS) coordinates provision of Sign Language interpreters, Remote CART (Communication Access in Real Time), TypeWell Transcribers, closed captioning, equipment (such as FM Systems) and notetakers.

Beyond communication in the classroom, there is also a legal obligation to remove barriers to communication access for online video and audio content (e.g., recorded lecture, assigned videos or podcasts). The Department of Justice (DOJ) published the Americans with Disabilities Act (ADA) Standards for Accessible Design in September 2010. These standards state that all electronic and information technology must be accessible to people with disabilities. In 2024, the DOJ issued a final rule updating Title II of the Americans with Disabilities Act to include specific technical standards to ensure that web content and mobile applications are accessible to people with disabilities.

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I. Definitions

Real-time Captioning also known as CART: Communication Access in Real Time (CART) is a service similar to court reporting in which a transcriber types what is being said – word for word - at a class, meeting or event into a computer.

Captions appear at the bottom of the screen or in a separate window, depending on the service. This service, which can be provided on-site or remotely, is particularly useful for people who are deaf or having hearing loss but do not use American Sign Language. CART is provided by outside vendors.

TypeWell: TypeWell is a service similar to court reporting, however, the transcriber types concept by concept, not word for word. The transcriber types into a computer that projects the concepts onto a screen (such as a laptop) for the individual student. A transcription of the class is also provided to the student. TypeWell is provided by outside vendors.

Transcript: A transcript provides a textual version of an audio and/or visual content that may be accessed by anyone. Transcripts do not have to be verbatim accounts of the spoken word in a video. They may contain additional descriptions, explanations or comments to accurately describe visual or audio content for audiences with sensory disabilities. Transcripts may be recommended by SAS along with or in place of a video or audio file.

Captioning: Captioning is a process of displaying text on a visual display to provide additional or interpretive information. There are two types of captions – closed and open.

- **Closed captioning** is a technique of displaying the captioned text only when it is desired and can be turned off. Closed captions typically show a transcription of the audio portion of a video as it plays (either verbatim or in edited form), sometimes including non-speech elements.
- **Open captions** may include the same text as closed captions, but the captions are a permanent part of the picture and cannot typically be turned off.

WSU currently utilizes outside vendors for captioning for students who receive this accommodation. As a best practice, faculty and staff can ensure that all audio and video is accompanied by a transcript or captioning for all students.

FM Systems: FM (Frequency Modulation) Systems are wireless assistive hearing devices that enhance the use of hearing aids, cochlear implants and also assist people who are hard of hearing but do not wear hearing aids. FM Systems are particularly effective in noisy environments and over distances. Today's FM Systems use a wireless transmission method.

Note takers: SAS employs student note takers who may be already enrolled or be added to a class roster following communication with the faculty member. Notetakers are providing an approved, reasonable accommodation to a student registered with SAS.

Sign Language Interpreters: American Sign Language (ASL) is the primary language

for the Deaf community. Interpreters bridge the gap between American Sign Language users and English. ASL Interpreters are available in-person and remotely.

II. Student, SAS, and Faculty Responsibilities

Student Responsibilities

- Register with SAS if requesting accommodations.*
- Request accommodations through Accommodate (SAS database) as soon as possible after early registration. *
- Share Accommodation Letter with faculty immediately.
- Discuss communication accommodations with each faculty member.
- Inform SAS immediately if there are any issues, concerns, or if accommodations are not being met.
- Reply to SAS outreach via email or phone to check on accommodations.

SAS Responsibilities

- Confirm class schedule and services with student.*
- Confirm course modalities via communication with faculty.
- Provide faculty with this Guide.
- Confirm service(s) for each student's course with vendors.
- Schedule a team or one on one meeting with each student and all faculty members review details of accommodation(s).
- Collaborate with Information Technology Services regarding necessary equipment.
- Clarify and/or confirm a process for the submission of media files and lecture links.
- Submit files to vendors within 24 - 48 business hours of receipt (not on weekends).
- Provide product(s) to faculty and student within 24 hours of receipt from an outside vendor, except on weekends.

*Students may register with SAS at any point in the semester; subsequently, faculty may need to provide accommodations after the start of the semester.

Faculty Responsibilities

- Collaborate and communicate with SAS in a timely manner.
- Comply with legal obligation by providing accommodations determined by SAS.
- Inform SAS about any issues/concerns in a timely manner.
- Submit all media files and lectures links prior to the start of the semester, or a minimum of two weeks before the media will be presented to the class. SAS will work with faculty to confirm or identify a process for submission.
- For CART services, upload syllabus to the Google form.
- Obtain necessary aids, per SAS instruction (e.g., microphone), provided by WSU.
- Confirm and participate in a team or one on one meeting prior to the start of the

semester with the student and SAS.

III. Additional Information

- Faculty and staff should request CART/Typewell or captioning for post-production media files or in-person or synchronous courses at least two weeks before the media will be shared.
- If faculty wear a face mask during lecture, SAS may request faculty wear a clear face mask/covering to improve communication access. A clear face mask/covering allows a student who is hearing impaired to read lips.
- Arranging communication access with vendors takes time. Please respect the timeframes.
- Remote communication access services (e.g., CART or captioning) require quality audio. Audio quality is critical to effective service delivery. See tips for additional information.
- Remote CART or TypeWell require advance access to your Zoom, Blackboard Collaborate or other LMS. The Remote provider will either send text directly through closed captioning or through a web link that displays a transcript of what is being said in real-time through a browser window for the student.
- The Remote CART or TypeWell captionist will send faculty a chat asking to be designated as such. Go to the bottom toolbar and Click the button “More” (next to “Reactions”). This will allow faculty to designate an attendee as the captioner. It does not change faculty’s permissions or hosting capabilities.
- Remote CART and TypeWell vendors have an account established with our students who can then access transcripts directly.
- Captioning is an excellent example of universal design for learning and required under Title II of the ADA for any media shared online as required course material. If media is captioned, you certainly may share the file with your entire class. Likewise, you may do the same with a transcript.

Guide to Different Types of Communication Access

Communication Access in Real Time (CART) or TypeWell (Captioning) for In-Person Courses

Example: Student is Deaf or Hard of Hearing and does not use American Sign Language.

Faculty will need: computer with microphone Remote CART or TypeWell require advance access to your Zoom, Blackboard Collaborate or other Learning Management System/Platform. The vendor requires that you have:

- Good sound quality (may need to use external microphone in addition to computer microphone)
- Reliable internet connection
- Speak as clearly and distinctly as possible

The Remote CART transcriber or TypeWell captionist will send faculty a chat asking to be designated as such. Go to the bottom toolbar and Click the button “More” (next to “Reactions”). This will allow faculty to designate an attendee as the captioner. It does not change faculty’s permissions or hosting capabilities.

The student who is receiving Remote CART or TypeWell as an accommodation will need to have a laptop, even if they are not allowed in the course. The student will receive the Remote CART or TypeWell information via a separate link or window, depending on the particular vendor.

Request CART/TypeWell services using the [SAS Google Form](#).

Communication Access in Real Time (CART) or TypeWell for Online, Synchronous Courses

Example: Student is Deaf or Hard of Hearing and does not use American Sign Language.

Remote CART or TypeWell require advance access to your Zoom, Blackboard Collaborate or other Learning Management System/Platform. The vendor requires that you have:

- Good sound quality
- Reliable internet connection
- Speak as clearly and distinctly as possible

The Remote CART transcriber or TypeWell captionist will send faculty a chat asking to

be designated as such. Go to the bottom toolbar and click the button “More” (next to “Reactions”). This will allow faculty to designate an attendee as the captioner. It does not change faculty’s permissions or hosting capabilities.

Communication Access in Real Time (CART) or TypeWell for Asynchronous Courses

Example: Student is Deaf or Hard of Hearing and does not use American Sign Language.

If your asynchronous course includes pre-recorded media files, see Closed Captioning Options below.

Closed Captioning for Pre-Recorded Media Files in any course Live Lectures:

Closed Captioning Options: Zoom, YouTube, Rev.com and Caption Consulting

Note: Closed captioning by outside vendors is not guaranteed at 100% accuracy. We encourage you to review captions prior to distributing to your students.

Zoom: Zoom currently requires a third-party vendor to provide live captioning, or CART services. Zoom will automatically transcribe and caption any files saved to the cloud-- this is helpful for all students if you plan to provide students with recordings. SAS arranges closed captioning and CART for Zoom for students who require communication access accommodations.

Rev.com and Caption Consulting: Third-party vendors utilized by SAS. We typically have human rather than AI transcribers.

YouTube: Uses speech recognition technology and has made improvements over the past few years. If you upload your own video to youtube, you would have to edit the auto-generated captions to make sure they are in compliance. If you are using another publisher’s video from YouTube, the publisher of the video may have already had the video captioned. SAS, in collaboration with the faculty and student, will determine if YouTube’s closed captions are appropriate. Faculty should review closed captions and may need to edit.

Contact Student Accessibility Services

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