# **Accessibility of Online Events and Materials**

## **Accommodations for Live/Synchronous Events**

Any live/synchronous events should include information on how to request accommodations. A sample statement is available on the [Disability Resources website](http://www.rochester.edu/college/disability/faculty/accessible-events.html). **Please note:** Any accommodation requests should be treated in a time-sensitive manner, as vendors often need lead time of **up to a week or more** to make arrangements.

### If a participant requests **ASL Interpreting**

1. You must contact an interpreting agency and hire an interpreter for your live/synchronous event.

**For ASL Interpreting Requests at UR River Campus (AS&E/Simon/Warner) and ESM**

Contact [Interpretek](https://www.interpretek.com/)

Email: [roc.office@interpretek.com](mailto:roc.office@interpretek.com)

Phone: 585-235-7500

**For ASL Interpreting Requests at URMC SMD and School of Nursing:**

Contact URMC Interpreter Services

Email: [deafprofessional\_interpreterservices@urmc.rochester.edu](mailto:deafprofessional_interpreterservices@urmc.rochester.edu).

Phone: (585) 275-4778

1. ASL interpreting will occur in the Zoom session with the interpreter as a participant. To keep the ASL interpreter in view, the participant can [pin the interpreter's window in the Zoom](https://support.zoom.us/hc/en-us/articles/115000505583-Pin-or-Spotlight-Video) session.

### If a participant asks for **Real-Time Captioning** or **CART**

1. You must contact a vendor to arrange for real-time captioning or CART. Requests to vendors should be made as far in advance as possible. Contact any of the vendors listed below.

[**White Coat Captioning**](https://whitecoatcaptioning.com/)

Email: [admin@whitecoatcaptioning.com](mailto:admin@whitecoatcaptioning.com)

Phone: 802-233-3747

[**Caption Sync**](https://www.automaticsync.com/captionsync/)

Email: info@automaticsync.com

Phone: 877-278-7962

**Caption Connection**

Email: [Captionconnection@gmail.com](mailto:Captionconnection@gmail.com)

Phone: 585-889-8887

### Once you have secured your service you will need to follow these[**instructions provided by Zoom**](https://support.zoom.us/hc/en-us/articles/207279736-Getting-started-with-closed-captioning)to set up the captions in your session.

### If a participant asks for **Other Accommodations**

If you are unsure how to provide a requested accommodation, please contact the Office of Disability Resources at [disability@rochester.edu](mailto:disability@rochester.edu) for assistance.

## **Accessibility of Digital Materials**

### Videos

Accurate captions MUST be added to any public-facing videos, such as those posted on University or department webpages or to social media. Requests to vendors should be made as far in advance as possible.

Resources for captioning:

* + Fee-based services
    - [3PlayMedia](https://www.3playmedia.com/)
    - [Rev](https://www.rev.com/)
    - [Caption Sync](https://www.automaticsync.com/captionsync/)
  + Free options using automatic speech recognition *- Please note that these captions alone are* ***not accurate*** *enough to provide access. They must be edited manually. Instructions are included in the links below.*
    - [Panopto](https://support.panopto.com/s/article/ASR-Generated-Captions)
    - [Adding captions to YouTube videos that you own](https://support.google.com/youtube/answer/2734796?hl=en&authuser=0)

### Audio Files

Public-facing audio files, such as podcasts or interviews, must be transcribed.

Resources for transcription:

* + Fee-based services
    - [3PlayMedia](https://www.3playmedia.com/)
    - [Rev](https://www.rev.com/)
  + Free options using automatic speech recognition (ASR) - *Please note that transcription through ASR alone is* ***not accurate*** *enough to provide access. The transcript must be edited manually to ensure readability.*
    - [Webcaptioner](https://urldefense.proofpoint.com/v2/url?u=https-3A__webcaptioner.com_captioner&d=DwMFaQ&c=kbmfwr1Yojg42sGEpaQh5ofMHBeTl9EI2eaqQZhHbOU&r=GB851Hh43CHLuUfgycz0xGOz30p3O4gYIUbS4lxLMZY&m=hjEr40jVt2U0mvrGiBgXblcyf1c5RVrzfP2CfC4Yt3A&s=NK1JGwBF0NqdDZi20FQA64HBuy3NlMhhOFZPFxb7swU&e=)
    - [Otter.ai](https://urldefense.proofpoint.com/v2/url?u=https-3A__otter.ai_&d=DwMFaQ&c=kbmfwr1Yojg42sGEpaQh5ofMHBeTl9EI2eaqQZhHbOU&r=GB851Hh43CHLuUfgycz0xGOz30p3O4gYIUbS4lxLMZY&m=hjEr40jVt2U0mvrGiBgXblcyf1c5RVrzfP2CfC4Yt3A&s=_CO65frcmz2_CJXyO0AVOee3FR0vBX5IIkxBtPdAMQg&e=)

### Documents

For documents created using Microsoft Office, use the [built-in accessibility checkers](https://support.office.com/en-us/article/improve-accessibility-with-the-accessibility-checker-a16f6de0-2f39-4a2b-8bd8-5ad801426c7f) for feedback on the inaccessible aspects of the documents and how to correct them. Scanned PDFs are generally **not** accessible. Use Word documents or html (web) when possible instead.

### Other Digital Materials

* [University of Rochester social media accessibility guide](https://www.rochester.edu/social/guide/accessibility.html)
* [Web accessibility guide](http://rochester.edu/college/webcomm/recommendations/accessibility.html)

**Please note:** The department or sponsoring entity of an event or distributed material at the University of Rochester is responsible for ensuring equal access and opportunity and is responsible for any costs associated with providing equal access.