

Captioning Requests: a quick how-to guide

UPDATE EFFECTIVE 11-1-2020: *The overwhelming demand for captioning due to COVID-19 has required the California Community Colleges Chancellor's Office to prioritize requests for real-time captioning and closed captioning. In order to have your video or live zoom captioned, there must be a student in need of this service, with an AAP (Academic Accommodation Plan) on file with the SAS (Student Accessibility Services, formerly DSPS) department. Media Services will need to verify the AAP.*

All captioning requests should come through our service request form here:
<http://mediaservices.cerritos.edu/portal>

- **Faculty has made a video themselves:**
They can insert a link to download the video in the form. If it is for a class, we will need the course description, ticket number, and how many students are enrolled in the class. The DECT (Distance Education Captioning Transcription) grant should pay for it, but it does take about 3 weeks.* If it is not for a class, someone will need to pay for it (\$1.85 per minute).
- **Faculty has a DVD they usually show in class:**
They need to put the title of the film in the form, and Monica Lopez in the Library checks to see if 1. We already have it available to stream and 2. If not, Kristen Towhid looks up licensing costs and permission to stream. If the video is not captioned, it can take up to 3 months to receive permission to caption. There is a cost for streaming rights and acquiring the streaming license. Since it is for a class, the DECT (Distance Education Captioning Transcription) grant should pay for captioning.*
- **Faculty need live captioning for a zoom class:**
They should fill out the same request form with the course title and section number, the first and last session dates, the day of the week the sessions are on, the start and end times, the student and teacher's name and email address, and finally the Zoom meeting ID and password. DECT grant will pay for this captioning also since it is for a class, but only if the student in need has an AAP (Academic Accommodation Plan) on file with the SAS department, and only if the session is longer than 30 minutes. This live captioning takes a few days to arrange ahead of time.
- **Staff need live captioning for a live zoom workshop or event:**
Live captioning takes a few days to arrange ahead of time. Since the captioning is not for a class, someone will need to pay for it (\$1.85 per minute). The company will need the date and time of the event, the host's name and email address, and the Zoom meeting ID and password.
- **Faculty or staff has made a video themselves and would like to show in a campus workshop or on the Cerritos College website:**

Since the video will not be shown in a class, someone will need to pay for it (\$1.85 per minute). Because of the overwhelming amount a captioning needed at this time, we always say allow 3 weeks for turnaround.

If you have any questions, please contact Sarah Pirtle at spirtle@cerritos.edu

*Effective Nov 1, 2020: All closed caption requests will be lowest priority, due to the overwhelming requests for real-time captioning. Please be patient as we are not sure how long closed captioning will take. Also, all closed captioning submissions will come back as auto-captioned only. It will take us more time to correct these auto-captions before they are ready to upload and video can be viewed publicly online.