

Exploring Captioning & Transcription Tools

Tamara Bahr
Ben Poynton
Shayne Train
August 11, 2021



UNIVERSITY OF
TORONTO

CENTRE FOR TEACHING SUPPORT & INNOVATION

Exploring Captioning & Transcription Tools

Before we get started



Let us know if you can hear us when we do **Audio checks**



Download **Presentation Slides** at uoft.me/ctsi-videos



Turn on live captions if you would like closed captioning (see screenshot for details)

During the webinar



Your **microphone** will be muted until Q&A at the end of the session



Type questions and comments into the **Chat**

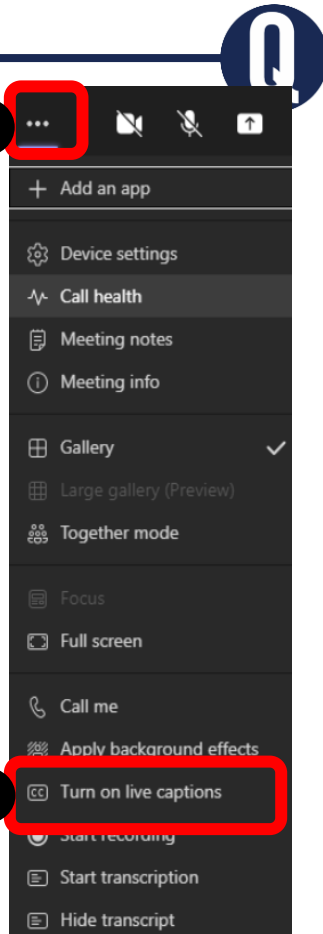
Following the webinar



View **Session Recording** at uoft.me/ctsi-videos in 2 business days



Complete **Feedback Survey** (link sent via email)



Exploring Captioning & Transcription Tools

Tamara Bahr
Ben Poynton
Shayne Train
August 11, 2021



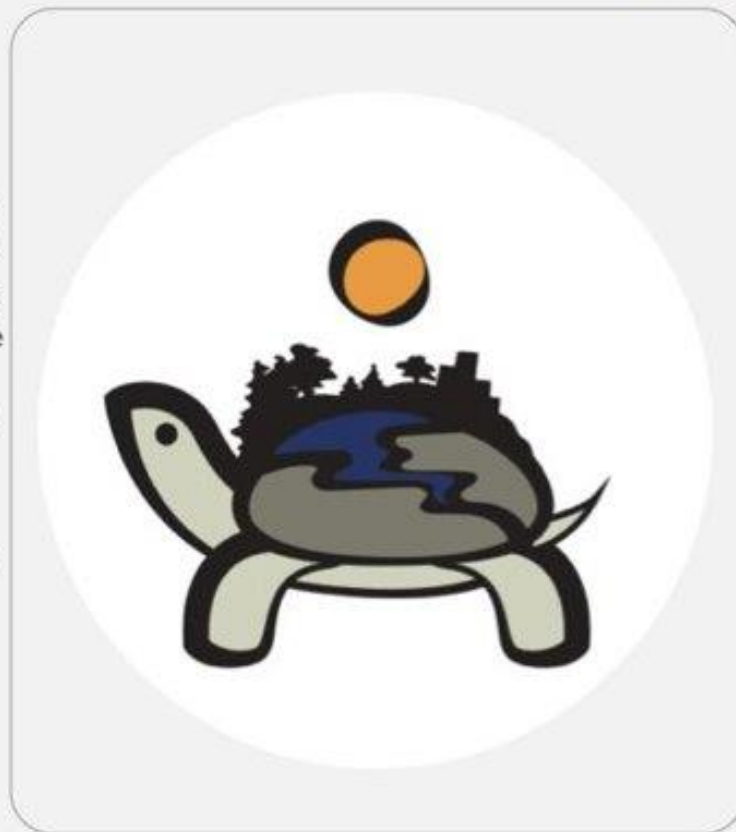
UNIVERSITY OF
TORONTO

CENTRE FOR TEACHING SUPPORT & INNOVATION

Land Acknowledgment

We wish to acknowledge this land on which the University of Toronto operates. For thousands of years it has been the traditional land of the Huron-Wendat, the Seneca, and the Mississaugas of the Credit. Today, this meeting place is still the home to many Indigenous people from across Turtle Island and we are grateful to have the opportunity to work on this land.

- Revised by the First Nations House Elders Circle (2021)



In this webinar:

1

Implement captioning requirements from an accessibility standpoint

2

Explore tools for recording synchronous meetings.

3

Explore tools to add captions to synchronous and asynchronous meetings.

4

Utilize workarounds for adding captions.

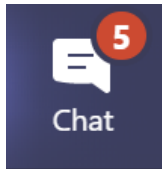
**Implement captioning
requirements from an
accessibility standpoint**

ACCESS CHECK

A SHARED RESPONSIBILITY

We understand access to be a shared responsibility between everyone in this space. We will strive to create an accessible space that reduces the need for you to disclose a disability or impairment for the purposes of gaining an accommodation. In doing this together, we strive to welcome disability, and the changes it brings, into our space.

- Is there anything about the virtual space that we should address now?
- Are there any other access needs that might affect your participation in the workshop that we could also address?



Option to send private message > New message > To: Ben

What is the AODA?

Accessibility for Ontarians with Disabilities Act

Provincial law that sets out the process for developing and enforcing accessibility standards to reach to goal of an accessible Ontario by 2025

All websites accessible to the public must meet an international standard of accessibility. This includes captions for videos

Requirements for accessible versions upon request

Other reasons for captions

Principles of Universal Design

- Students who are d/Deaf, deafened, hard of hearing or with hearing loss
- Students with cognitive disabilities (ASD & ADHD)
- Students with learning disabilities
- Students who use English as a second language
- Fast dialogue, accented English, mumbling, background noise
- Technical terminology; sound-sensitive environments

Captioning Requirements (AODA & the *Code*)

Legally required when a video on a website that is accessible to the public that we control directly

Legally required when individual makes an accommodation request

Refer to accessibility services on your campus for students

Accuracy requirements differ, but should be considered

Captioning Requirements

Situation	Next steps	Rationale
Accommodation request received	Refer to accessibility services	Legal right to individualized accommodation
Accessible design	Use processes & guidance outlined in this session	Lower standard for accuracy
Combination of the two	Still refer to accessibility services	Adhere to individualized nature of the Code

DCMP Captioning Key

Elements of quality captioning

- Accurate
- Consistent
- Clear
- Readable
- Equal



Poll

What program(s) are you using to record online classes?

- Microsoft Teams Video Meeting
- Zoom
- Microsoft Stream
- Techsmith Snagit
- Other > Let us know in the Chat

Software Content Delivery

Institutional Tools with Captioning

MS Stream	Synchronous recording with live captions Asynchronous recording tool
Zoom	Synchronous Recording and live captions Asynchronous recording tool with captions
MS Teams	Synchronous Recording with live captions Asynchronous recording tool
PowerPoint	Captions displayed while presenting in Synchronous and Asynchronous recordings

**Explore tools for recording
synchronous meetings**

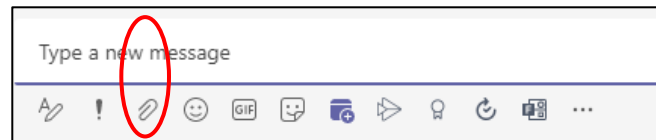
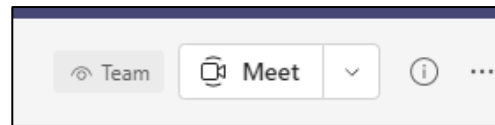


MS Teams Meeting

Creating a Teams Meeting

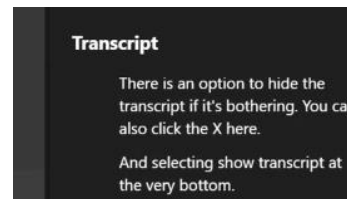
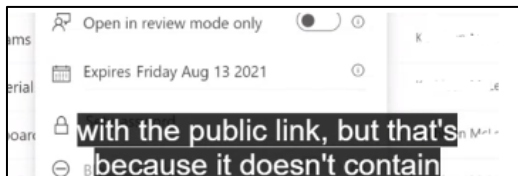
Teams Meetings can be started:

- Through a Teams Chat
- Teams integration with Quercus
- Calendar Events



Live Captioning vs Transcription

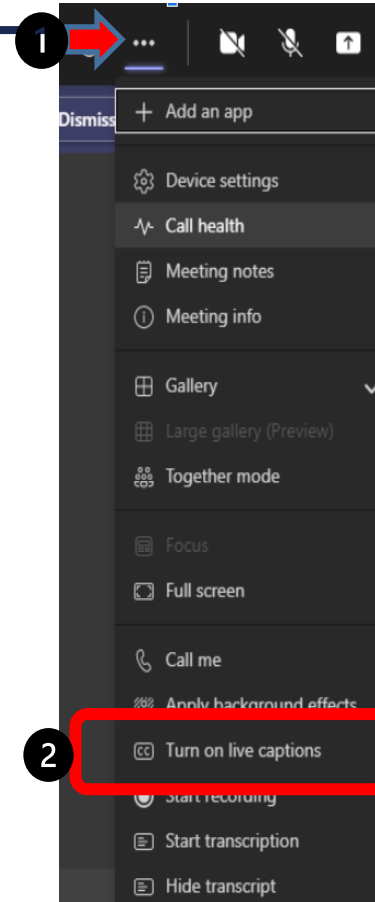
Live Captioning	Transcription
<ul style="list-style-type: none">• Can be turned on/off by individual participants• Can only be viewed by person enabling it• Overlays the screen share area when someone is presenting• Not stored after the meeting	<ul style="list-style-type: none">• Seen by mostly everyone in the meeting• Appears in its own pane• Automatically stored with meeting recording



Live Captioning in a Teams Meeting

1. Participants can open the **Meeting Controls bar** by selecting the 3-dot menu
2. Select **Turn on live captions**. The live captions will appear in the lower left of the meeting screen.

Real-time captions are not retained after the meeting.

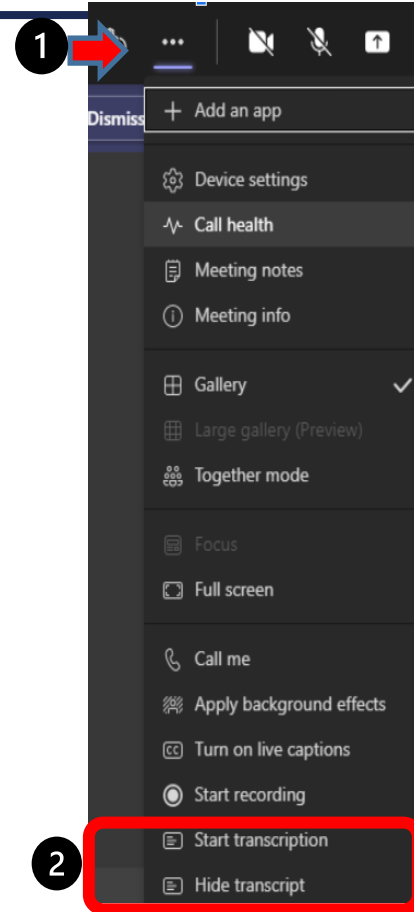
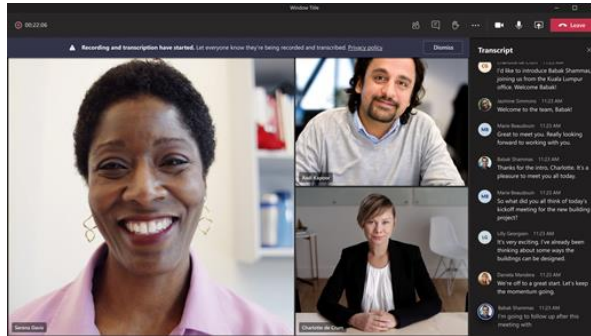


Transcripts in Teams Meeting

1. Only meeting organizers and presenters logged in to their U of T accounts can turn on Transcription.
2. Transcription is only available for:
 - **scheduled** meetings
 - spoken language is in U.S. English
 - on installed desktop version of Teams
 - NOT available in Channel meetings or Meet now meetings.

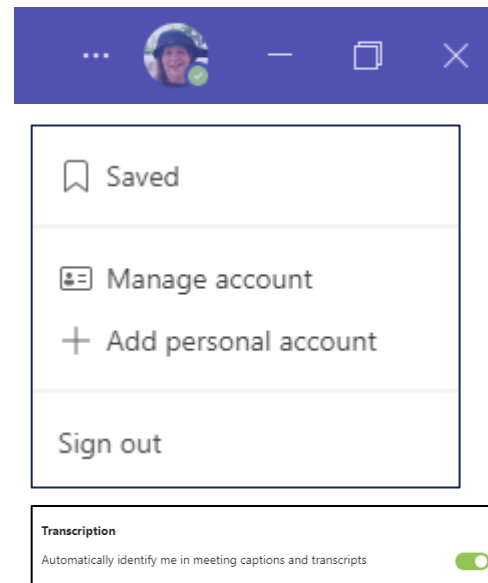


3. Select **Start transcription**. Transcriptions will appear in a separate pane beside the main screen for everyone except anonymous attendees.
4. The transcript's text includes the speaker's name and a timestamp. Any speaker can choose to hide their name from the transcript.



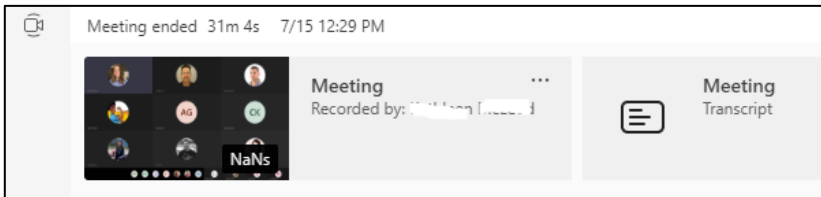
Turn off Speaker Attribution

1. Participants can turn off name display by selecting their user icon > **Manage account**.
2. Select **Captions and transcripts**.
3. You will see an option to **Automatically identify me in meeting captions and transcripts**.
4. To opt out of speaker attribution, toggle the switch from green to grey, the off position. You will now be identified as “Speaker” followed by a number, e.g., Speaker 1.

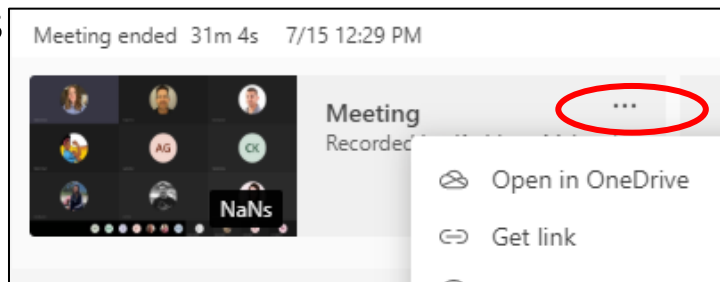


View Teams Meeting Recordings

1. Recording thumbnail will appear on Teams page or from your Teams Calendar event entry (Recording and Transcripts Tab)



2. Select the 3 dots to open options
3. Recording is saved in OneDrive



Using Teams Transcription to View Captions

1. If you enabled **transcription** during your meeting, you will be able to see the transcript alongside the **recording**. **You will need to enable both recording and transcription.**
2. Select the CC button to toggle closed captions on/off.

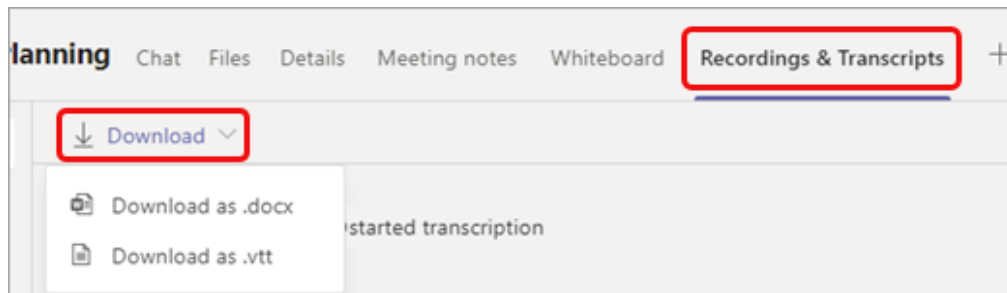


3. If you didn't enable Transcription, you will not be able to display captions.



Downloading Meeting Transcript

1. Open your Teams **Calendar** in the left menu.
2. Locate and open the required calendar event.
3. Access the transcript from the **Recording & Transcripts** tab.
4. You can download a copy of the transcript by selecting **Download** and the desired format - .docx for a Word file or .vtt for Video Text Formatting (a caption file). The file will save to your local computer.



Downloading Recording

1. Select the recording thumbnail to open in OneDrive.
2. Use the options menu at the top to Download your recording.
3. It will download to your local computer, and you can upload it into one of the university's hosting solutions.

 Share  Copy link  Download  Delete  Copy to  Version history

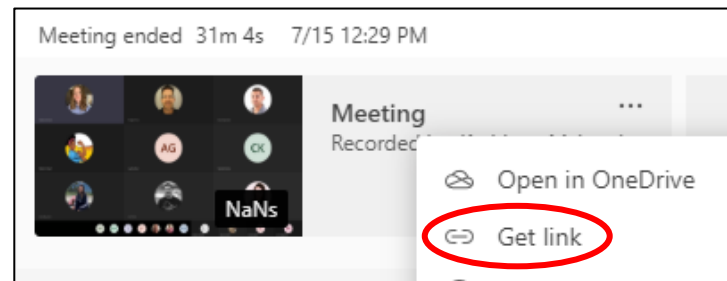


Sharing Video

The video link can remain in OneDrive, and you can share the link with others, through email or posted in Quercus.

You may also choose to upload the video to Stream or MyMedia.

Channel Meetings	Non-Channel Meetings
Recordings folder in the Files tab for the channel. Everyone who is part of the channel will have permission to edit and view.	Recordings folder in the OneDrive Directory of the person who started the recording





Zoom

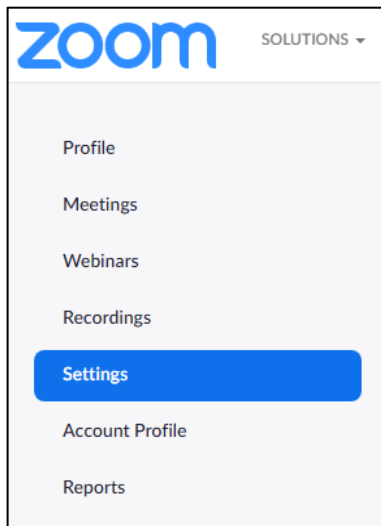
Captioning in Zoom

Zoom Webinar Session and Meetings	Live, real-time, automated transcript
	Type closed captions in main room

Zoom Breakout Rooms	Assign an attendees to type closed
	Use a 3rd-party closed-captioning service to generate captions



Captions in Zoom



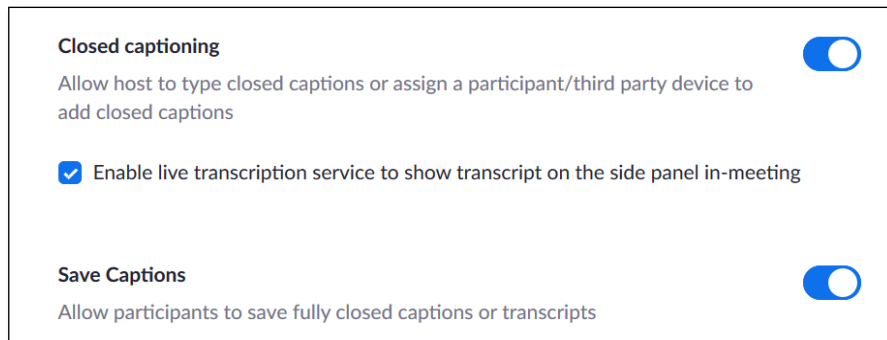
Enable captions in Zoom Settings before a webinar/meeting starts:

1. Go to <https://utoronto.zoom.us/profile> or **Login** to Zoom at <https://utoronto.zoom.us/>
2. Select **Settings** on the left menu



Captions in Zoom

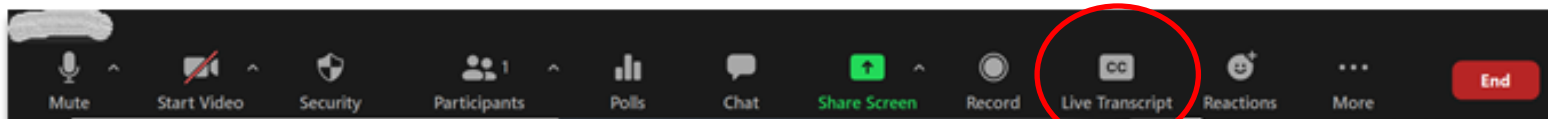
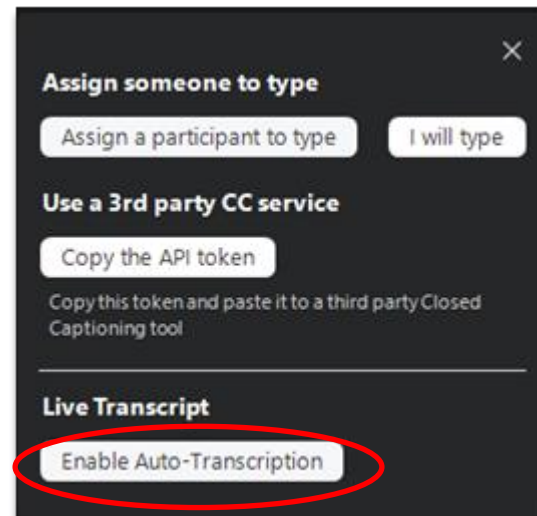
3. Select **Settings** on the left menu
4. Scroll down to **In Meeting (Advanced)**
5. Make sure that **Closed Captioning** and **Save Captions** are checked and saved



Choose captioning method

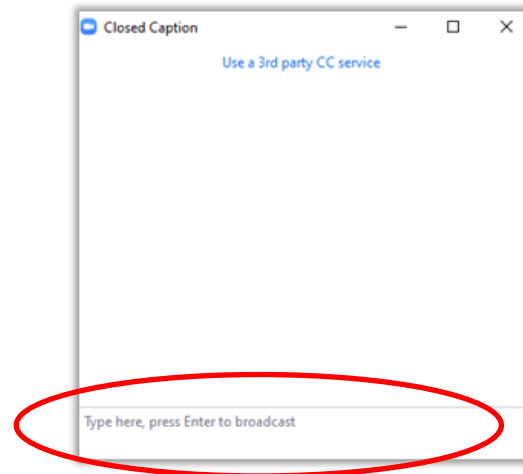
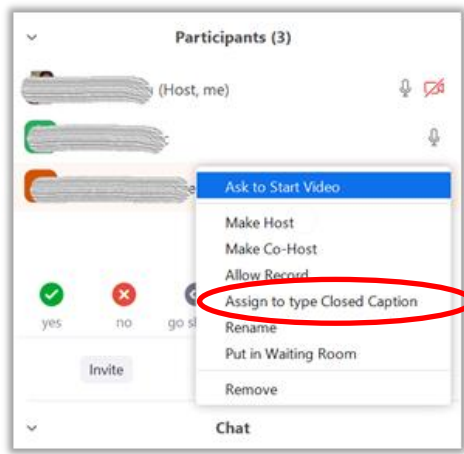
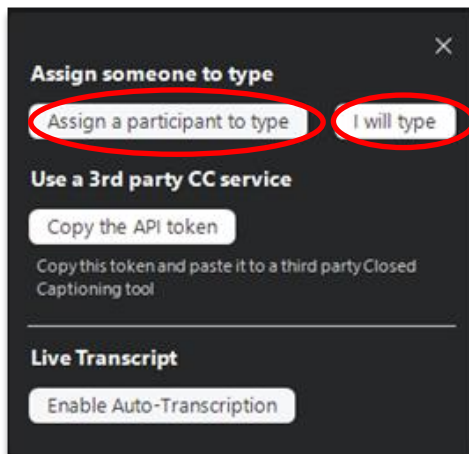
During a Zoom webinar/meeting:

1. Select the **Live Transcript (CC)** icon
2. Select **Enable Auto-Transcription** or assign someone to type
3. If using a 3rd-party captioning service copy the API token



Typed captions:

1. The host may choose to type captions
2. The host may choose to assign any of attendees to type captions



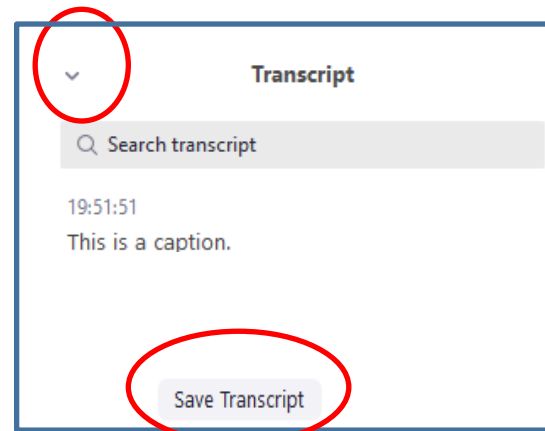
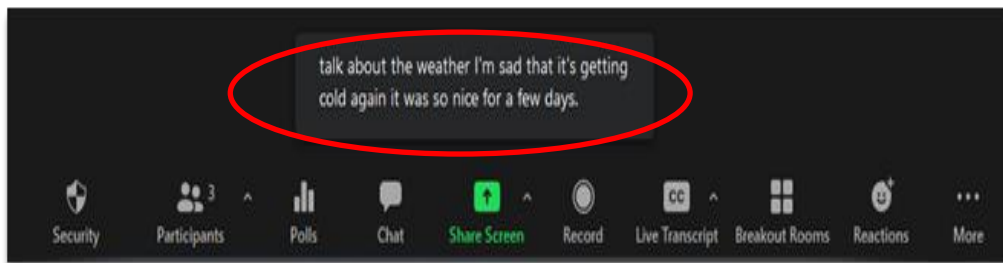
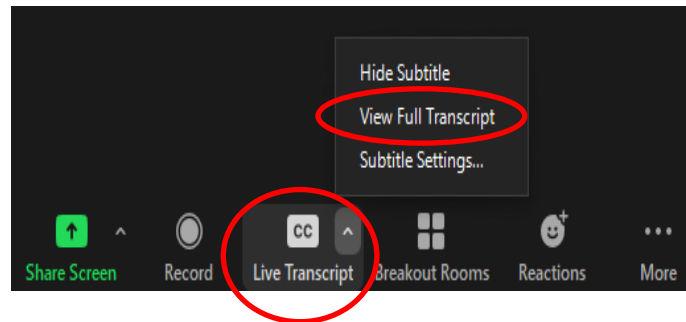
Participant View of Captions

Desktop View

Select the Live Transcript icon

Mobile App view

Settings > Meeting > Close Captioning

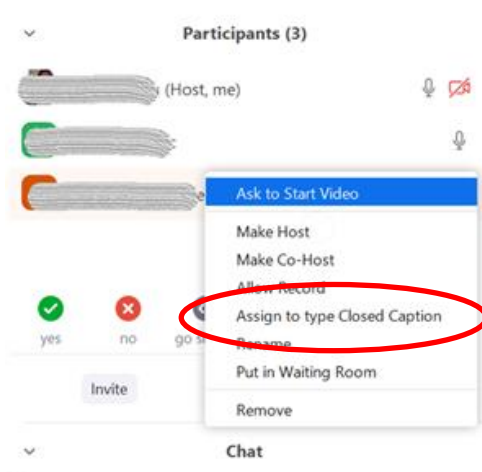
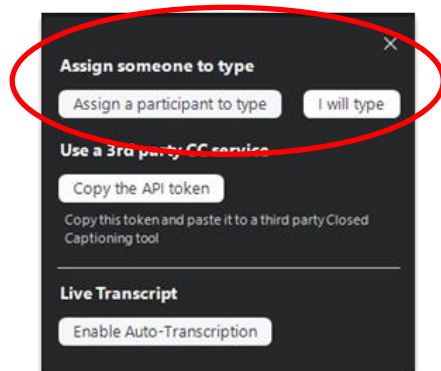


Breakout Rooms in Zoom

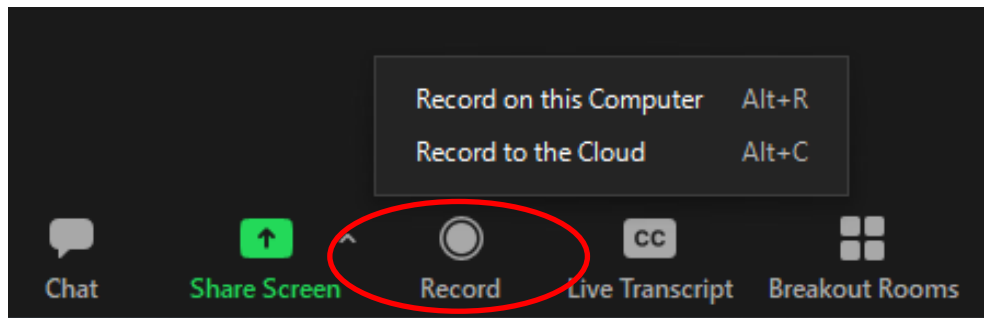
Closed Captions in Zoom breakout room(s)

Option 1: Assigning any of attendees to type captions

Option 2: Using a third-party closed captioning service to generate captions



Recording Meetings to Zoom Cloud



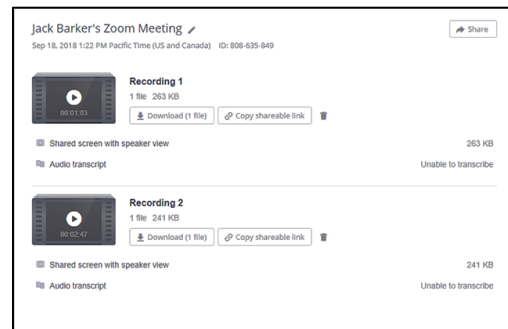
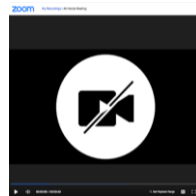
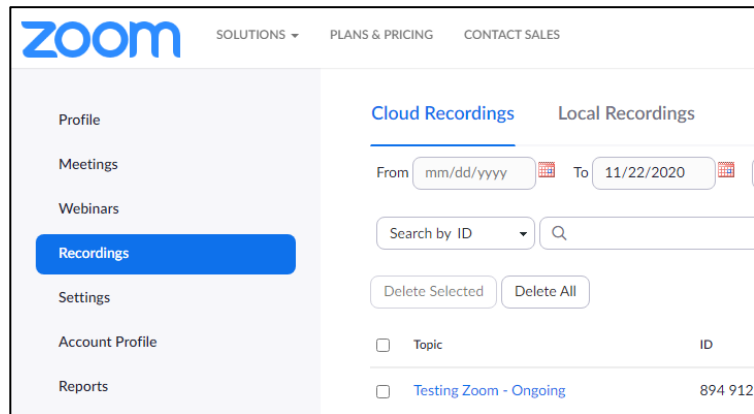
IMPORTANT NOTE!

Recordings uploaded to Zoom Cloud are only retained for 120 days. If you want to keep your recording, move to another storage solution, e.g., MyMedia or MS Stream or download it to your computer!



Recordings stored on Zoom Cloud

- On **Zoom** web page, select **Recordings**
- Select the recording thumbnail

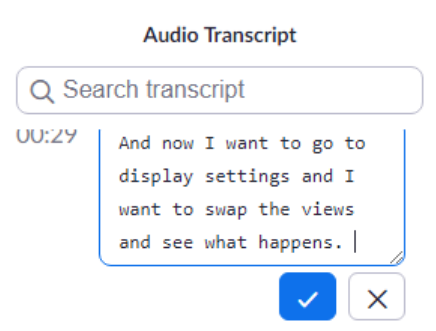


Editing Zoom Cloud Recording Transcripts

- Transcript appears alongside the video
- **Edit** transcript by selecting the **pen** beside a timed section. **Check** when finished editing
- You can also edit via a text editor/word processing application
- Use the **Search** box to search for specific words in the transcript



Displaying the transcript as closed captions



**Add captions to
asynchronous videos.**



MS Stream Asynchronous

MS Stream

Microsoft Stream is a secure web-based video service for uploading, viewing, and sharing videos. Use it to caption videos from MS Teams.

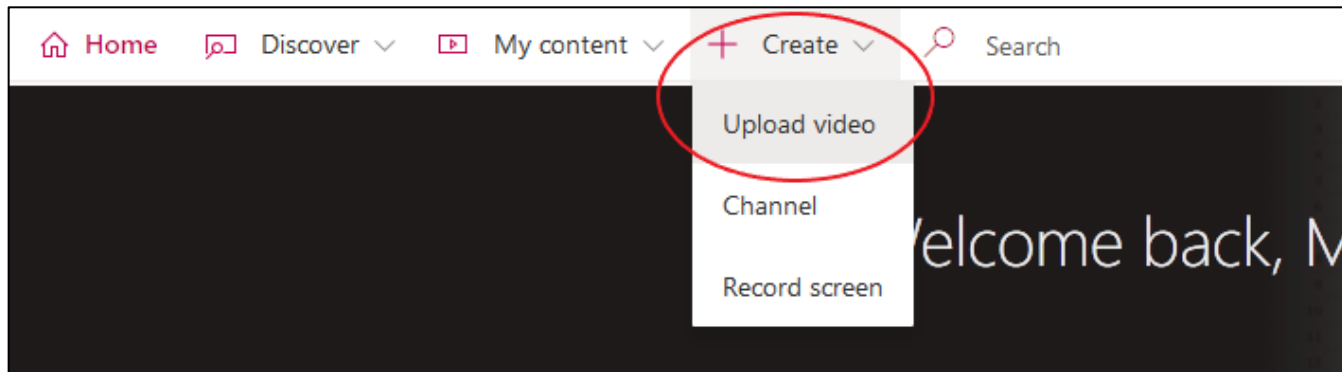
Accessing Stream

Go to <https://web.microsoftstream.com>
or access from the waffle at the top left of your
Outlook/Utmail+ account



Uploading a Video to Stream and Generating Captions

1. Select “+ **Create**” at the top left of the screen
2. Select “**Upload Video**” from the drop-down menu



3. Drag and drop or browse for the recording you have downloaded
4. Once you have selected and uploaded your file, you will see a box allowing you to edit **Details**, **Permissions**, and **Options**
5. Under the **Details** tab ensure your language is set to the appropriate one for your recording (most likely English) in order to generate captions

Processing complete, ready to publish: collab-recording(1).mp4

Details

Name
collab-recording(1)

Description
Describe your video. Include timecodes (hh:mm:ss) to create chapters for easier navigation. For example: 00:24 Introduction

Setting a video language enables automatic closed captioning for supported languages. [Learn more](#)

Video Language ⓘ
English

Thumbnail

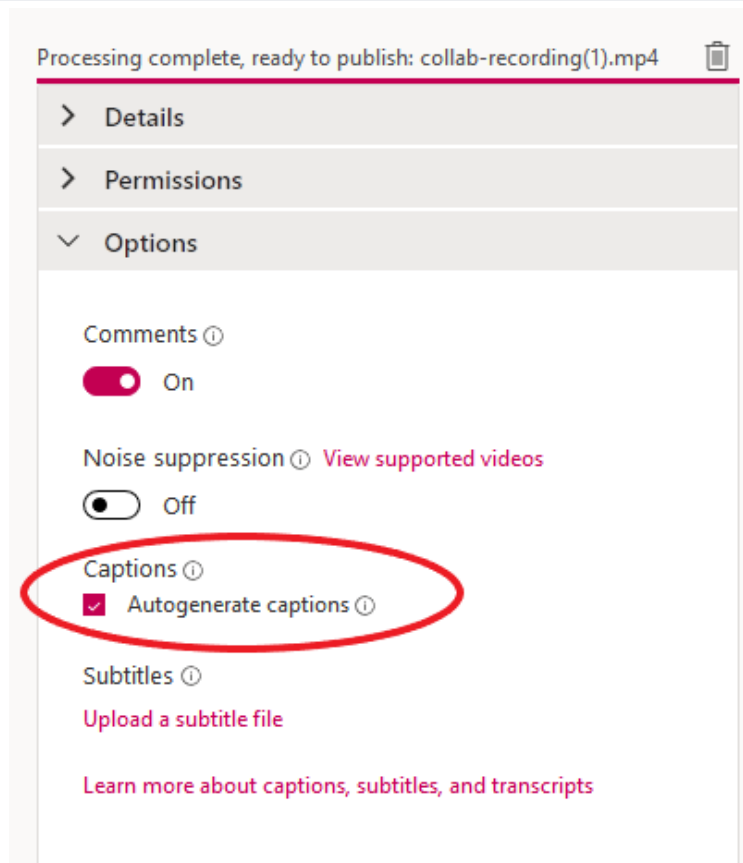
Permissions

Options

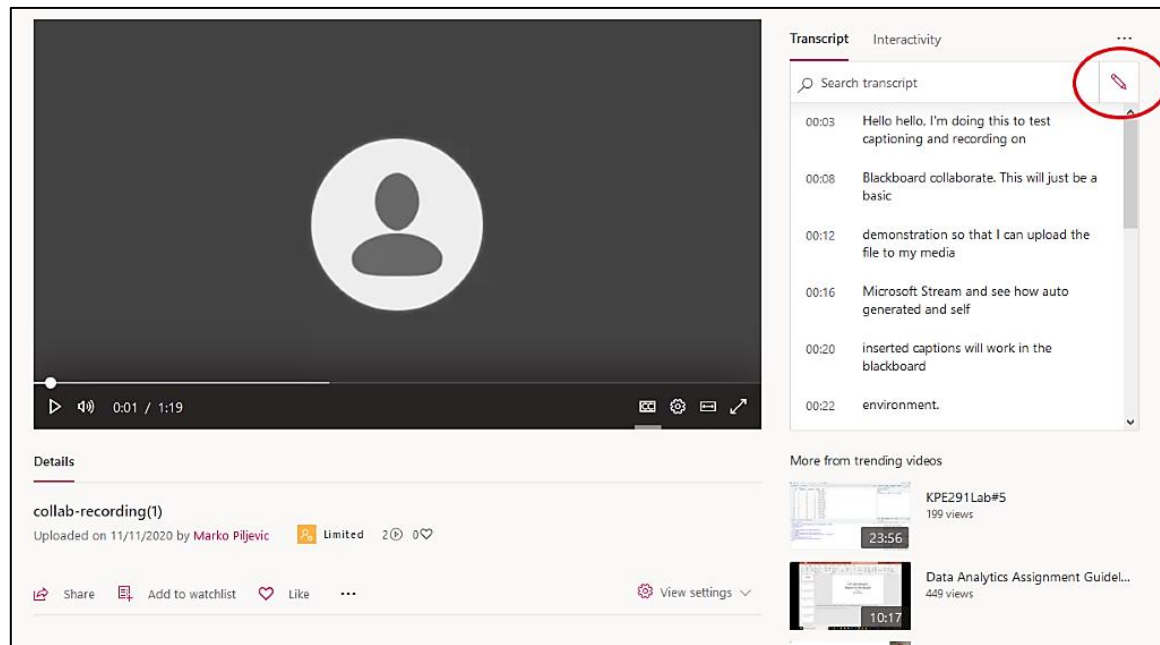
Share Publish



6. Under **Options** select the “**Autogenerate captions**” option
7. At the top of the box, you will see a pink line representing processing time for your video



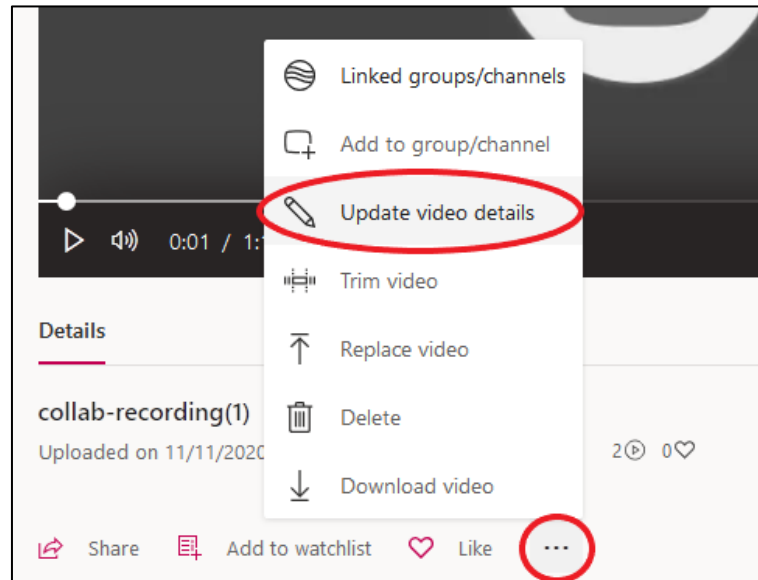
8. Once captions have been generated, a transcript will be shown to the right of the video
9. Each time-coded segment can be **edited** in Stream by selecting the pencil icon in the top right of the **Transcript** box



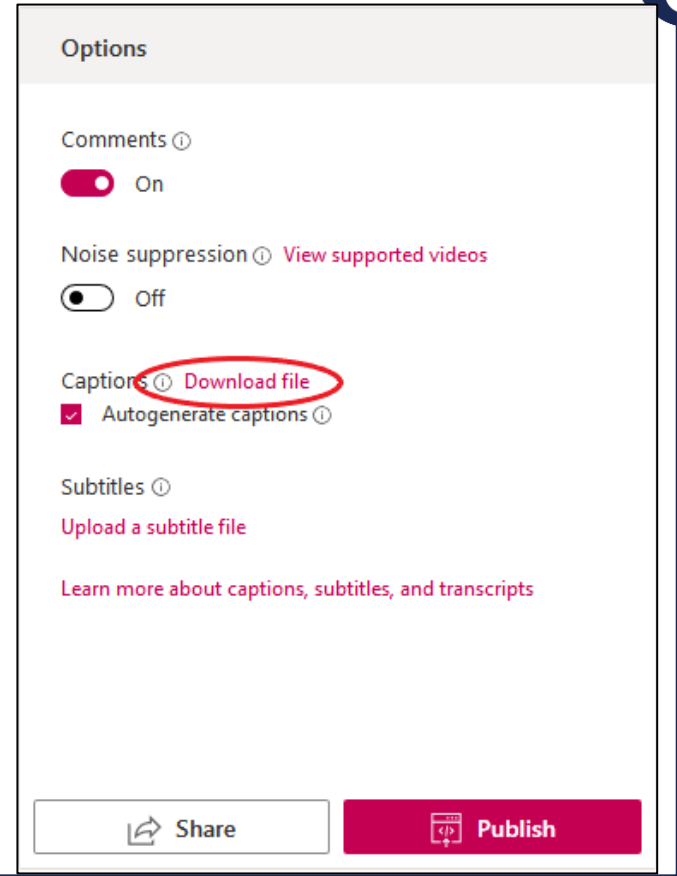
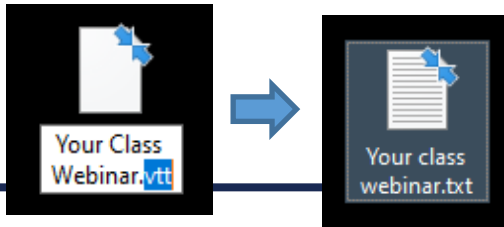
Editing Captions outside of Microsoft Stream

Editing your captions can also be done outside of Microsoft Stream.

1. In MS Stream, select **My Content > Videos** and choose the video that you want to edit
2. Select the 3 horizontal dots (ellipsis) beside the Like icon
3. Select **Update Video Details** from the drop-down menu



4. On the video details pane under **Options**, go down to **Captions**
5. Select **Download file**. The file will save to your computer as a **.vtt** file
6. **Right-click** on your downloaded file and choose **Rename**.
7. Change the **.vtt** suffix (ending) to **.txt**
This will allow you to open the file in a text editor like Notepad



8. Make sure to only edit the text of the captions, and not any of the timestamps or codes included in the file. (Text you **can edit** is highlighted in yellow on example)
9. Once you are satisfied with the quality of your captions, **Save** the file and change the file extension from “.txt” back to “.vtt”

NOTE Confidence: 0.8481544

8faba99c-37a1-46ca-bbbb-c17d8309f38f
00:00:43.657 --> 00:00:47.648

I have worked with and
chatted with a lot of you folks

NOTE Confidence: 0.8481544

5b07f049-43fd-4f9e-b009-6c7b79eddb7f
00:00:47.648 --> 00:00:51.946

as well so we have a lot of
really good tea expertise in the

NOTE Confidence: 0.8481544

54a8c701-751a-4d17-91b5-a9253c444f4d
00:00:51.946 --> 00:00:55.323

room and team teaching.
So I'm really happy to

Upload updated transcript to Stream:

1. On the **Update Video Details** page in Stream, uncheck the **“Autogenerate captions”** option – this will allow you to upload your updated .vtt file
2. At this point your stream video will have your updated and correct captions

Options

Comments ⓘ
☒ On

Noise suppression ⓘ [View supported videos](#)
☐ Off

Captions ⓘ [Download file](#)
☐ Autogenerate captions ⓘ
[Upload a caption file](#)

Subtitles ⓘ
[Upload a subtitle file](#)

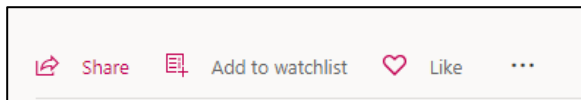
[Learn more about captions, subtitles, and transcripts](#)

[Share](#) [Publish](#)



Share / Embed Transcribed Videos on Quercus

Select **Share**, underneath the video and open sharing options



Share Email Embed

This video will only be viewable by authorized users

Video size
640 x 360

Autoplay
☐ Off

Responsive
☒ On

Show info
☒ On

☐ Start at: 01:10

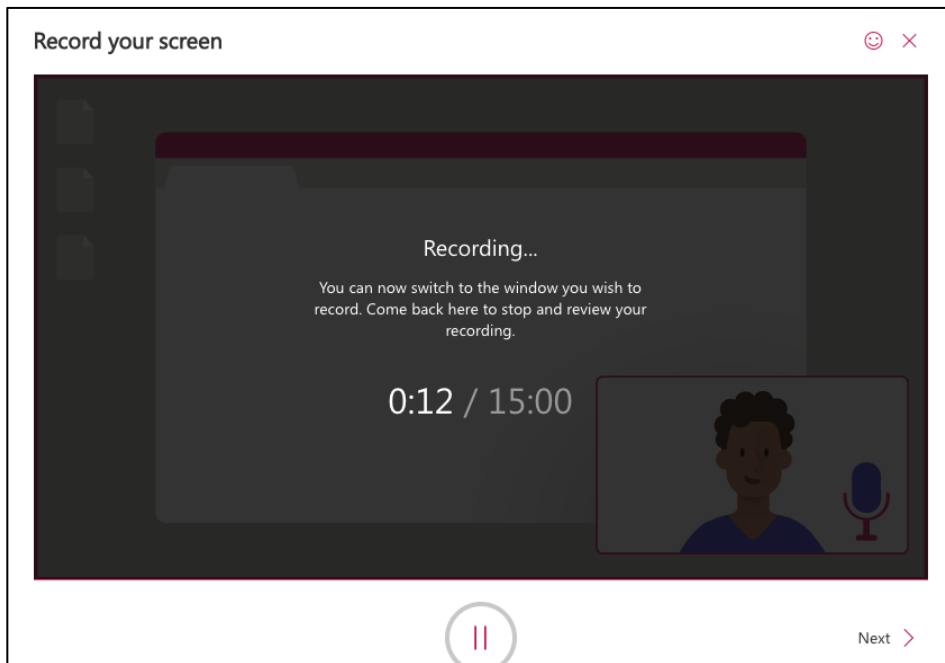
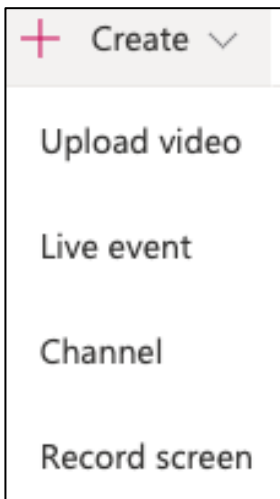
Copy embed code

```
<div style='max-width: 640px'> <div style='position: relative; padding-bottom: 56.25%; height: 0; overflow: hidden;'> <iframe width="640" height="360" src="https://web.microsoftstream.com/embed/video/bd7a04c2-fbee-43a5-8371-c6122b3592f2?autoplay=false&showinfo=true" allowfullscreen style="border:none; position: absolute; top: 0; left: 0; right: 0; bottom: 0; height: 100%; max-width: 100%;"> </iframe> </div> </div>
```

Copy



Screen Record in Stream





Poll

On which storage solution do you host your videos for teaching?

- Microsoft Stream
- MyMedia
- Zoom Cloud
- OneDrive or SharePoint
- My own computer
- Other > Let us know in the Chat

Options for Hosting and sharing

Keep captioned recording on MS Stream and set permissions.

Pro: Your audience can easily watch the video from Stream after you add a link in your course.

Con: If you want the recording visible only to your class, you will need to add students individually.

Download to MyMedia

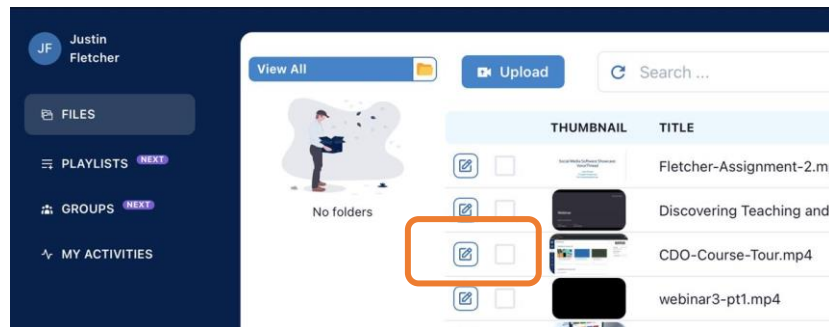
The video and .vtt caption file can be uploaded to MyMedia or your OneDrive for sharing with students. Links can be posted on your Quercus course.



MyMedia

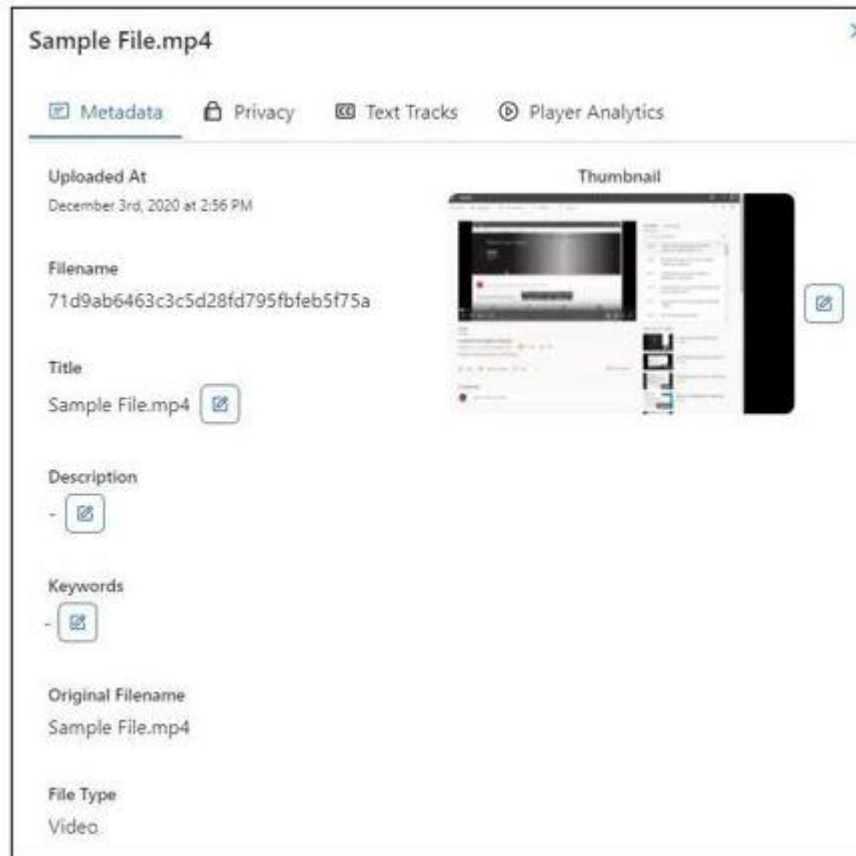
Host Recordings on MyMedia

1. Log in with your UTORid to MyMedia
2. Upload videos per [Hosting and Sharing Recordings documentation](#).
3. Select the video and then the Pencil icon to edit video details.



Upload a Caption File

4. Select Text Tracks in the menu.
5. Upload a .vtt file created in MS Stream or Zoom that you have already downloaded to your local computer.



**Utilize workarounds
for adding captions**

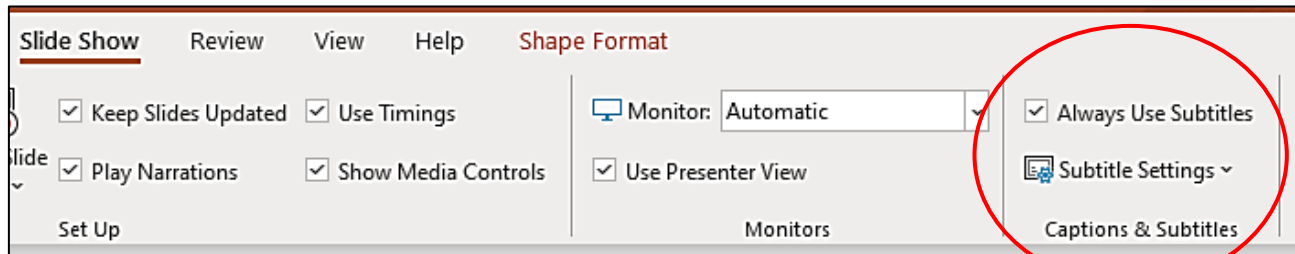


PowerPoint and Other Tools

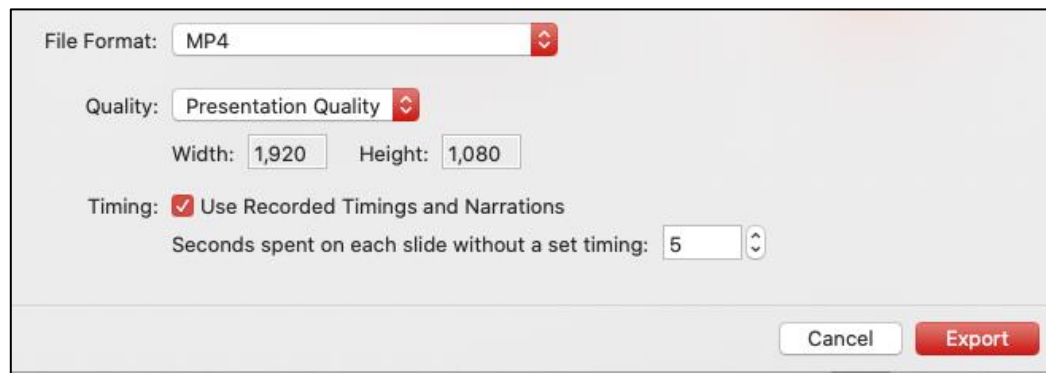
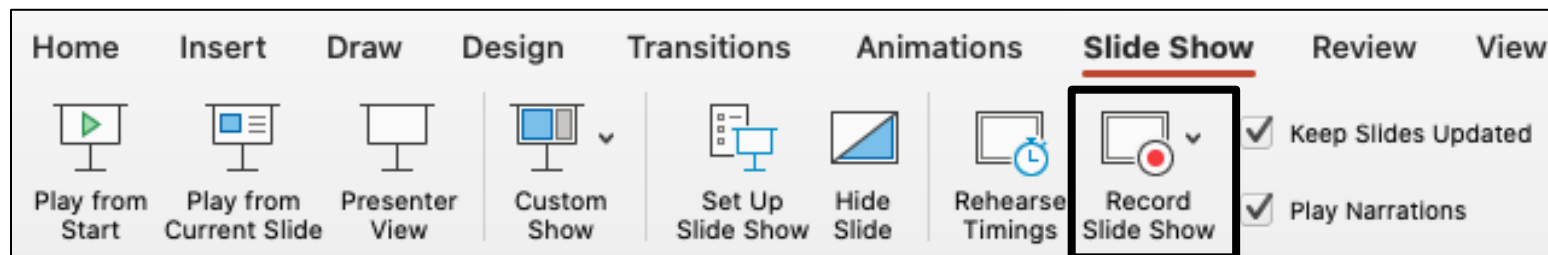
Captions in PowerPoint

Turn on Captions (Subtitles)

1. Select **Slide show**
2. Check **Always Use Subtitles**
3. Adjust **Subtitle Settings** as needed



Create lecture recordings



TechSmith Snagit



Snagit is a U of T licenced asynchronous screen and audio recording solution. It can be used for course tours, explaining concepts, assignment instructions and mini-lectures.

- Videos are saved locally to the computer and can be shared through MS Stream, MyMedia, or OneDrive
- Available to faculty, staff, and students with a valid UTORid
- Use in conjunction with PowerPoint, captions enabled
- Note: Not compatible with classroom podium computers. Record lectures using a laptop with Snagit installed.

MS Translator

Access at <https://translator.microsoft.com/>

- Can be used in conjunction with a webinar
- Supports up to 100 people
- Can provide translations in multiple languages.
- Send an invite link to have others join and speak within the tool – indicates who is speaking

[MS Translator Documentation](#)

Web Captioner

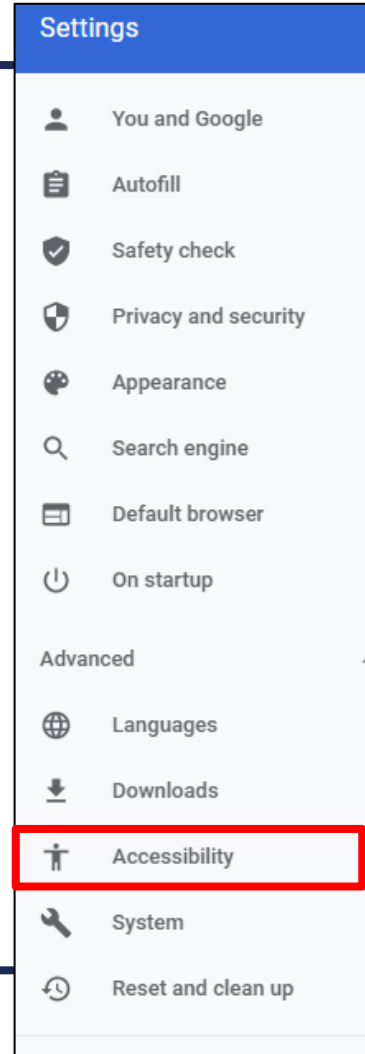
Access at <https://webcaptioner.com/>

- Free
- Can be used in conjunction with a webinar
- Picks up audio from your microphone
- Can recognize over 40 languages
- Save your transcript

Google Chrome Live Captions

Viewers using the Google Chrome Browser can enable live captions.

1. Go to the 3-dot menu for Chrome
2. Open **Settings**
3. **Advanced** > **Accessibility** > toggle live Captions



Third-Party Transcription

If you need a paid professional quality transcription for special videos, speak to your department tech support for recommendations and a list of approved transcription companies.

[OECD Human Generated Captioning & Transcription Services](#)

Effective Practices

Effective Practices

Create the clearest video

- Film in a quiet location to avoid background noise

For correcting Video Transcription

- Create a list of difficult words, terminology and acronyms to help the person doing the transcribing or corrections



Quick poll or Feedback

Which tool would you
implement for your next class?

Please answer in the Chat.

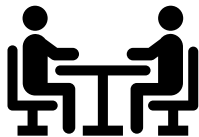


Session Resources

Captioning Resources

Resources for this Webinar can be found with the session recording
<https://uoft.me/ctsi-videos>

Captioning Clinics



Book a 30-minute virtual
Captioning Clinic Consultation at the
Teaching Learning and Technology
(ACT Support)

[Consultation Booking Page](#)

Accessibility Resources

Further resources

Kent, M., Ellis, K., Latter, N. *et al.* The Case for Captioned Lectures in Australian Higher Education. *TechTrends* 62, 158–165 (2018).

[DCMP Captioning Key](#)

Accessibility and Accommodations in Remote/Online
Learning webinar companion resource
[Accessibility and Accommodations Resources](#)

Thank You

Thank you to the following for their assistance in developing this Webinar

Ben Poynton, AODA Officer, University of Toronto

Lonny O'Brien, OISE – Education Commons

Zhenhua Xu, Former Faculty Liaison Assistant, TLT, CTSI

Facilitators

Marko Piljevic, Faculty Liaison, Technology TLT, CTSI

Camille Belair, TLT, CTSI

Quercus Support Resources

Webinars

Online/remote teaching webinars

Recordings and materials:

<https://uoft.me/ctsi-videos>

Other CTSI events:

<https://teaching.utoronto.ca/events>

Global calendar to support online/remote teaching:

<https://online-remote.teaching.utoronto.ca/>

Quercus support resources

Quercus Support Resources

Home

Modules

Search

The Basics



Start here. Navigate Quercus, modify settings and access courses.

[Learn More](#)

Build Your Course



Create course content and learn about features and integrated tools.

[Learn More](#)

Assessments



Create and grade different types of assessments.

[Learn More](#)

Students



Navigate Quercus, access courses and student mobile apps.

[Learn More](#)

Ed Tech Catalogue



Explore the full list of educational technologies at U of T.

[Learn More](#)

Support



Additional resources, training and support contacts.

[Learn More](#)

Student support resources

The Basics



Start here. Navigate Quercus, modify settings and access courses.

[Learn More](#)

Build Your Course



Create course content and learn about features and integrated tools.

[Learn More](#)

Assessments



Create and grade different types of assessments.

[Learn More](#)

Students



Navigate Quercus, access courses and student mobile apps.

[Learn More](#)

Ed Tech Catalogue



Explore the full list of educational technologies at U of T.

[Learn More](#)

Support



Additional resources, training and support contacts.



[Learn More](#)

- [Technology Requirements for Remote Teaching and Learning](#)
- [Quercus Student Guide](#)

Divisional support

Support Contacts

If you have other questions or wish to speak with an individual, please contact your Divisional support

DIVISION/ FACULTY	CONTACT
Applied Science and Engineering 	tsa.ash@utoronto.ca
Architecture and Forestry	L13134@utoronto.ca
Arts and Science	Instructors: tsa.artsci@utoronto.ca
Dentistry	marika.cornell@dentistry.utoronto.ca michael.jimenez@dentistry.utoronto.ca martha.murphy@dentistry.utoronto.ca
Education 	portal.office@utoronto.ca

CTSI website: <https://teaching.utoronto.ca>

Upcoming events: <https://teaching.utoronto.ca/events>

Quercus Support Resources: <https://uoft.me/qresources>

CTSI webinar recordings: <https://uoft.me/ctsi-videos>

Questions: q.help@utoronto.ca



Questions?

Thank you!
