

Captioning & Transcription

Overview

Introduction

There are a variety of terms associated with captioning and transcription. It is important to note that captioning & transcription though frequently thought of as the same, actually are different. In this self-help document, you will gain an understanding of the terminology and definitions surrounding this topic. You will also learn how to use the built-in captioning/transcription tools available in Webex. Zoom's tools are not yet available.

Terminology and Definitions

- **Captioning:** Speech-to-text displayed on top of video/speaker (subtitles).
- **Closed Captioning (CC):** Speech-to-text on screen but controlled by viewer. CC can be turned on or off. Depending on the platform, text may be resized and repositioned.
- **Open Captioning:** Captioning permanently embedded as part of the video. Viewers have no control over open captioning. Examples include subtitled movies shown in theatres.
- **Auto/Artificial Intelligence Captioning/Transcription:** Refers to an automated process (no human component). Can be done in real-time or applied after the event. Currently not accurate enough to be used as a disability accommodation.
- **Live:** In real-time (synchronous) and not limited to a "live" person.
- **Transcription:** Speech or audio converted into a written text document or live text stream.
- **Word-for-Word Interpretation:** Verbatim speech-to-text service provided by a stenographer. In most cases, service is provided by a separate URL feed from the virtual meeting itself, using a technology called Communication Access Real-time Translation (CART).
- **Meaning-for-Meaning Interpretation:** Meaning-for-meaning speech-to-text service rather than word-for-word, often used in academic contexts for text-condensing purposes, typically provided through platforms C-Print and TypeWell.

Accommodations for Individuals with Disabilities

While automated/AI closed captioning can be a helpful tool for many people, the AI technology used by automated tools is not accurate enough to serve as an accommodation for individuals with disabilities. Please continue following University guidance on [arranging academic accommodations for students](#) and [arranging accommodations for public events](#).

Built-In Captioning/Transcription Tools at TU

Webex Meetings/Personal Meeting Room

An automated transcription/auto-captioning tool called Webex Assistant is available in Webex meetings as well as your personal meeting room. This tool provides automated, real-time captioning/transcription.

Note: No automated captioning/transcription is accurate enough yet for ADA compliance.

Using the Webex Assistant

1. After joining a Webex meeting, you will see the **Webex Assistant** icon in the bottom left corner of the screen. When you hover over the assistant, a message will appear. Click **Turn on Webex Assistant**. An audible message will tell you that the Webex Assistant has been enabled.

Note: You must enable the service each time you enter a meeting. It is off by default.

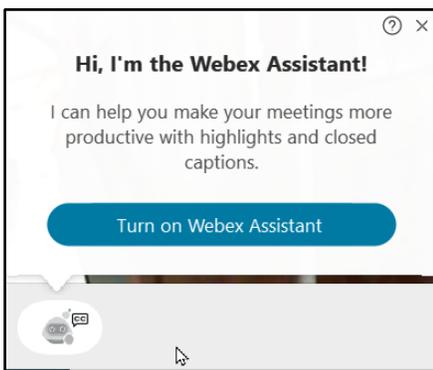


Figure 1

Note: Click the question mark (?) in the upper right-hand corner for a detailed guide.

2. Live electronic captioning will appear at the bottom of the screen as participants begin speaking.

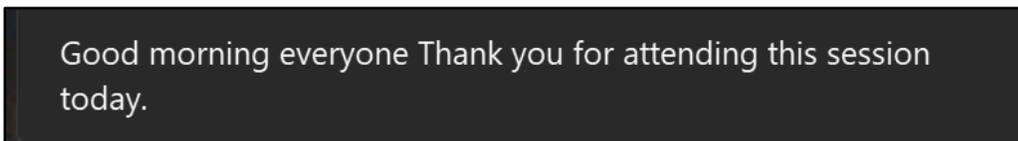


Figure 2

3. The **Captions & Highlights** pane will open automatically on the right-hand side of the meeting window. You will also see the captioning appear here as well. You may turn this panel off by clicking on the **x** in the upper right corner.

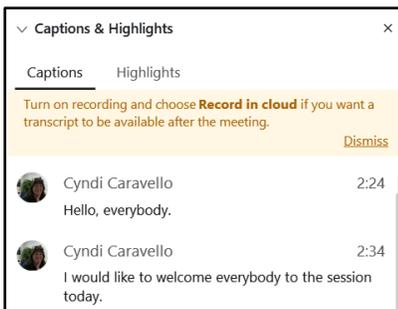


Figure 3

Note: If you would like the transcript available after the meeting, you must turn on recording to the cloud.