

# Webex

## Session Captioning Alternatives

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### Introduction

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If you need to add closed captioning to a Webex recording, there are a multitude of options available. You may add captioning after a session has been recorded and make it available at a later time. You may also have participants view a live, streaming text record of spoken dialog for your session. This self-help document will provide options to add closed captioning after a session is recorded or during a session.

Be aware that Webex recordings are automatically saved as .arf files which is proprietary to Webex. For each solution below, the Webex recording will need to be converted to an mp4 format.

### Adding Closed Captioning Post Recording

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#### *Captioning for Disabled Students*

It is the student's responsibility to notify DSS of the need for closed captioning. DSS will approve the student's request for accommodation relating to closed captioning on videos. DSS will provide the student with a memo of accommodation to be given to all of their professors before class starts if possible (or ASAP).

1. Faculty member should convert the Webex video to a mp4 format. For instructions, refer to the [self-help document](#) titled WebEx: Converting .arf to .mp4.
2. Student or faculty member should forward the video to the DSS specialist (case manager assigned to the student).
3. DSS will provide closed captioning at no cost.

#### *Public Facing Videos*

Any video that is public facing is required to be closed captioned. The ADA office should be contacted to caption these videos at no charge.

1. Convert WebEx video to an mp4 format (for instructions, refer to the [self-help document](#) titled WebEx: Converting .arf to .mp4) and upload to Panopto (if you need help uploading to Panopto, please contact Brian Cooney at [bcooney@towson.edu](mailto:bcooney@towson.edu)).
2. Send the video closed captioning request to [ada@towson.edu](mailto:ada@towson.edu).
3. ADA will coordinate with OTS to have the video captioned.

#### *YouTube*

If you wish to apply closed captioning yourself, you may do so through YouTube. Your recording must be converted to a wmv, swf or mp4 first before uploading it to YouTube. It is recommended that you convert it to a mp4 for the best audio and video quality.

Closed captioning may be added in two ways:

1. Automatically using speech recognition technology. This technology is not always accurate and you will usually have to go back and edit the text.
2. Manually using a caption file or a transcript.

For complete instructions on using both methods above visit [YouTube](#).

Videos that promote Towson University may be placed on the TU channel. If the video is related specifically to your course, etc., you may create your own channel. Contact Ron Santana at [rsantana@towson.edu](mailto:rsantana@towson.edu) for more information.

## Real-time, Online Captioned Text

Webex recommends two real-time captioning partners. They use steno captioning equipment to keystroke words as they are spoken. This is ideal for supporting the deaf or hard of hearing, ADA and section 508 compliance, English as a second language or immediate access to a transcript of a session.

Method	Notes	Cost
<p><b>Rapidtext, Inc.</b>  <b>949-399-9200</b>  <a href="http://www.rapidtext.com">www.rapidtext.com</a>  <a href="http://www.transripts.net">www.transripts.net</a></p>	<p>Available 24/7, 365 days a year.</p> <p>At least 2 weeks’ notice to schedule a meeting preferred; but can usually schedule within 24 hours.</p> <p>A meeting agenda as well as participant’s names and spellings (so that the captioner can put all of the correct information into their captioning dictionary) is required.</p> <p>Notes of the meeting will be sent after the meeting and can also be uploaded to the Web.</p>	<p>\$105 per hour                      One-hour minimum                      No setup charge</p>
<p><b>Caption Colorado</b>  <b>800-775-7838</b>  <a href="http://www.captioncolorado.com">www.captioncolorado.com</a>  <a href="http://www.captionedtext.com">www.captionedtext.com</a></p>	<p>Available 24/7, 365 days a year.</p> <p>Must be in WebEx Event Center because it can embed captioning directly into the application.</p> <p>An unedited text transcript is included for no extra charge.</p> <p>Once an account is set up for you, a login password is sent.</p> <p>2 working days advance notice needed</p>	<p>\$120 per event hour                      ½ hour minimum and then billed in ½ hour increments                      Identify yourself as a WebEx user</p>