ZOOM BEST PRACTICES

1. Sound quality is important for all participants, but critical for those who may be hard of hearing. If you are the primary presenter, ensure you are in a noise free environment and be sure to mute participants who are not speaking.
2. Reviewing sessions again is one of the top benefits students reported in their classes going remote, so consider **recording your session**.
3. If using chat, be sure to share it in a variety of ways. Two methods to consider are:
   a. Reading the chat out loud during the session
   b. Saving the chat to share once the session is done

Be sure to check out the Zoom Accessibility page for more tips and tricks to make your Zoom meeting the best possible experience for all students!

USC ZOOM LIVE CLOSED CAPTIONING

Message from USC Information Technology Services Oct 29, 2020

Zoom has provided USC with an opportunity to participate in the early release of **live closed captioning for Zoom meetings**. This service will transcribe spoken voice to text live during the meeting and will help support students and other meeting participants who need special accommodations.

What to Know
- On **Friday, October 30**, we will implement this new Zoom feature to **enable a live transcription service** to show a caption transcription in the side panel of the meeting window.
  o **NOTE:** This feature is currently **not available to the general public**; USC is the recipient of the **early release** of live transcription.
- Live captioning is made possible through artificial intelligence; we expect the transcription accuracy to be consistent with other products available.
- The service is approved by the Office of the Chief Information Security Officer and meets USC information security standards.
- A **quick reference guide** on how to use live captioning with Zoom is available on keepteaching.usc.edu.

What to Do
- **Review the quick reference guide** on keepteaching.usc.edu to understand how to use live captioning with Zoom.
- Upgrade your Zoom software to the latest version to take advantage of the latest enhancements.
- **Bookmark the Zoom Updates page** (keepteaching.usc.edu/zoom-updates) to stay informed on all current and future updates to Zoom.
- **Contact** ITS Support if you have any question on this or other new Zoom features.

Our top priority remains ensuring that everyone at USC has access to the world-class technology they need to successfully learn, teach and work online and in the classroom and office. If you have any questions on this or other initiatives, please email its-news@usc.edu.