USC Student Affairs

USING THE LIVE AUTO-TRANSCRIPTION FEATURE WITHIN ZOOM

The University is currently a beta test site for the "live transcription" feature within Zoom. This is a useful tool and resource. Faculty, staff, and students are encouraged to use and familiarize themselves with it.

This information pertains to the DSP approved accommodation of CART services, also often referred to as "live transcription services," "live captioning services," or "real-time captioning services." These are services that DSP provides for qualified students. Outside CART providers, secured by DSP, provide the same services as Zoom's live transcription feature, however, they are human-generated, rather than the auto-generated.

Important things to remember:

- Although Zoom's live transcription feature will benefit many, there are factors that can impact its accuracy. For example:
    - specialized use of terminology such as medical, engineering, or law classes
    - speech patterns of the speaker(s)
    - number of speakers
    - amount of cross-talk or discussion
    - strength of the audio feed

- Because 100% accuracy is not guaranteed for all settings, it should not be automatically assumed that Zoom's feature will satisfy compliance policies and requirements of the disability laws and used as an official accommodation.

- Professors with DSP students with "CART" as an approved accommodation enrolled in their classes, can turn on the "live transcription" feature within Zoom. After that, each individual in the classroom can turn it on or off by clicking on the "live transcription" link and choosing "hide subtitles."

- For students who have been approved for "CART" services, DSP will continue to provide qualified CART providers to connect with each live class session. If the student observes that Zoom's transcription feature is effective and accurate, the student will then communicate with DSP and the CART services will be cancelled.

- Do not use Zoom live transcription to serve as subtitles for pre-recorded content such as in-class videos, tutorials, or asynchronous videos. Best practice is to send the video file to DSP.

If you have any questions, contact Kathi Neuenschwander at kneuen@usc.edu or the Center for Excellence in Teaching at cet@usc.edu.