Hosting Accessible Zoom Meetings

WebAIM
web accessibility in mind

Jon Whiting

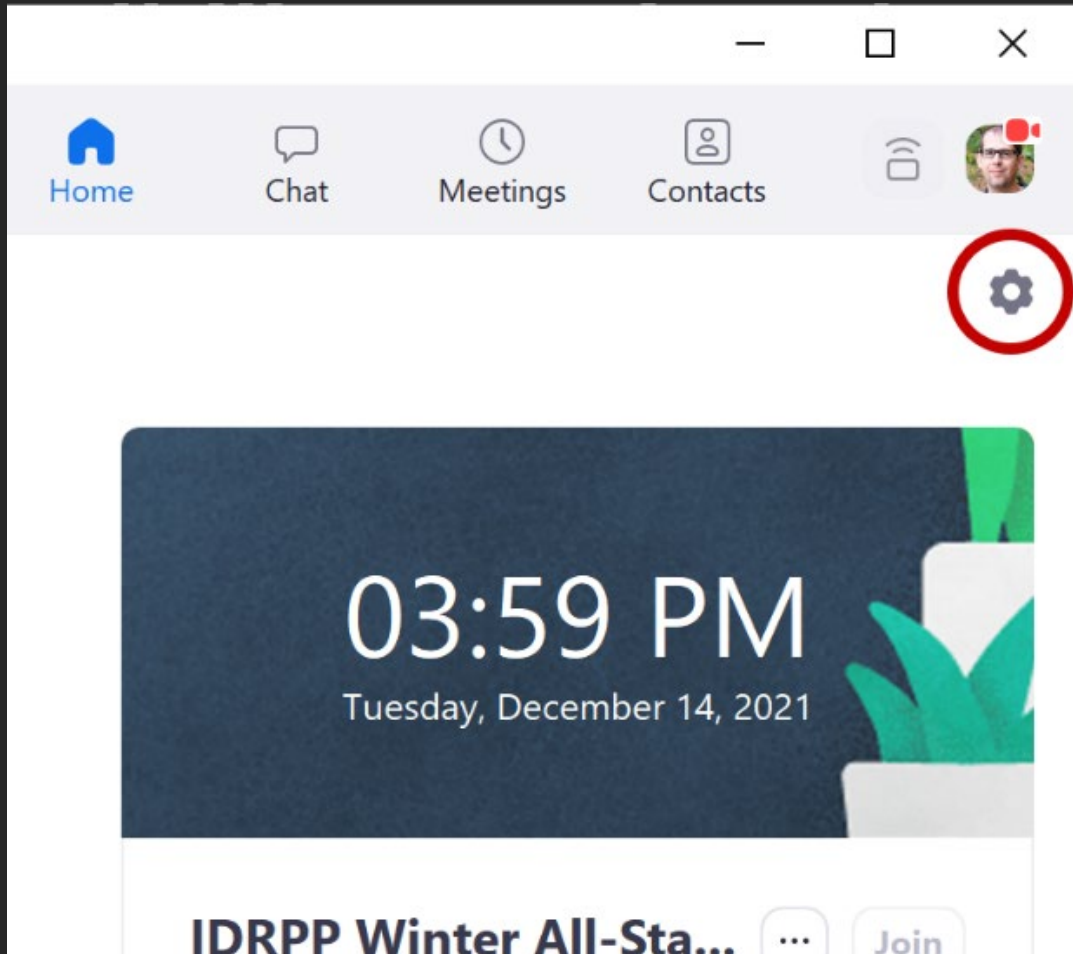WebAIM.org | USU IDRPP

Zoom Accessibility Training
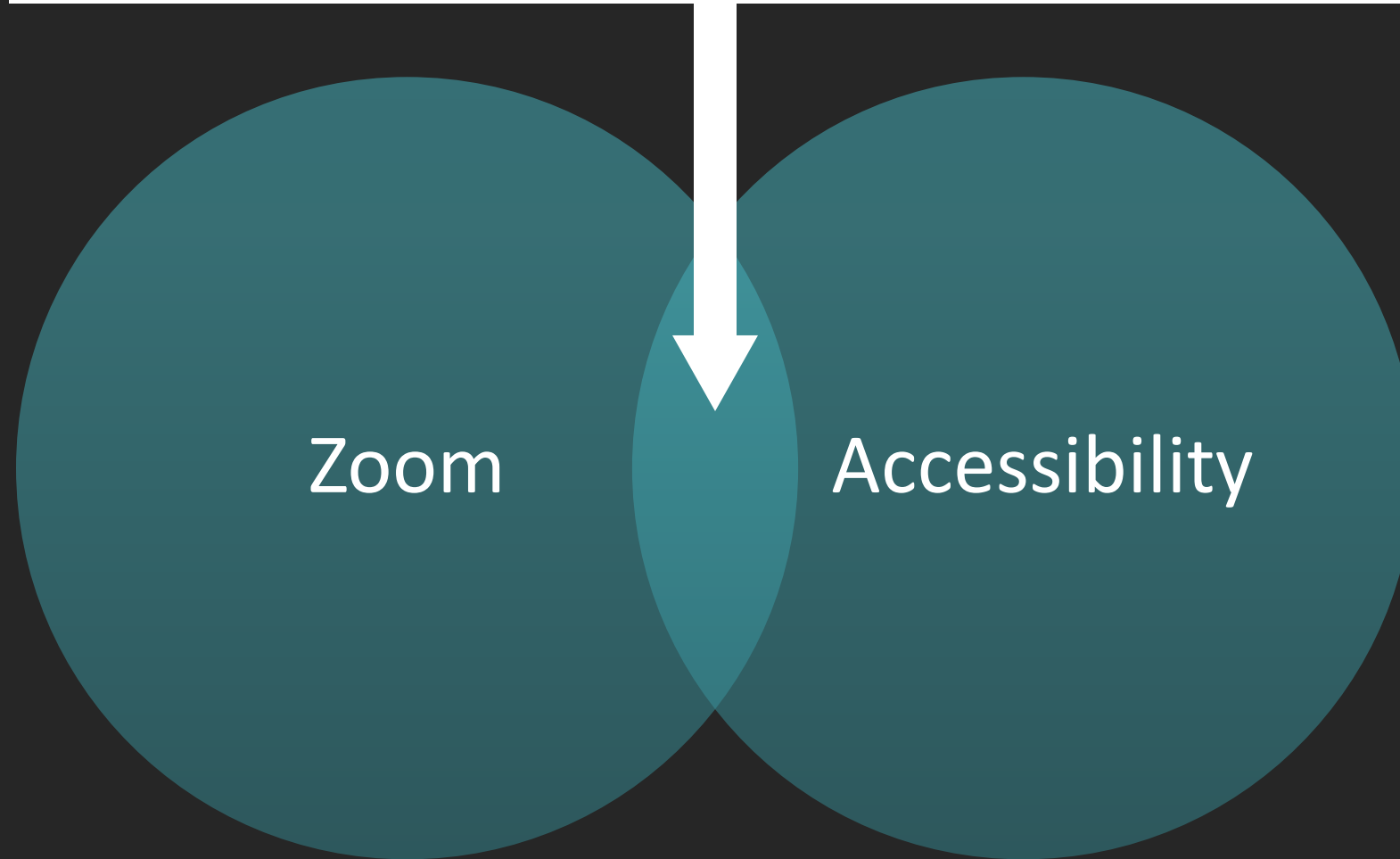
Zoom

Accessibility

Outline

- Identify accessibility needs
- Create a meeting or webinar
- Meeting "Preflight" checklist
- Accessibility features in Zoom
- Fix automatic transcription

Configure settings

- Do this only once
- Settings icon
- **General** tab > **View More Settings**

In Meeting (Advanced)

- Make sure **Manual captions** and **Automated captions** are enabled.

- Uncheck **Allow use of videos for virtual backgrounds**

- Turn off **Video filters**

- "Language Interpretation" is not for Sign Language Interpreters

Enable captions

- In the **Settings** sidebar, choose the **Meeting** tab > **In Meeting (Advanced)**

- Make sure **Manual captions** and **Automated captions** are enabled.

Recording Settings
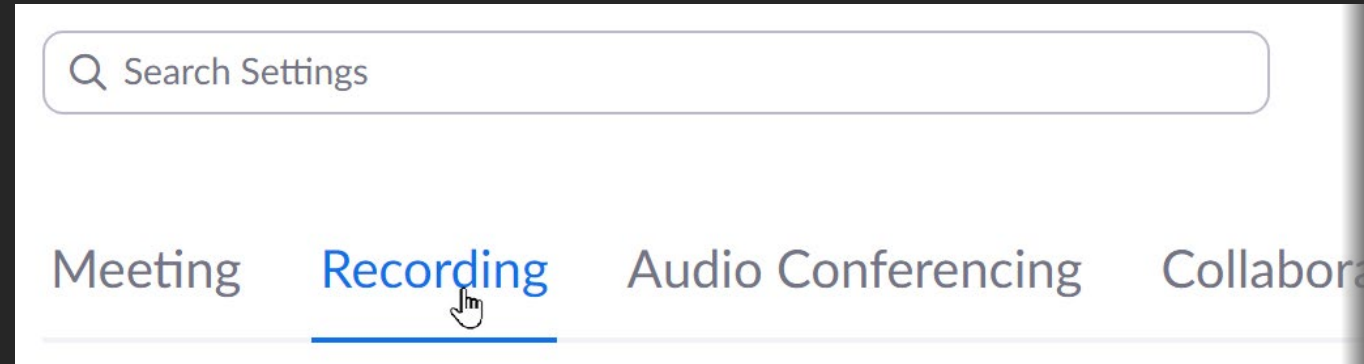
- **Recording** Tab > **Advanced cloud recording settings**
  - Check **Create Audio transcript**
  - **Save closed caption** as VTT file should be checked

Meet accessibility needs

Automated captions are provided for the training. Please list any other accessibility requests or requirements.

- List accommodations what will be provided
  - Captions (identify if automatic)
  - Interpreters
  - Either make slides available or be ready to provide them
- Invite requests for additional accommodations
  - Add a question to registration
  - Invite over email

Manual vs Automatic Captions

Manual (captioner-provided)

- Usually more accurate

- More than spoken text

- Speaker change is more clear

Automatic transcription

- Very little lag

- Has punctuation

- Free (even with free accounts)

- Provide this if you are not providing manual captions

Schedule Captioners/Interpreters

- Provide Zoom info
- Determine when they will join (e.g., 5 minutes early)
- Ask what resources are needed (slides, speaker names, etc.)
- For webinars, make captioner/interpreter(s) panelists so that they can join early
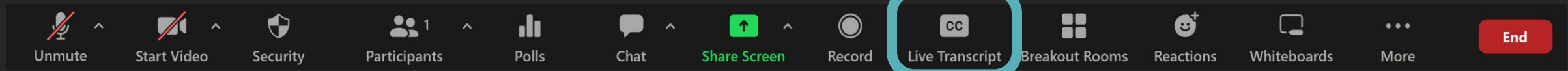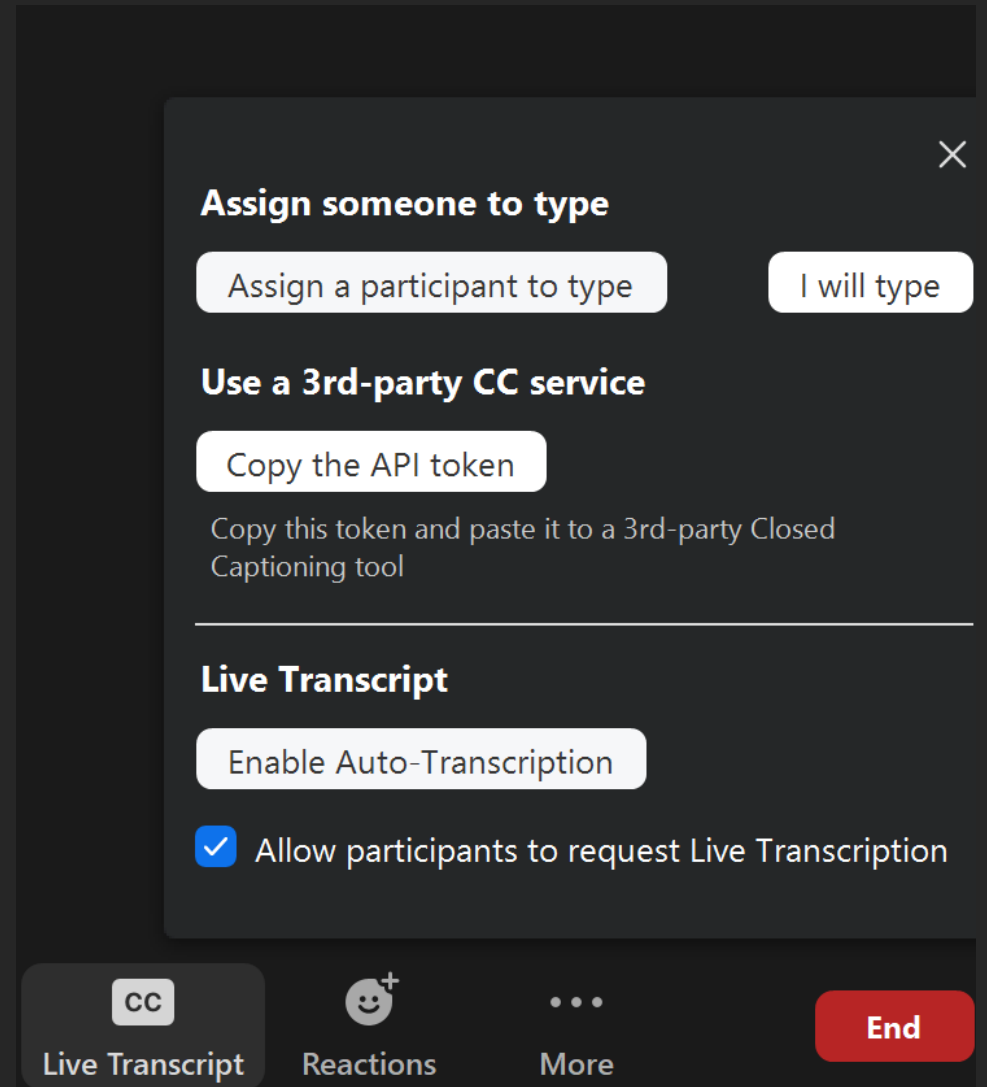 - Instruct to use panelist invite

"Preflight" Checklist

Start with captions

Captions/Live Transcript

- **Assign a Participant to type**
  - Or occasionally, API token
- If there is no captioner, remember to **Enable Auto-Transcription**
  - Or someone might request it
- I immediately select **Hide subtitle**

Audio

- Check audio
- Other audio levels?
  - Will you be sharing sound as part of screen sharing?
- Remember to speak clearly
  - For captioners and interpreters, also those with processing disabilities, and others

Video

- Video background
  - Virtual background is clear and is not distracting
    - Avoid disappearing ears and hands
  - Real background is not too busy
- Organize videos
  - Click and drag
  - Hide Non-video Participants
  - Follow Host's Video Order?
- Pin, Multi-pin, and Spotlight

Participants Panel

- Assign Captioner
  - **More** > **Assign to type Closed Caption**
  - In a webinar, **Make Panelist** first
- Let individuals record the meeting (e.g., processing disorders)
  - **More** > **Allow to Record**
- Private chat to certain participants (e.g., screen reader users)
  - **More** > **Chat**

Showing Sign Language Interpreters

- Let deaf participants pin interpreters
  - Multiple interpreters? **More** > **Allow to Multi-pin**
- **OR** Spotlight interpreters for everyone to see
  - Consider distraction for some participants
  - Only show active interpreter.
    - Let interpreters control spotlight:
      Participants panel > find interpreter name > **More** > **Make Co-Host**
    - Have them turn cameras on/off

Polls

Polls make you want to

Stop...   ● Single Choice ⌄

○ collaborate and listen

○ in the name of love

○ Hammer time

+ Add choice

+ Add Question

Save   Cancel

- Polls can be accessed by screen reader users
  – Don't re-read the question
- Provide an overview of the poll question and briefly summarize the results

Chat

- Screen reader user settings:
  - By default, new messages are read immediately.
  - Users can change this, but then they risk missing information.
- Can be helpful and/or distracting for everyone.
  - To reduce noise in larger meetings, choose **More** (●●●) > "**Participant Can Chat with:**" > choose **Hosts and co-hosts** / **Host and panelists**.
  - Q&A in webinars can help reduce chat noise.
- Announce important info put in chat (e.g., links to slides).
- If answer chat questions aloud, repeat the question.

Share Screen

- Prepare slides and visuals
  - Remember to leave space for captions
- Enlarge screens and windows
- Describe tasks to keyboard users
- Describe content and tasks to blind participants

Prepare slides and visuals

- Large visuals—slides & screens will be smaller on Zoom
- See our articles or docs course for details on accessible presentations
- Avoid distracting content

Enlarge screens, browsers windows, or software

- While screen sharing
  - Fullscreen windows
- In browsers, **Ctrl/command** & **+, -, o**
- In OS
  - Reduce screen resolution
  - Increase text size
  - Change mouse pointer size

Instructions for Keyboard Users

- Keyboard shortcuts are not usually necessary
- "Click" is OK
  - …if you can access it with a keyboard
  - Right-click is also keyboard-accessible
- Acknowledge accessibility shortcomings
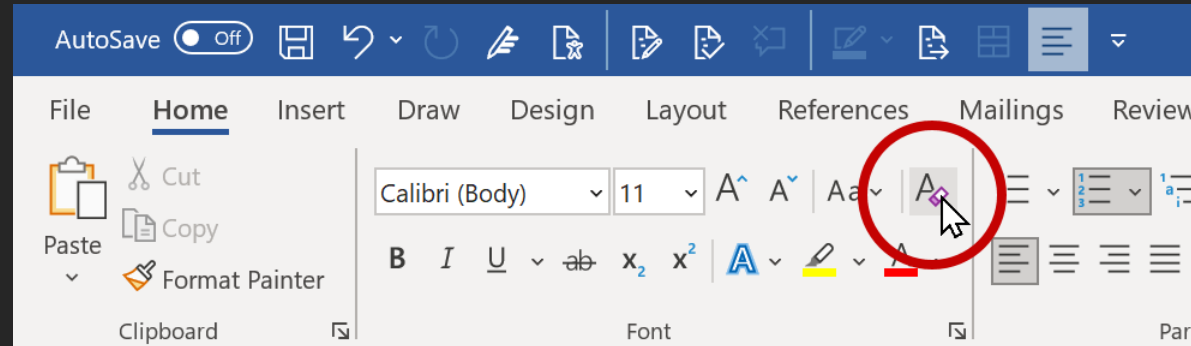 - E.g., some tools in Acrobat are mouse-only

Provide "Equivalent" Information
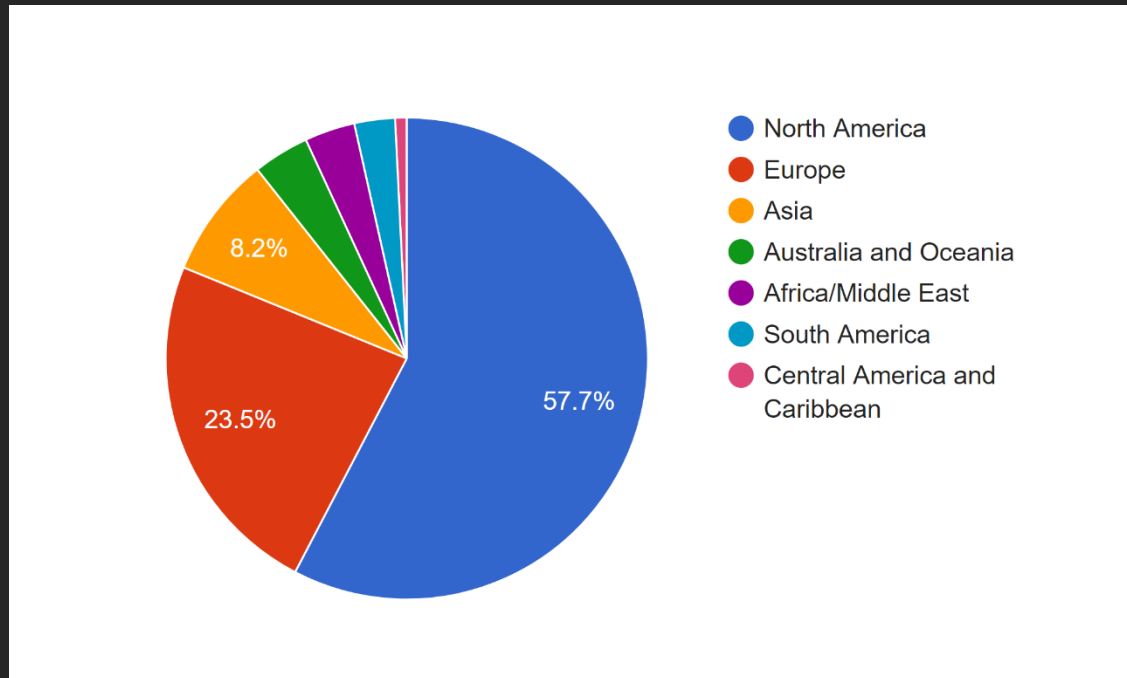
- Don't read slides verbatim
- Read quotes, key terms, etc. verbatim
- Summarize complex information for everyone
- If details are important, make them available during the meeting
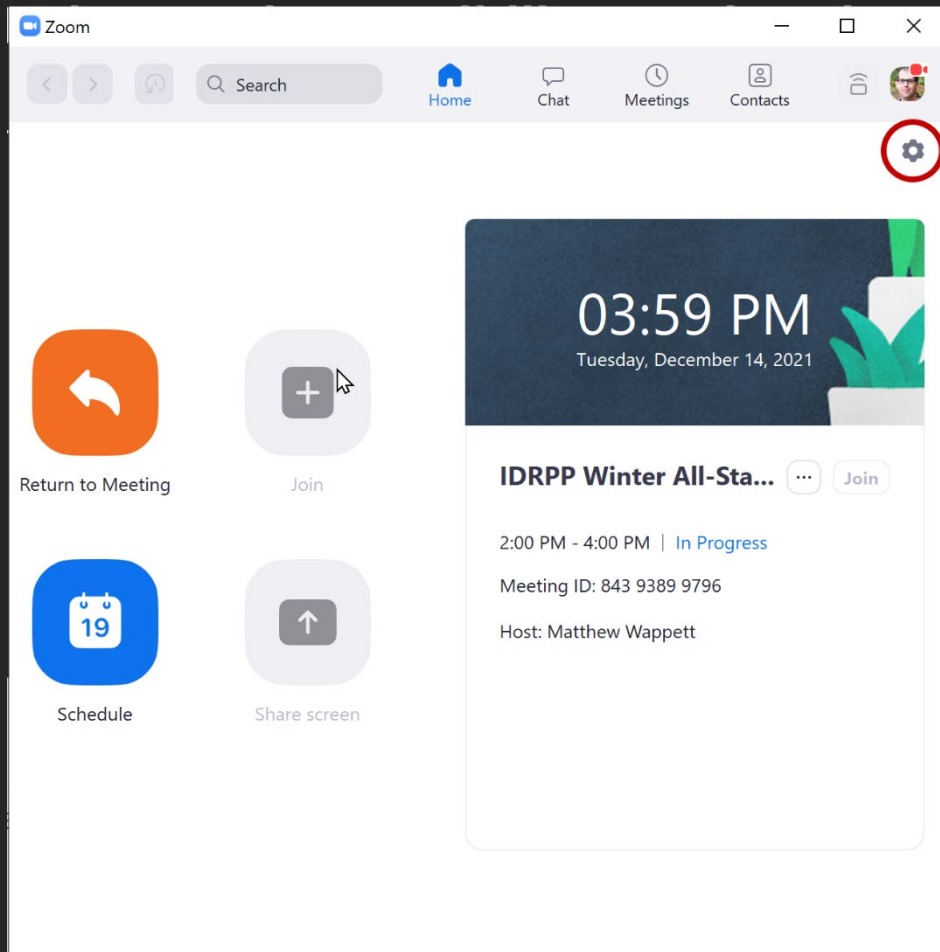 - Slides provided beforehand, link in chat, etc.

Action + Name + Description + Location

1. Action: "Click"

2. Name: "Clear All Formatting"

3. Description: "Letter 'A' with an eraser"
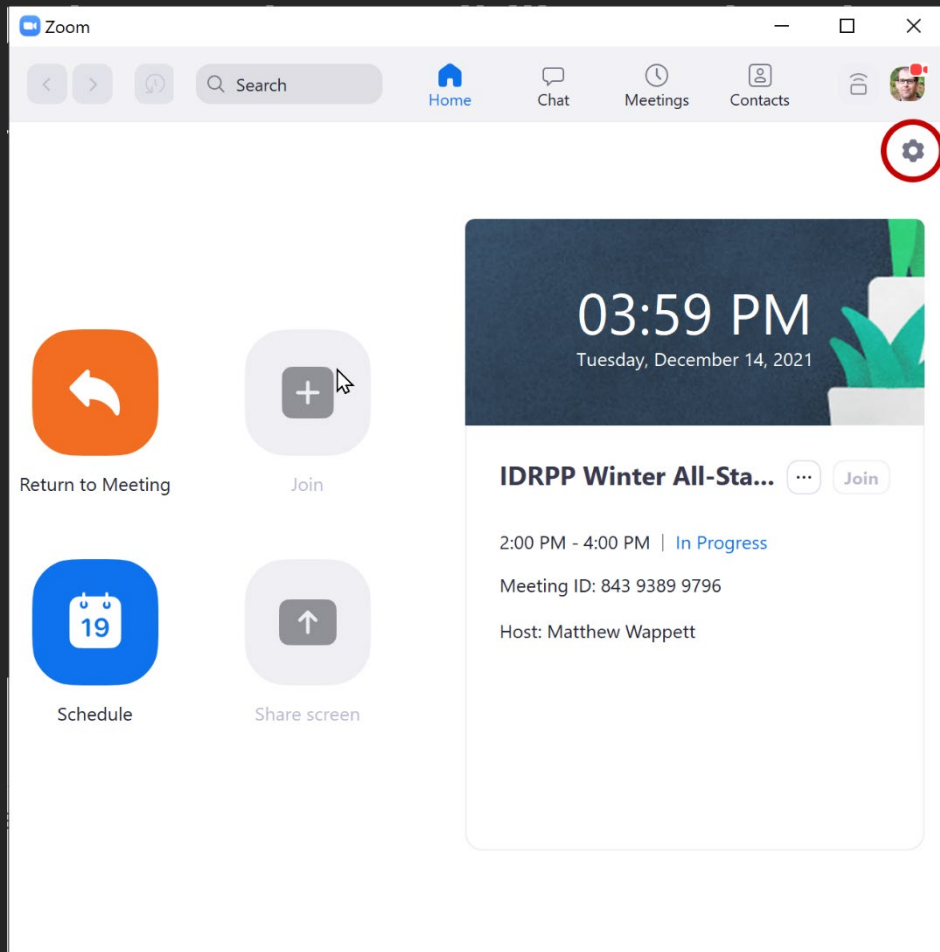
4. Location: "Left side of the Home tab"

Tips for Accessible Screen Sharing

"Here" - A 4-letter word

"I'll click over here"

Use with a description

"I'll click over here…

— on Settings,

— the gear-shaped icon,

— in the upper-right corner."

Practice

- Find a person near you
- Go through a 1-minute task on your computer/tablet/phone
  - Action + Name + Description + Location
  - Don't let them see your screen.
  - Take Switch

Breakout Rooms

- Auto transcription is only available in the main room
  - Make the main room a breakout room
- Manual captions can be assigned to **one** breakout room
- Meetings with Sign Language Interpreters
  - Interpreters & deaf participants together in any room
- Be sure to include others in breakout rooms with captions or interpreters, not just DHH

What would you do if Someone in your meeting needs captions in their breakout room?

Reactions

- Reactions are not announced to screen readers
  - Discoverable in the Participants panel but they disappear after 10 seconds
  - Raised hand is announced to the host and does not disappear
- Summarize reactions if you think they are relevant to the group
- Screen readers will read emoji
  - That's Good! 😀
  - Unless they're overused 😵 😵 😵 😵 😵 😵 😵 😵 😵 😵 😵 😵

End

- In a local recording, you must save the transcript first!
- In a cloud recording:
  - Automatic captions will be available as a VTT file
  - A synchronized automatic transcription is available
  - This is editable
- No DHH people in the meeting ≠ No DHH people accessing the recording

Clean up recorded video

- **Share** > disable "Viewers can see transcript"
- Click the image of the recording to edit
- Hover/↑↓ to a line > Select ✏️
- For longer videos, it may be better to use a captioning service.
- See the results

Audio Transcript

Search transcript

Jonathan Whiting

00:03 For example, one word that's never captioned correctly with automated captions is, what keg W. C. AG.

00:11 It looks like this time it was presented as "what keg."

Thank You!

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