Responsible Official: Chief Information Officer
Responsible Office: Information Technology Services

Policy Purpose

The purpose of this policy is to ensure that ETSU follows accessibility requirements set forth in the Americans with Disabilities Act and Sections 504 and 508 of the Rehabilitation Act.

Policy Statement

All videos, movies, or film clips used in online courses must be captioned before being made available to students through the learning management system or other course content delivery method system. Online instructors should not purchase supplementary video content that is not captioned.

Authority: Americans with Disabilities Act of 1990
Section 508 of the Rehabilitation Act of 1973
Section 504 of the Rehabilitation Act of 1973

Definitions

- Captioning: the process of converting the audio content of a video or other production into text and displaying the text on a screen, monitor, or other visual display system
- Closed captions: captions that can be turned on and off by the viewer
- Open captions: captions that are always in view and cannot be turned off by the viewer

Policy History

Effective Date: November 2014
Revision Date: March 2017

Procedure(s)

Captioning options include:

1. ITS eStudio Video Captioning Services
   - Closed captions are automatically added when producing and preparing the video for distribution.
   - Videos are distributed through the ETSU YouTube site unless alternate arrangements are specified.
   - Faculty who develop their own video content outside of the eStudio environment may submit their completed video to the eStudio for captioning and/or distribution services.
• Faculty may choose to provide a script or written guide to enable more accurate captioning if difficult wording or phrasing is used in the video.

2. Faculty Developed Captions
   • Faculty developing video content for online courses may develop their own captions for personally developed and third party videos.
   • ITS will provide training and software assistance upon request from the faculty member.

3. Third Party Videos
   • Curated video content obtained from third party entities may be available for captioning services with the permission of the content owner.
   • Contact ITS to discuss the possibility of providing captioning services for these resources.

Timeline
Most captions are completed within two business days of the release of newly recorded material, but times vary according to the number of other projects already submitted. Online instructors will be notified if the time limit will be exceeded so they may make adjustments to tests or assignments where needed. It is important to contact the office in advance of any captioning requests.

Procedure History
Effective Date:  
Revision Date:

Related Form(s)

Scope and Applicability

Check those that apply to this policy and identify proposed sub-category.

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