

## **Captioning Services**

**Accessibility Services, 123 Row Hall, [counseling@westga.edu](mailto:counseling@westga.edu), (678) 839-6428,  
<http://www.westga.edu/accessibility>  
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### **What is Captioning?**

Captioning is a service provided to some deaf and hard of hearing students. A trained captionist uses computer aided voice to text transcription software to deliver real time captions of spoken information to students in the classroom. The text is displayed simultaneously to the student by way of an internet capable device. Students may use their own smartphone, tablet or laptop computer to receive the transmission. The university can provide a device for classroom use if necessary. Students gain access to real time classroom information, and are also provided a written transcript of the course session. PLEASE NOTE: Captioning is assigned as a reasonable accommodation on a class by class basis for students each semester. It requires six weeks advance scheduling notice. Incoming students seeking eligibility are encouraged to make contact with Accessibility Services as soon as possible.

### **Eligibility**

To be considered eligible for captioning services, students must submit documentation for Hearing Impairment in accordance with the documentation instructions provided on the Accessibility Services website. Students will make an appointment with an Accessibility Counselor to discuss eligibility and complete their Accessibility Services intake. They will then meet with the Assistive Technology Coordinator to discuss implementation of their services.

### **Student Responsibilities**

Because captioning requires advanced scheduling notice, students are strongly encouraged to use early registration to guarantee their services. Students must notify the Assistive Technology Coordinator of any changes to their course schedule. Last minute changes can result in a delay in receiving captioning services. In the case of last minute class schedule changes, students may instead receive the note taking accommodation or discuss other options with their Accessibility Counselor.

Students are responsible for informing their captionists when they will be absent or tardy. They are also to notify their captionists of course cancellations.

In the event that a student is not present or does not give notice, the captionist will leave a classroom after 15 minutes. Transcripts of course content are not delivered for class time when the student is not present. Repeated absences without notification may result in the removal of the accommodation.

Finally, students are encouraged to give feedback about their service so that Accessibility Staff can further improve services. Students will receive a survey or some other request for information concerning their use of captioning.