

# COC LIVE CAPTIONING HANDBOOK

## Best Practices and Implementation Guide

### SECTION 1: QUICK START GUIDE

#### Immediate Actions for Compliance

##### Verify Zoom Settings:

- Auto-captions are already enabled campus-wide
- Confirm your display name is descriptive (e.g., Dr. Smith - Instructor)
- Test viewing captions: Click CC or Show Captions in Zoom toolbar

##### Basic Best Practices:

- Always use student/participant names when addressing them
- Repeat questions with attribution: Sarah asks about the deadline...
- Speak clearly and avoid talking over others
- Minimize background noise and use quality microphones

##### Record and Review:

- Record your next live session
- Review with captions enabled to assess accuracy and speaker identification
- Adjust equipment placement and settings as needed

### SECTION 2: MULTI-SPEAKER MEETING PROTOCOLS

#### Challenge: Single Zoom Account Broadcasting

When multiple speakers share one Zoom account (common in conference rooms, board meetings, and hybrid classrooms), the automatic speaker identification system cannot distinguish between individuals. All speech appears under the single account name.

##### Solution Tier 1: Individual Zoom Accounts (BEST PRACTICE)

Each participant joins Zoom on their own device:

- Established speakers (i.e. Trustees, Senators, Panelists, etc.) each join from laptops/tablets
- Committee members connect individually
- In-person students also join Zoom (muted, camera optional)
- Use headphones to prevent audio feedback
- When speaking, unmute individual device (not room system)
- Captions automatically show individual's name

##### Solution Tier 2: Individual Microphones with Mixer

Professional setup for conference rooms:

- Each seat has dedicated microphone
- Audio mixer routes to single Zoom account
- Combined with verbal identification protocols

##### Solution Tier 3: Verbal Self-Identification Protocol

When individual accounts aren't feasible:

- Each speaker states name: "This is Dr. Smith, I move to..."
- Meeting chair reinforces: "Thank you, Dr. Smith..."

## SECTION 3: BOARD AND COMMITTEE MEETING GUIDELINES

### Special Considerations for Governance Meetings

Board of Trustees meetings, committee meetings, and other governance bodies have unique requirements due to their public nature, formal procedures, and legal recording requirements.

#### Option A: Hybrid Individual Access (Recommended)

1. Main broadcast continues through conference room system
2. Each board member also joins via laptop/tablet (muted)
3. When speaking, member unmutes personal device
4. Captions show “Trustee Smith” instead of “Board Room”
5. Public comments handled through main system with verbal ID

#### Option B: Professional CART Services

For critical governance meetings, consider professional captioning:

- CART provider joins meeting remotely
- Provides 98%+ accuracy with speaker identification

#### Meeting Chair Responsibilities

- Open meeting with caption availability announcement
- Model speaker identification: “Trustee Smith has the floor...”
- Ensure public commenters are identified
- Manage overlapping speech
- Summarize motions with names

## SECTION 4: HYBRID/HYFLEX CLASSROOM SOLUTIONS

### Solution 1: Dual Participation (Most Effective)

In-person students also join Zoom individually:

- Students bring laptops/tablets to class
- Join Zoom meeting (muted, camera optional)
- When speaking, unmute personal device
- Captions show student's name automatically

### Solution 2: Instructor Facilitation Protocol

When technology solutions aren't available:

- Always repeat student questions with names
- Example: “Excellent question from Alex about cellular division...”
- Summarize discussions: “Building on Jamie's point...”
- Use name tents or seating charts for quick reference

## SECTION 5: EQUIPMENT RECOMMENDATIONS

### Individual Presenters:

- USB headset microphones (best for home/office)
- Lavalier/lapel mics (good for movement)
- Position 6-12 inches from mouth
- Avoid built-in laptop microphones when possible

## PRE-MEETING CHECKLIST

### Before Every Meeting:

- ✓ Zoom display names updated for all regular participants
- ✓ Audio equipment tested and positioned properly
- ✓ Caption settings verified as enabled
- ✓ Speaker identification protocol communicated
- ✓ Recording enabled for quality review
- ✓ Backup plan ready (CART service on standby if needed)

### Sample Meeting Opening Script:

“Good morning/afternoon, everyone. Before we begin, I want to remind you that live captions are available for this meeting. You can enable them by clicking the CC or Show Captions button in your Zoom toolbar. To help ensure accurate speaker identification in the captions, please state your name before speaking, especially during discussions.”

**REMEMBER: Compliance Deadline is April 24, 2026**