Fulfilling Captioning Requests for Media: Disability Services and Diversity Office

01 Purpose and Scope

The purpose of this document is to provide information for the Disability Services and Diversity Office about fulfilling captioning for media.

02 Responsible Members

You should read this document if your title or department is:

Role	Responsibility
Center for Teaching and Learning Excellence	The Center for Teaching and Learning Excellence fulfills requests for captioned media and ensures an accurately captioned product is provided to the student upon request from faculty, staff, or administration. They must understand the purpose and scope of the captioning policies, as well as the associated procedures. The Center for Teaching and Learning Excellence may also need to train any staff that work with them on fulfilling captioning requests.
Director of Disability Services and Diversity	The Director of Disability Services and Diversity fields requests from New Students with disabilities requesting captioning for the first time at OSU-OKC and requests documentation of the student's disability as part of the initial accommodation process. The Director of Disability Services and Diversity then helps students connect with the Interpreter Coordinator as needed for confirmation and fulfillment of the request.
Interpreter Coordinator	The Interpreter Coordinator collaborates with the Director of Disability Services and Diversity and fields requests from both New and Current/Returning Students with disabilities requesting captioning. After approving the student's request for captioning, the Interpreter Coordinator instructs the Accessibility Resources and Diversity Coordinator to prepare and send Disability Accommodation Letters as needed to the relevant faculty members informing them of the need to provide captioned media for the student. The Interpreter Coordinator also collaborates with faculty, staff, and administration to promote captioning.

Accessibility Resources and Diversity Coordinator	At the request of the Director of Disability Services and Diversity or the Interpreter Coordinator, the Accessibility Resources and Diversity Coordinator prepares and sends Disability Accommodation Letters as needed to faculty, staff, or administration informing them of the need to provide captioned media for the student.
Faculty	Faculty must know and understand when and how to address student requests for captioning.
Adjunct Faculty	Adjunct faculty must know and understand when and how to address student requests for captioning.
Staff	Staff must know and understand when and how to address student requests for captioning.
Administration	Administrators must know and understand the purpose and scope of this policy to help support student requests for captioning, as needed. In addition, administrators may need to provide training opportunities across campus for faculty, adjunct faculty, and staff to ensure understanding and compliance.

03 Training Required

Training within the Center for Teaching and Learning Excellence and the Disability Services and Diversity Office is required on this procedure. Faculty, Staff, and Administration are strongly encouraged to familiarize themselves on this procedure.

04 Definitions and Descriptions

In this section you will find definitions and descriptions important to this procedure.

Term	Definition/Description
Captioning	Captioning is a transcription of what is being said in a video. The transcription is placed directly in the video. This service is particularly useful for people who are deaf or have hearing loss but may or may not use sign language.
Media	Media, in relation to this policy, means any video or audio recording using in an online classroom, traditional classroom, or campus event. Media, as the term relates to this policy, includes videos, DVDs, audio transcripts, and all subsequent technologies.
Extracurricular	Extracurricular refers to student organizations. Organizations who produce media for campus wide consumption must request captioning.
Promotional	Promotional materials are any materials used to promote OSU-OKC and OSU-OKC events across campus. These materials might include university advertising.

05　Procedure

Complete the following steps to fulfill captioning requests for media:

1. Wait for students to identify themselves as having a need or if media is proactively identified as needing captioning.
2. If applicable, request that the student provide documentation of their disability.
3. If applicable, verify the need for captioning based on documentation of the student's disability.
4. Identify the media or course(s) that needs captioning.
5. Notify other faculty, staff, administrators, or departments as needed with request for captioning.
6. Collaborate as needed with the Center for Teaching and Learning Excellence to ensure fulfillment of captioning requests.

06　References

The following procedures and policy are associated with this one:

- Requesting Captioning for Media: Students

- Requesting and Fulfilling Captioning for Media: Faculty, Staff, and Administration

- Fulfilling Captioning Requests for Media: Center for Teaching and Learning Excellence

Updated 6/10/2021