

STUDENT ACCESSIBILITY CENTER

REAL-TIME CAPTIONING (CART) POLICY

POLICY

Some disabilities may occasionally make it necessary for a student to view real-time captions/transcripts of the audio in their courses. As such, requests for Real-Time Captioning (CART) are considered on a case-by-case basis.

Students may request this accommodation each semester. The SAC considers accommodation requests for attendance modifications based on submitted documentation and discussions with the student.

POLICY

Students request specific accommodations upon registering with the SAC. If a student requests CART as an accommodation, the student's assigned Accessibility Specialist will conduct a discussion related to their request during an appointment with the student. Students can schedule this appointment with the Accessibility Specialist in Accommodate. If a student is already registered with the SAC, additional documentation may be required to add this accommodation to their record.

Initial Approval:

In determining the reasonableness of the initial approval of this accommodation, the following process will ensue:

1. The SAC will collect narrative information from the student regarding the impact of their disability.
2. The SAC will review supporting documentation, and may request additional documentation.
3. The SAC will meet with the student to discuss the above materials and outline the process for requesting this accommodation each semester for each course (see below) if approved.

Preparation:

In determining the reasonableness of the implementation of this accommodation in each course, the following process will ensue:

1. Students will submit a semester request at the beginning of each semester.

2. The SAC will notify professors and students of the policy for implementing this accommodation upon receiving the student's semester request.
3. The SAC will reach out to the student to confirm which courses they would like to use their accommodation in and to request that the student send the SAC a link to their "Zoom Room."
4. The student will confirm the classes in which they would like to use this accommodation and send the SAC their "Zoom Room" link.
 - a. Students can find their Zoom Room link by following these instructions:
 - i. Login to Zoom using LUC login information: luc.zoom.us
 - ii. Click "Meetings" (left-hand side of the screen)
 - iii. Click "Personal Room" (top of screen)
 - iv. Click "Edit"
 - v. Scroll down to "Options" and click "Show"
 - vi. Select "Allow participants to join anytime"
 - vii. Click "Save"
 - viii. Copy the "Invite Link" and email it to sac@luc.edu
 - b. Please note: The SAC cannot provide CART services without this Zoom link.
5. The SAC will send the student's course schedule, their name and LUC email address, and their Zoom link to the CART provider. The SAC will also notify the CART provider of the dates throughout the semester the university will be closed.
6. The CART provider will contact the student once the schedule has been confirmed with the link to the software the student will use to view their captions and transcripts.
7. The student will pick up their microphone from the SAC office at the Sullivan Center, Suite 117. When the student picks up their microphone, a member of the SAC staff will assist the student with instructions on using the microphone. Note: microphones are on loan and should be returned during Finals Week of each semester.
8. The SAC will contact the student's faculty to notify them that the student will use this accommodation in their course and request the course materials (syllabus, presentations, etc.) from the professor.
9. The professor will send the SAC their course materials.
10. The SAC will send these materials to the CART provider.

In Class:

1. The student will find a seat as close to the speaker as possible to ensure the best audio quality for the captioner.
2. The student will ensure their microphone is connected to their laptop or mobile device.
3. The student will login to Zoom and access their "Zoom Room."
4. The captioner will join the Zoom link and notify the student if there are any issues with the audio.
5. To view the captions and transcripts, the student will use the links provided by the CART provider.

Note: If a student does not receive their transcripts or their captioner does not show up for their scheduled class, they should notify the SAC as soon as possible. If the student does not login to their Zoom link repeatedly, the CART provider will notify the SAC, and the SAC will contact the student to confirm that they would still like to use their accommodation for the course. After the second notification, CART services will be suspended until the student meets with their Accessibility Specialist. After the third notification, the services will be cancelled for the semester. If a student finds this accommodation is not being implemented according to their expectations or have other concerns, they should contact the SAC at (773)508-3700 or sac@luc.edu as soon as possible.