An update on Zoom accessibility features

NSD DEI Council
26 January 2021

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- Shelter in place presents challenges… but also opportunities for rethinking how we do meetings
- We will review some practical tips for accessible and inclusive remote meetings

Josh Newton
@nooneswatching

WFH Side effect:

We can no longer use "Sorry we're getting kicked out of this room" as an excuse to end a meeting on time.

♡ 51   8:30 AM - Mar 17, 2020

Kaleb Coleman [AR/VR]
@kalebcoleman

Every WFH meeting so far:

"I'm sorry, you go..." "no, sorry I-" "Well what I was sayi-" "I'm sorry, were you saying something?" "Go ahead, no sorry, you go..."

5 voices speak at once
suddenly no one speaks

SLOW PORTAL ZOOM INTENSIFIES DURING AWKWARD SILENCE#COVID19

♡ 41   10:57 PM - Mar 10, 2020

Christopher Ruz #TheRaggedBlade out now!
@ruzkin

DO NOT APOLOGISE WHEN YOUR PETS JUMP INTO THE FRAME ON ZOOM CALLS. Was just in a conference with the CEOs of a major US org and Muffin jumped on my lap and the whole conversation stopped, IS THAT A CAT, SHOW ME THE CAT!
Everyone needs cats in these trying times.
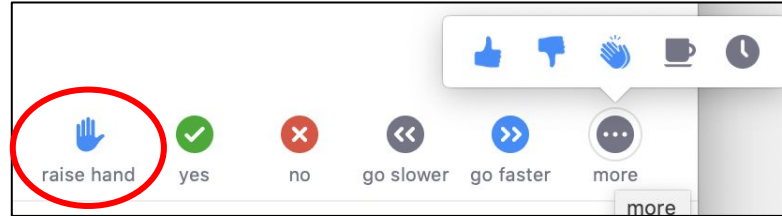
♡ 226K 9:53 PM - Mar 26, 2020

It's been a long year, and there is more yet to come. It is still a good opportunity to examine the tools and practices we employ for meetings!
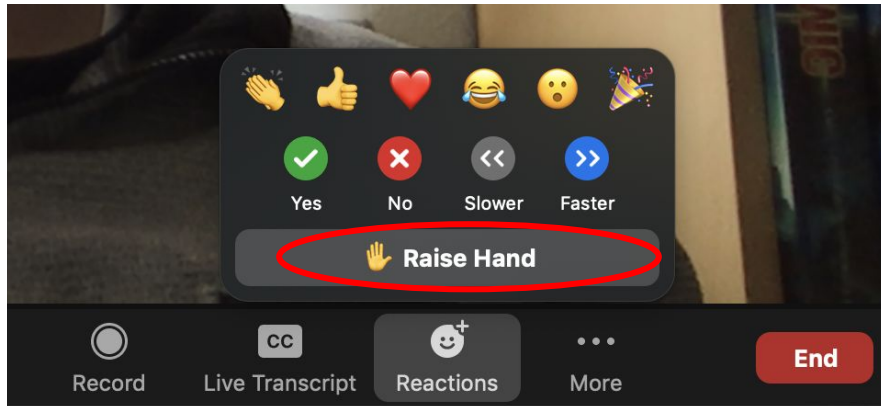
* Tweets collected by Bored Panda and Fast Company

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Raising hands update (1/2)

- "Raise hand" feature has made queuing in our meetings a lot easier
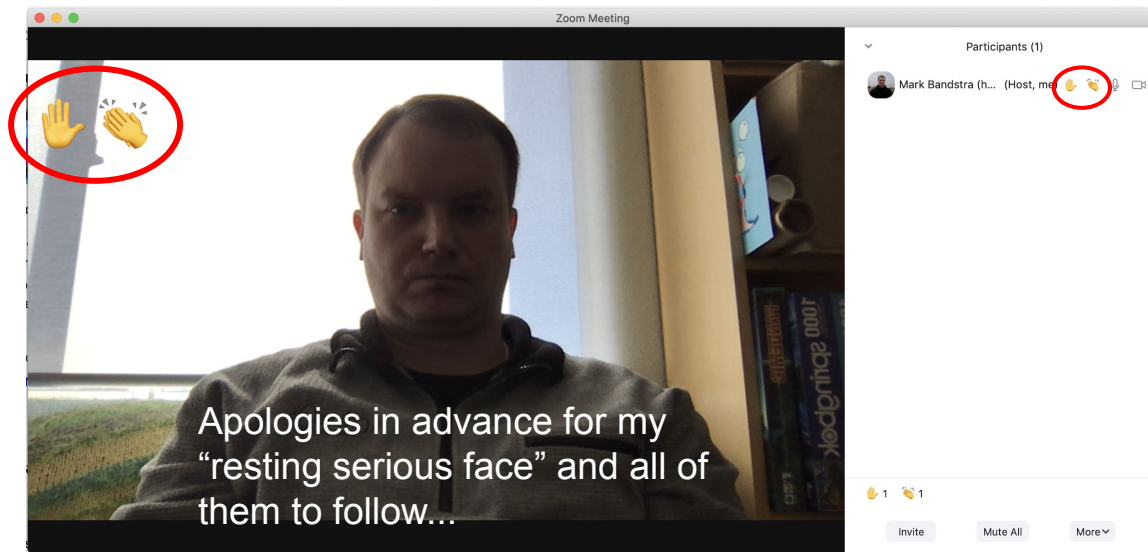 - Previously accessible from the bottom of the "Participants" panel

- In the latest versions of Zoom it has been moved to the "Reactions" panel:

- "Raise hand" is also now available to the hosts of a meeting (attn: Mateusz, Tom, and Xin)

- You can still keep your hand raised while providing other nonverbal feedback:

- Turning on video enables lip-reading
  - When using video chat, look at the camera so people who partially lip-read can see you, just like you should look at someone when you're talking to them
- Closed captions
  - For a formal talk, event, or presentation given directly via Zoom, have the host assign someone to type closed captions
  - If Google Slides[0] or Powerpoint[1] are part of your meeting, simply turn on the automatic closed caption option that available in presentation mode, this will auto-generate closed captions with reasonable accuracy
  - If you record Zoom meetings and save it all, you can enable automatic audio transcription, which may have similar level of correctness.
  - Helps people with hearing impairment, those less proficient in English, and those with poor internet connections

No longer recommended. A much better option is available now!

this is a test of the automatic captions in Google Slides it works really well but you have to speak clearly and there is no punctuation

[0] "Present slides with captions," https://support.google.com/docs/answer/9109474?hl=en

[1] "Present with real-time, automatic captions or subtitles in PowerPoint," https://support.microsoft.com/en-us/office/present-with-real-time-automatic-captions-or-subtitles-in-powerpoint-68d20e49-aec3-456a-939d-34a79e8ddd5f
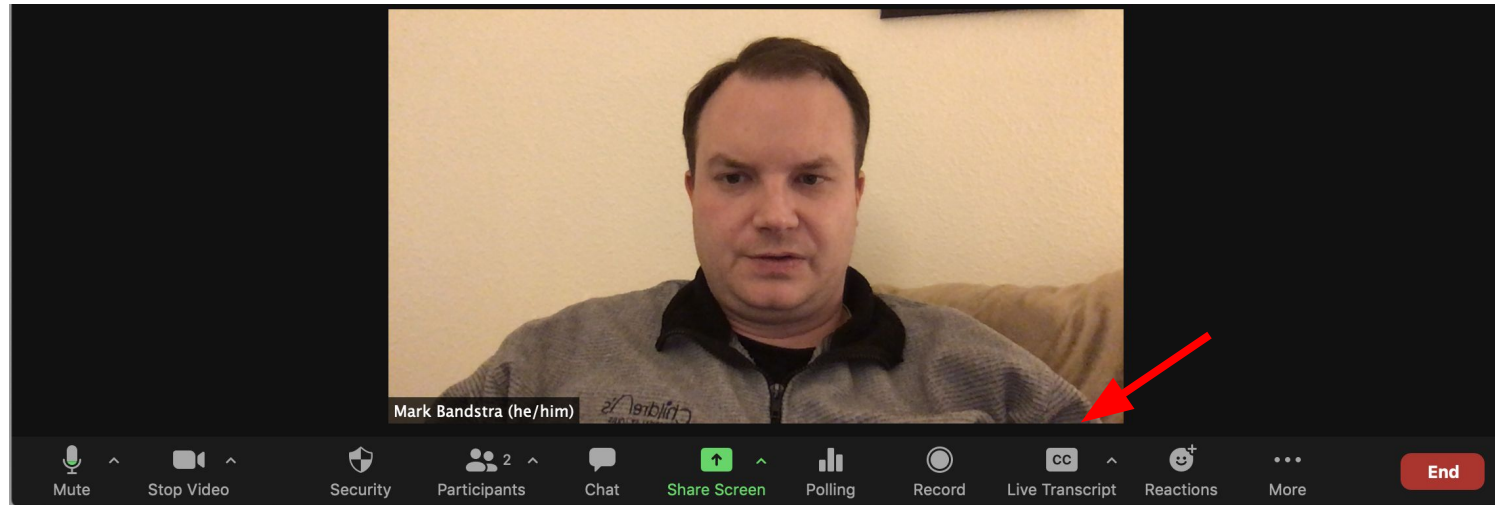
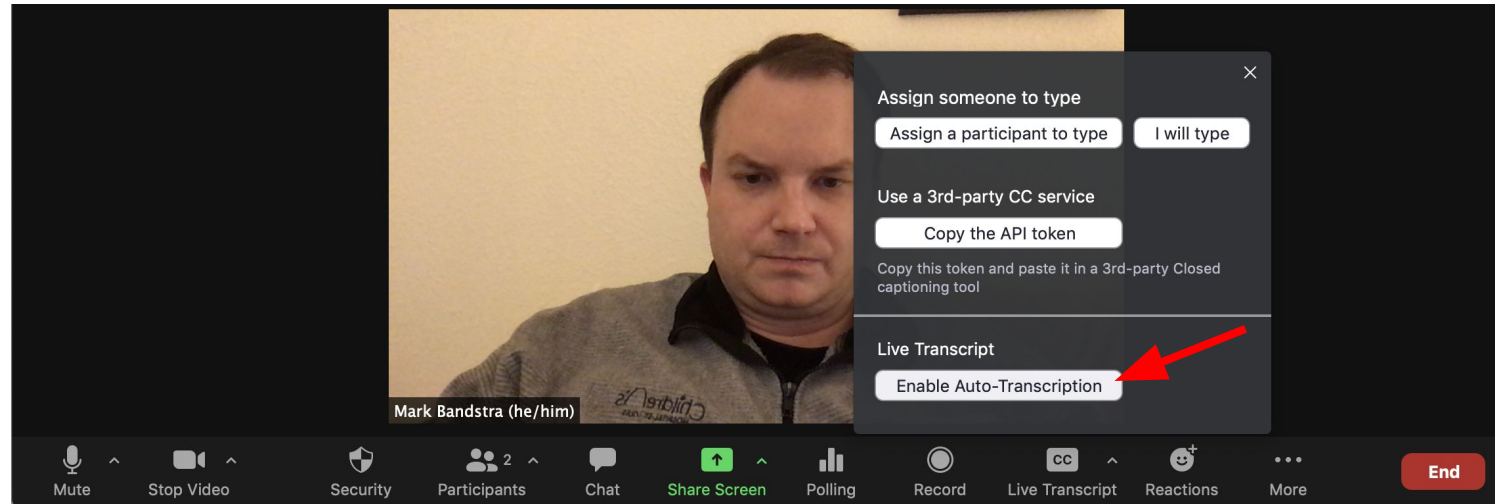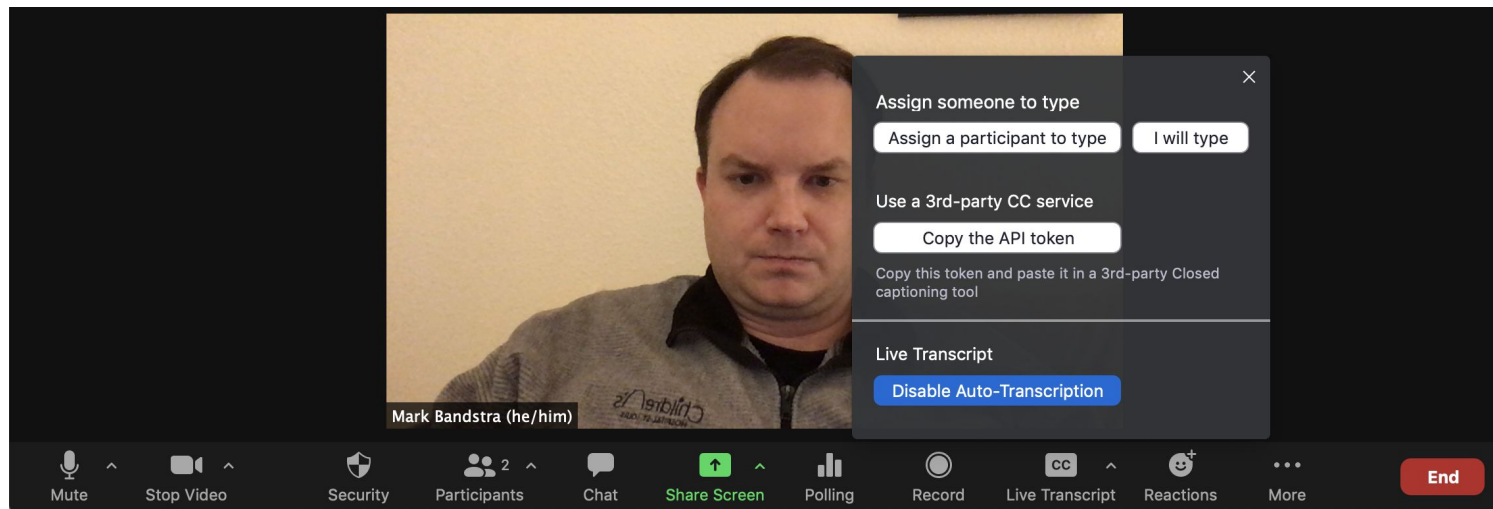Based on material compiled by the All-Access ERG

Automatic subtitles and transcriptions – for hosts

For LBNL-hosted Zoom meetings, live subtitles and transcripts is now enabled (beta)

If you are a **host**, you can now enable automatic subtitles/captioning:

(may need to first enable "Closed captioning" in your account settings on zoom.lbl.gov)

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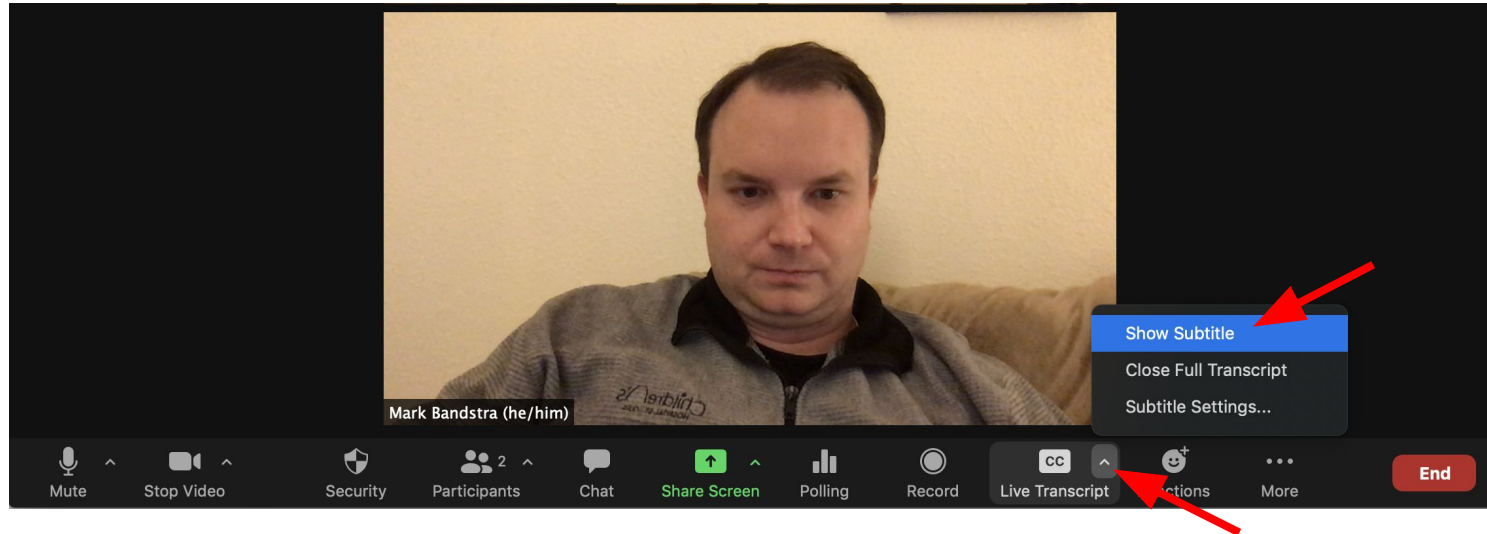If you are a **host**, you can now enable automatic subtitles/captioning:

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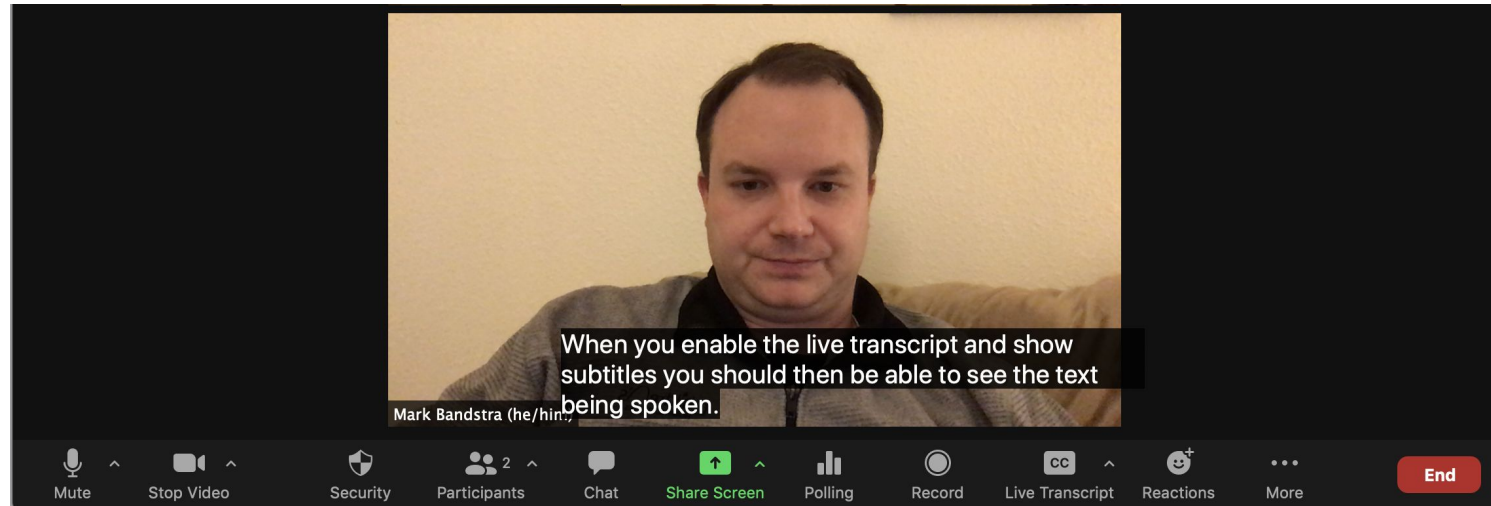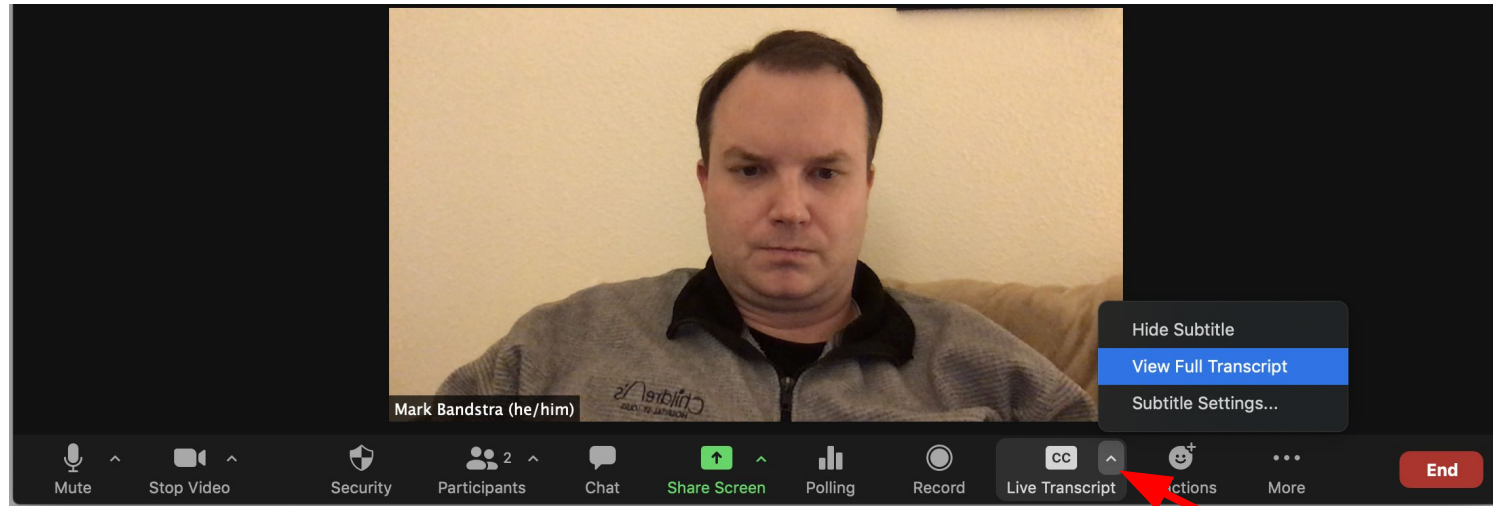If you are a Zoom **participant**, assuming the host has enabled them, you can:

- view or hide subtitles (and adjust their display settings)
- view the live transcript
- save the transcript.

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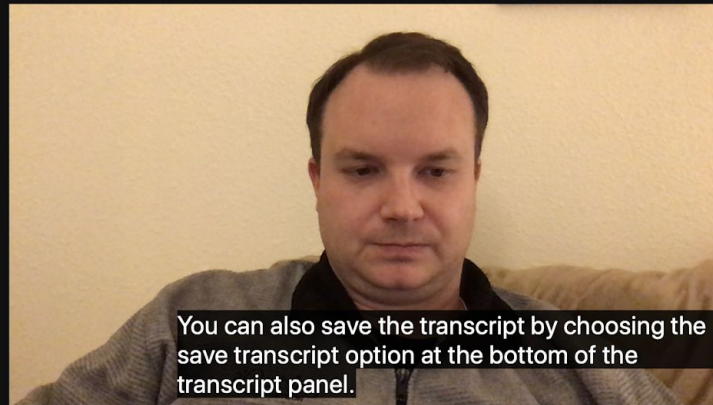If you are a Zoom **participant**, assuming the host has enabled them, you can:

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Support for language interpretation

- If a foreign language interpreter is going to be used, the meeting host can assign that person ahead of time or during the meeting to the language
- The language is then available under "Interpretation"
    - Audience member can select their preferred language
    - Played at 80% / 20% audio with the main speaker (adjustable)
- ASL interpretation already supported by features like "Spotlight for Everyone," where the interpreter's video can be pinned to the foreground

https://support.zoom.us/hc/en-us/articles/360034919791-Language-interpretation-in-meetings-and-webinars

Final thoughts
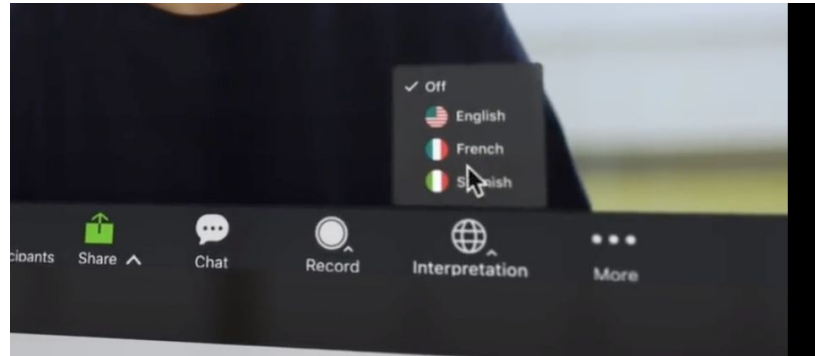
Special thanks to the All Access ERG and the IT Collaboration Services Group for advocating for live captioning

https://worktogether.lbl.gov/live-captioning

If you have any feedback or questions please contact us at

NSD-IDEA-Council@lbl.gov