Queen Mary
University of London

Closed Caption Pilot
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Overview

What is closed caption?

Closed caption (also referred to as 'subtitles') is text that is provided, for an audience to read, of the audio of a speaker, usually displayed on a screen or television. This is particularly useful for people who may not be able to hear the speaker on television, video or in a room.

The purpose of the closed caption pilot project at Queen Mary University of London was to evaluate the prospect of providing closed captions as part of a lecture, in order to enhance the learning experience especially for those with disabilities. The pilot was carried out by the E-Learning Unit, in collaboration with the Disability and Dyslexia Services.

Project Objectives

- Consider feasibility and value of closed caption at Queen Mary University of London, especially for those with disabilities.
- Determine costs and support required
- Trial various options with different providers and make recommendations

Students with hearing impairments and other disabilities are looking for more functionality, alongside lecture recordings, to assist them.

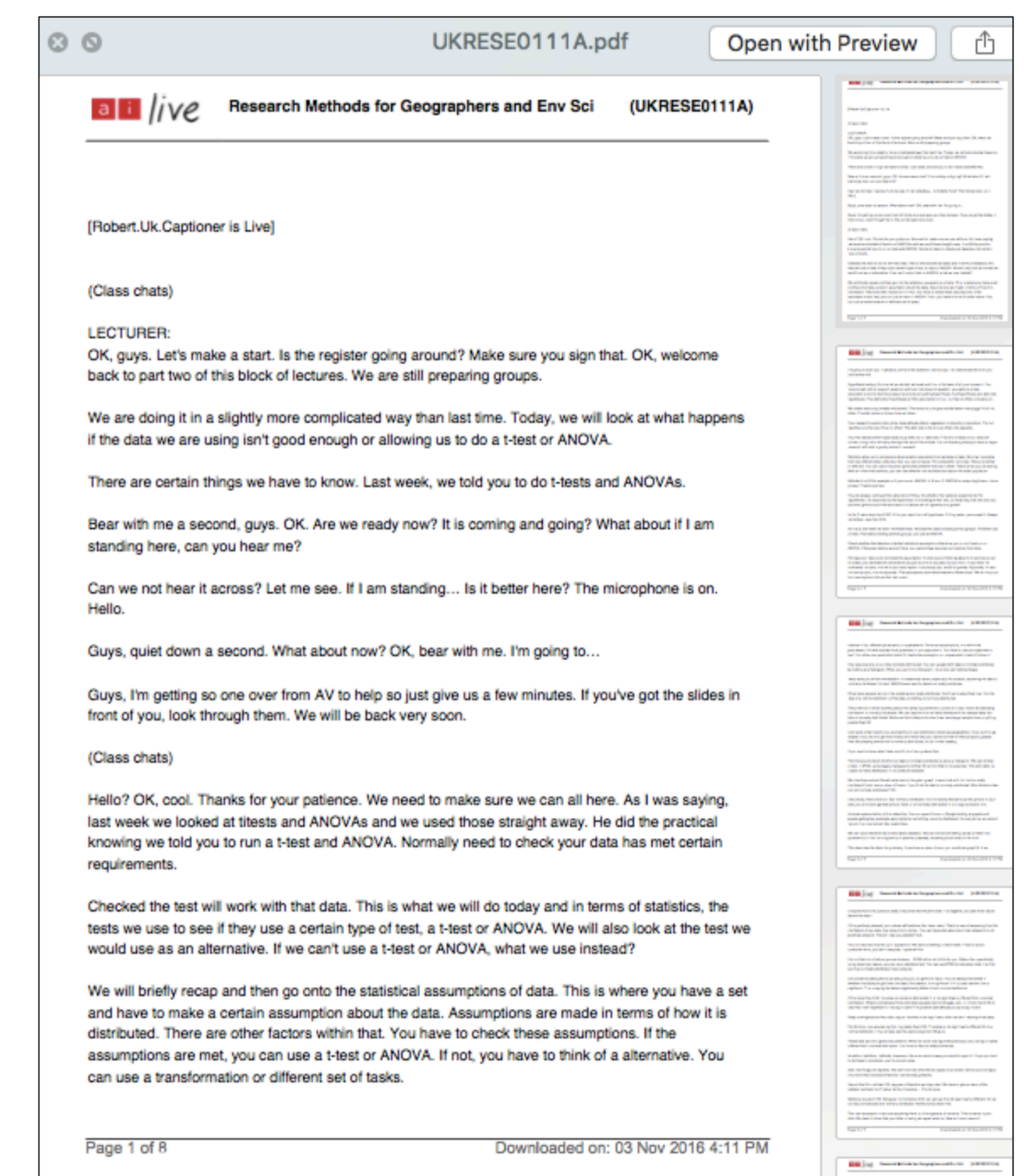## Options Trialled and Costs

- Automatic subtitles, done by closed captioning software (***cost***: free but only 60% accuracy rates)
- Live captioning during a lecture (***cost***: £75 per hr. with Ai Media)
- Post lecture .pdf transcripts (***cost***: included in price for Live captioning with Ai Media)
- Synced closed captions on Q-Review (Echo360) lecture recordings (***cost***: £1.75 per minute, or £105 per hr, plus VAT).

Student reading closed caption 'subtitles' of the lecture on tablet, during class.

Post lecture .pdf transcript for students to download.

Closed captions available on Q-Review lecture capture recordings

Closed caption toggle on/off button

Recommendation:

Providing captions and post lecture transcripts together with lecture recordings would be useful for students who have difficulty hearing the lecture but would also be a beneficial feature for all students.

*Tom, our hearing impaired student, was extremely grateful to have been provided with this service as part of the pilot, and would love to see this in his future classes.

After conducting the trial, we recommend that a closed captioned service be provided in sync with Q-Review recordings for those classes where a student(s) has declared a disability and where this type of service would be suitable. We will collaborate with Disability and Dyslexia Services to determine suitable classes for a future service.