Live Events Guide

When planning live events (such as lectures, meetings, trainings, workshops, and presentations) all schools, departments, business units, and University-related entities are expected to take accessibility into consideration. These events may be held in person or may be virtual and both modalities require different accessibility features. These accessibility features make it possible for all audience members to participate in these events equally. The goal is to have these options available as a matter of course and make it easy for those who need them to alert us to that need and for us to meet it seamlessly. This document will serve as a guideline for the new accessibility mandates and a checklist for meeting these requirements for live events.

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Terminology Guide

Private events are deemed as those meant exclusively for SSW participants. This might be committee meetings, faculty/staff gatherings, or internal employee trainings.

Public events are deemed as those including participants from outside the SSW. This could include other Pitt employees or extend to any external guests or participants. An example could be graduation, CE trainings, CWRC trainings, CRSP lectures, etc.

All public virtual events must include:
- Live captions and post-event captions, accessible recordings, and transcripts as well as live streaming to Facebook or YouTube if applicable

Live events include any event taking place in real time and some examples are:
- Continuing Education Events
- CRSP lectures
- Dean's lecture
- Staff/faculty trainings or presentations (such as ARLC & Race Consciousness)
- Virtual or live Admission Events
- Networking Events/Info sessions

- Awards ceremonies
- Panel presentations
- …Basically anything offered to a live virtual audience

Sample Wording/Promotional Messages

- Sample wording that must be included in all promotional messages, websites, invitations, registration pages, and RSVP confirmations that let individuals know how to request live captioning or other accommodations (including an accessible recording or transcript after the event).
- Sample wording: "We strive to host inclusive, accessible events that enable all individuals, including individuals with disabilities, to engage fully. To request a specific accommodation or for inquiries about accessibility, please contact (name, email, phone). Professional captioning and ASL can be provided upon request."
- Add alt text to all images posted on social media, on webpages, or in emails promoting the event.
- In the marketing for your event, please state the accessibility people can expect (such as captioning) and provide contact info for any additional accessibility requests

Approval Process & Form

All live events must go through a short approval process and be reviewed by the live event committee. This does mean that we will all need to add in a little time to our planning process to build in these additional steps and time for event review and approval to happen.

Draft Approval Form:

Live Event Approval Form on Qualtrics

Questions asked:

1. Event Name:
2. Event Date:
3. Type of Event (check one): Live In-person Event, Live virtual Event
4. Is your event public or private (check one): Public event, private event
5. Accessibility contact name for this event:
6. Accessibility contact email:

Then, depending on the type of event the form will run through the checklist questions below asking for attestation that each category has been met before approval is given.

Survey link will need to be checked 2x a week and the entries will be downloaded, reviewed, signed off on by a member of the Live Events Committee and then stored in Teams as approved events.

Technology Recommendations/Resources

- Zoom/Teams
  - Tips on making Zoom accessible for Deaf or hard of hearing attendees: https://www.americanbar.org/content/dam/aba/administrative/commission-disability-rights/zoom-accessibility-tips.pdf
  - Implement perpetual settings in Zoom to allow for user side Closed Captioning options in the resource account labeled "Confirm" for all live events.
  - Configure settings in Microsoft Teams for user side controls for both Closed Captioning and Transcripts for all RC meetings, lectures and trainings including both internal and external participants.
- ASL for online webinar - you make them a presenter/host just the same as anyone else. You can spotlight the interpreter so they are always seen. Or you can have guests "pin" them for themselves.
- Canvas
  - Trainings hosted on Canvas must use closed captioning for videos, use descriptive hyperlinks, and accessible pdfs
  - Canvas accessibility standards
- Accessible media players
  - Some content presented in the video may need to be repurposed in a textual format for people with visual impairments
  - Guide to accessible media players
- Handouts and PowerPoints should be accessible
  - Use heading styles, built in formats and slide layouts, add alternative text for images and avoid text boxes
  - Run accessibility checkers
  - Here's a link to PPT templates that Pitt recently updated for accessibility: https://www.brand.pitt.edu/resources-downloads/presentations
  - For more information visit: https://www.csun.edu/universal-design-center/course-accessibility-checklist
- Process for requesting American Sign Language interpreting and live captioning from the Office for Equity, Diversity, and Inclusion can be found at this link: Pitt ASL interpreting and live captioning resources
- The earlier the better as ASL interpreters have been hard to secure!
- Professional captioning is provided by Pitt for $75/hour

Registration Questions:

I will need the following accommodations in order to participate:
___ Assistive listening device
___ Captioning
___ Reserved front row seat

___ Large print
___ Advance copy of slides to be projected
___ Wheelchair access
___ Wheelchair access to working tables throughout room
___ Scent-free room
___ Lactation room
___ Gender neutral bathroom
___ Diet Restrictions. List: _____
___ Other:* _____
If other is chosen, provide a contact person for registrant to reach out to for details

Accessible Event Checklist

- See below for checklists with questions for each type of event:
    - Live in person private
    - Live in person public
    - Live virtual private
    - Live virtual public

Live In-Person Private Checklist

Yes/No	Before Event
	Check the accessibility of all digital promotional material • Website banners, email blasts, social media graphics • Make sure any important information in images is also available in text form for screen readers • Ensure social media is optimized for accessibility for each platform you are using
	Check the accessibility of the registration process • Can it be completed using a screen reader? • Is alt-text used for images and buttons?
	Ask participants if they have assistive needs during the registration process
	Ensure accessible resources are available such as parking, bathrooms, and elevators
	During the Event
	Utilize all Presenter/Moderator Tips (below)
	Use automatic live captioning
	Describe the visuals on your slide
	Include key takeaways as text on a slide
	Repeat questions asked both verbally and in written form
	Ensure visuals meet accessibility guidelines
	Any videos shown should be closed captioned
	If requested by participants (or deemed necessary by event coordinators) – live ASL interpretation
	Handicapped seating/access to tables available
	Sound amplification available
	After Event
	Caption and transcript recorded sessions

Live In-Person Public Checklist

Yes/No	Before Event
	Check the accessibility of all digital promotional material • Website banners, email blasts, social media graphics • Make sure any important information in images is also available in text form for screen readers • Ensure social media is optimized for accessibility for each platform you are using

	Check the accessibility of the registration process • Can it be completed using a screen reader? • Is alt-text used for images and buttons?
	Ask participants if they have assistive needs during the registration process
	Ensure accessible resources are available such as parking, bathrooms, and elevators
	During the Event
	Utilize all Presenter/Moderator Tips (below)
	Use automatic live captioning
	Describe the visuals on your slide
	Include key takeaways as text on a slide
	Repeat questions asked both verbally and in written form
	Ensure visuals meet accessibility guidelines
	Any videos shown should be closed captioned
	If requested by participants (or deemed necessary by event coordinators) – live ASL interpretation
	Handicapped seating/access to tables available
	Sound amplification available
	After Event
	Caption and transcript recorded sessions

Live Virtual Private Checklist

Yes/No	Before Event
	Check the accessibility of all digital promotional material • Website banners, email blasts, social media graphics • Make sure any important information in images is also available in text form for screen readers • Ensure social media is optimized for accessibility for each platform you are using
	Check the accessibility of the registration process • Can it be completed using a screen reader? • Is alt-text used for images and buttons?
	Ask participants if they have assistive needs during the registration process
	Are you using a virtual platform with accessibility? Approved platforms include: • Zoom • Teams

	• Others?
	Create a plan to include people not able to access the meeting, such as live streaming the session or offering an audio-only experience
	During the Event
	Utilize all Presenter/Moderator Tips (below)
	Use live captioning
	Describe the visuals on your slide
	Include key takeaways as text on a slide
	Repeat questions asked both verbally and in written form
	Ensure visuals meet accessibility guidelines
	Any videos shown should be closed captioned
	If requested by participants (or deemed necessary by event coordinators) – live ASL interpretation
	After Event
	Caption and transcript recorded sessions

Live Virtual Public Checklist

Yes/No	Before Event
	Check the accessibility of all digital promotional material • Website banners, email blasts, social media graphics • Make sure any important information in images is also available in text form for screen readers • Ensure social media is optimized for accessibility for each platform you are using
	Check the accessibility of the registration process • Can it be completed using a screen reader? • Is alt-text used for images and buttons?
	Ask participants if they have assistive needs during the registration process
	Are you using a virtual platform with accessibility? Approved platforms include: • Zoom • Teams • Accelevents
	Create a plan to include people not able to access the meeting, such as live streaming the session or offering an audio-only experience
	During the Event
	Utilize all Presenter/Moderator Tips (below)

	Use automatic live captioning
	Describe the visuals on your slide
	Include key takeaways as text on a slide
	Repeat questions asked both verbally and in written form
	Ensure visuals meet accessibility guidelines
	Any videos shown should be closed captioned
	If requested by participants (or deemed necessary by event coordinators) – live ASL interpretation
	After Event
	Caption and transcript recorded sessions

Presenter Tips

Taken from**:** https://www.forumone.com/insights/blog/an-accessibility-inclusion-checklist-for-virtual-events/

- Familiarize yourself with preparing presentation decks optimized for accessibility.
    - Tips for making documents more accessible.
    - Helpful Pressbook for Google Slides.
    - Accessibility guidelines for PowerPoint (this information is also very useful and applicable to all presentation formats).
- Use plain language. Test your text with the Hemingway Editor.
- Use inclusive language. Reference APA Style: Bias-Free Language.
- Define specialty terms. Don't assume everyone has expertise in your area.
- Spell out acronyms.
- Include alternative text for images. Alt text decision tree.
- Make body copy at least 18px or larger.
- Use sufficient color contrast. Test your color contrast with the WebAIM Contrast Checker.

Moderator tips

- Review any accessibility features available to participants, such as captioning.
- Let the participants know if and when video recordings and presentations will be available.
- Let participants know that the videos will be captioned (and if you will also be providing a transcript).
- Include your speaking points on a slide so people can choose to read or listen.

ACCESSIBLE PITT PALETTE COLOR COMBINATIONS

WHITE ON 661 ACCESSIBLE	1235 ON 661 ACCESSIBLE	297 ON 661 ACCESSIBLE	661 ON WHITE ACCESSIBLE
661 ON 1235 ACCESSIBLE	661 ON 1235 ACCESSIBLE	1235 ON 281 ACCESSIBLE	661 ON 297 ACCESSIBLE

NOT ACCESSIBLE PITT PALETTE COLOR COMBINATIONS

WHITE ON 1235 NOT ACCESSIBLE	1235 ON WHITE NOT ACCESSIBLE	125 ON 661 NOT ACCESSIBLE	661 ON 125 NOT ACCESSIBLE
WHITE ON 297 NOT ACCESSIBLE	297 ON WHITE NOT ACCESSIBLE	WHITE ON 158 NOT ACCESSIBLE	158 ON WHITE NOT ACCESSIBLE

ABA
AMERICANBARASSOCIATION
Commission on
Disability Rights

Zoom: Accessibility for Deaf and Hard-of-Hearing

DISCLAIMER
This guide does not constitute an endorsement, sponsorship or recommendation of Zoom or its affiliates.

On behalf of the Commission on Disability Rights, we are pleased to provide this guide on making your Zoom meetings and webinars accessible to attendees who are deaf and hard-of-hearing. Specifically, the guide will address how to add third-party closed captioners and interpreters to your meetings and webinars. To ensure full and equal participation for all attendees, we strongly encourage you to add an accessibility statement to your communications. We suggest the following language: "We are committed to accessibility. To request any accessibility needs, please contact name@americanbar.org or (telephone) by (provide deadline for requests)." Also, it is essential that, before your meetings and webinars start, you leave sufficient time to test the set up for captioners and interpreters so that individuals can join with the proper accommodations from the start.

Recently, Zoom added an automatic closed captioning feature called "live transcription". However, this feature currently only supports English, and its accuracy depends on many variables, including:

- Background noise
- Volume and clarity of the speaker's voice
- Speaker's proficiency with the English language
  Lexicons and dialects specific to a geography or community

NOTE: Because of these limitations, if you are required to use speech-to-text support for any compliance or accessibility needs in your meetings and webinars, Zoom does not recommend using this live transcription feature but instead a manual captioner or service that may be able to guarantee a specific accuracy.

Closed Captioning

Assume that everyone who may need real-time closed captions will not request them. Accordingly, provide them for all your meetings and webinars. In Zoom, closed captions in real time can be added to meetings and webinars for attendees who are deaf or hard or hearing, as well as for those who have cognitive, learning, or other disabilities. To do so, you will need to hire a CART (Communication Access Real-Time Transcriber) reporter from a third-party provider. Many at the ABA use ACS (Alternative Communication Service) at https://www.acscaptions.com. Also, you must advise the provider that you would like a transcript of the meeting. Before distributing the transcript, review and make any necessary edits.

You will need to send the third-party provider the following information: Event title and description, date, time, Zoom link, onsite contact's name and number, and preparatory materials (e.g., agenda, speaker names, presentations).The provider will then schedule a captioner and send you a confirmation email with the captioner's name and email address.

The CART reporter can caption directly to Zoom, to its external captioning page through StreamText, or to both simultaneously. Attendees may request both. You must notify the provider of your choices. For the external captioning page, ensure that the page is fully customizable for each individual viewer to set their own font size, style, color, and background. For captions to be directly connected into the Zoom meeting, the meeting host has to activate closed captioning in Zoom and assign our captioner.