CALIFORNIA STATE UNIVERSITY

LONG BEACH

Bob Murphy Access Center (BMAC)
Accessible Instructional Materials (AIM) Center

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Accessible Instructional Materials (AIM) Center

1250 Bellflower Blvd. AS-116 Long Beach, CA 90840 | 562.985.5401 | **aimc@csulb.edu**

Captioning Guide

This document will serve as a guide for captioning videos for the following platforms:
- YouTube
- BeachBoard (Kaltura)
- Microsoft Stream

Why Are Captions Important?

Viewers who are deaf or hard of hearing depend on captions to understand the video's audio content. Videos that do not have captions or use automatic captions are not accessible. Viewers with cognitive and learning disabilities also rely on captions, they may need both visual (captions) and audio to help their understanding of the video.

Captions not only benefit the deaf or hard of hearing community, but they can be useful to other types of viewers. Some additional benefits of captions are:
- Helps people that are viewing a video in a loud environment or those unable to play the audio.
- Non-native language speakers.
- Videos with poor audio quality.
- Allows students to understand technical terms.
- Clarify audio by someone with a heavy accent.

While we recommend using automatic captions as a starting point for creating captions, it is important to note that automatic captions are not 100% accurate; therefore, **they do not meet accessibility standards**. Captions must be edited for accuracy for them to be accessible. **All pre-recorded materials must be captioned.**

If you are an instructor with a confirmed student who is deaf or hard of hearing enrolled in your course, please contact the AIM Center (aimc@csulb.edu) for assistance with captioning. The AIM Center collaborates with Academic Technology Services (ATS) to provide accurate captioning for course materials for deaf or hard of hearing students.

Instructors and departments are responsible for captioning their pre-recorded materials.

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Key Terms:

Closed Captions:
Closed captions are most often used on video streaming services. Closed captions can be toggled off or on. Some platforms allow you to change captions' appearance by adjusting the captions' size, font, and color. Closed captions use captioning files such as .SRT or WebVTT allowing you to add the same captions across different video platforms easily.

Open Captions:
Open captions are permanently part of the video file and cannot be edited or turned off. Video editing software is often used to create open captions. Open captions are ideal for videos uploaded on social media platforms that do not offer video captioning within the application. A drawback of open captions is that the captions' quality is dependent on the quality of the video; if the video is blurry, the captions will also be blurry.

Live/Real-Time Captions:
Communication Access Realtime Translation (**CART)**, also known as real-time captioning services, is a disability-related accommodation for meetings and events outside of class. Please complete Deaf or Hard Of Hearing - Custom Request Form at least two weeks before the event. If you have questions regarding ASL Interpreting or CART/Real-Time Captioning services, please contact BMAC's Deaf/Hard of Hearing Coordinator, Gloria Williams (gloria.williams@csulb.edu).
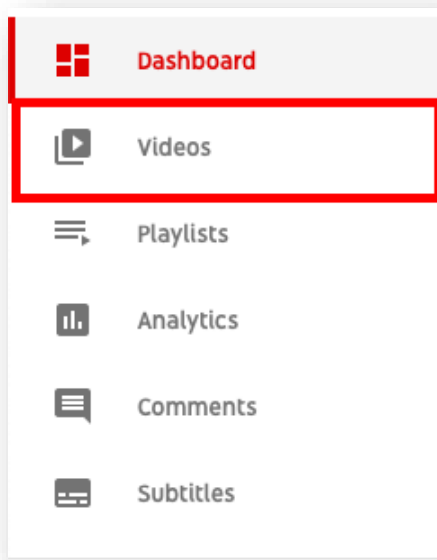
SRT File:
A SubRip Subtitle file is another way to embed captions to a video. This specific format includes the sequence number, time codes, and caption text of a video.

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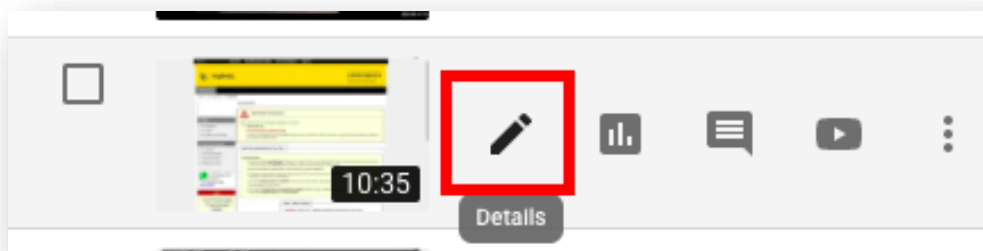
YouTube

How to Edit Automatic Captions on YouTube:

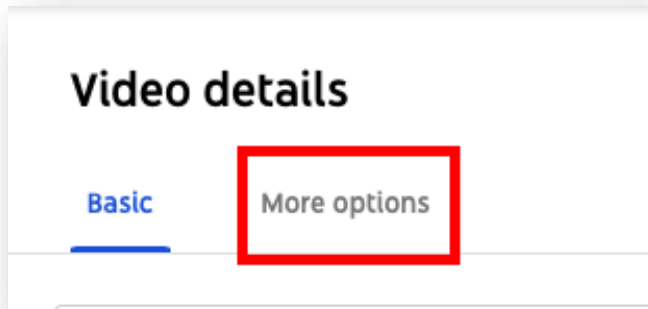1. Sign in to [YouTube Studio.](#)
2. On the left panel select, "**Videos.**"
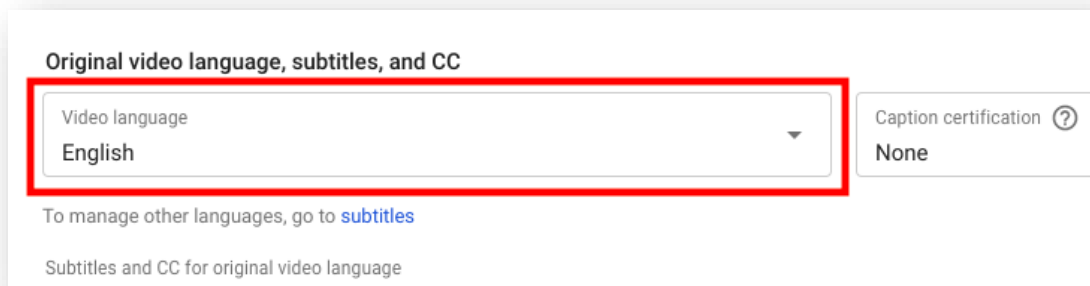

3. Hover over the video and select "**Details**."

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4. Under "**Video Details**," select "**More Options**."

5. Under the "**Original video language, subtitles, and CC**" set the video language.
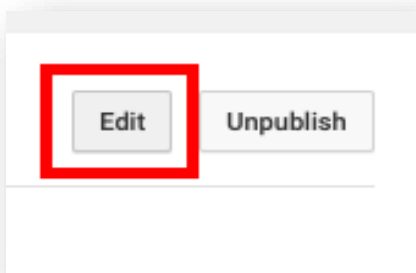

6. Right-click on the automatic captions, "**English by YouTube (automatic)**" Depending on the length and complexity of your audio, the time for automatic captions to process and develop may vary.
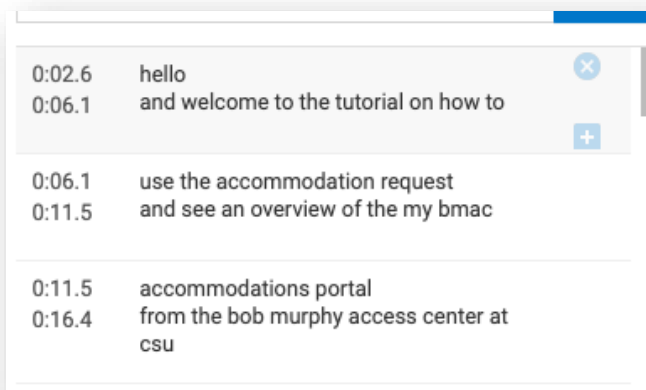   (*Tip*: Videos listed as private won't generate automatic captions).
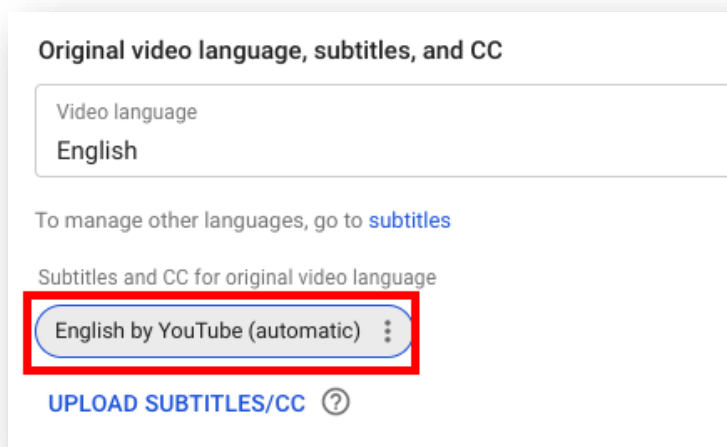
7. Right-click on "**English by YouTube (automatic)**" and select "**Edit on Classic Studio.**"
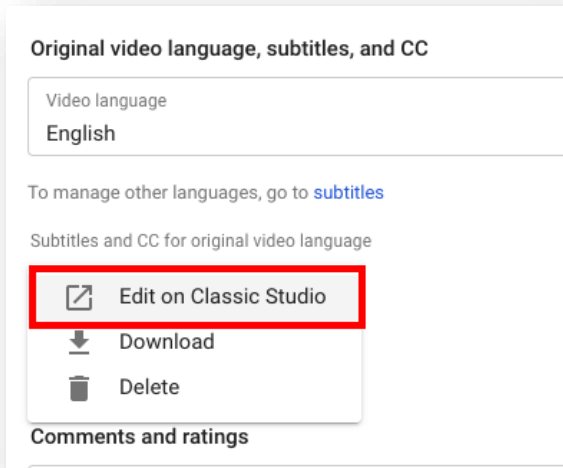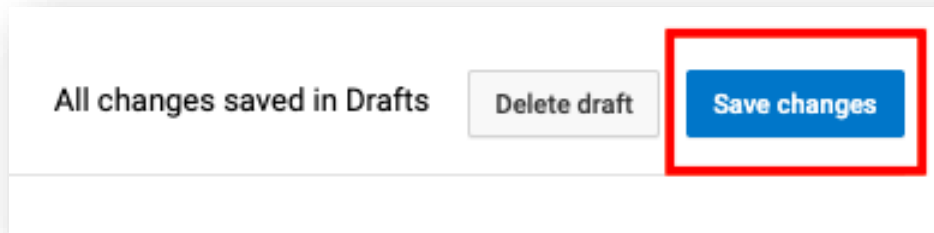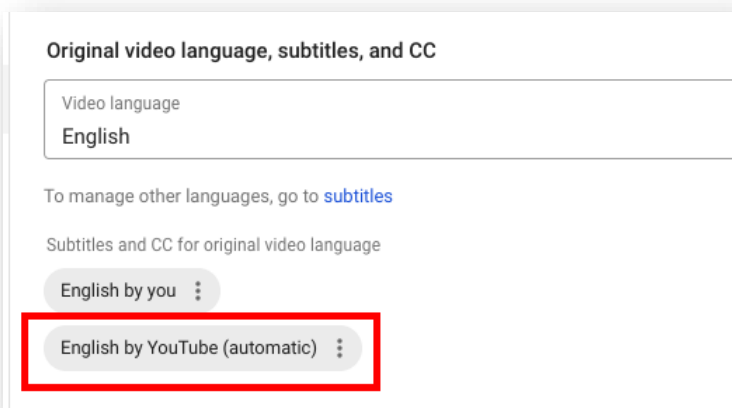

8. Select "Edit"

9. Review and edit captioning errors generated by automatic captions. You can edit the caption's text, caption timing and add line breaks in between captions.
    (*Tip*: Use keyboard keys "**Shift**" + "**Enter**" to add a line break).

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10. Save and publish changes.

11. Once the captions have been saved, the edited version of the automatic captions will appear as "**English by you**." We recommend deleting the automatic captions version, "**English by YouTube (automatic),**" to prevent the audience from viewing the inaccurate captions.
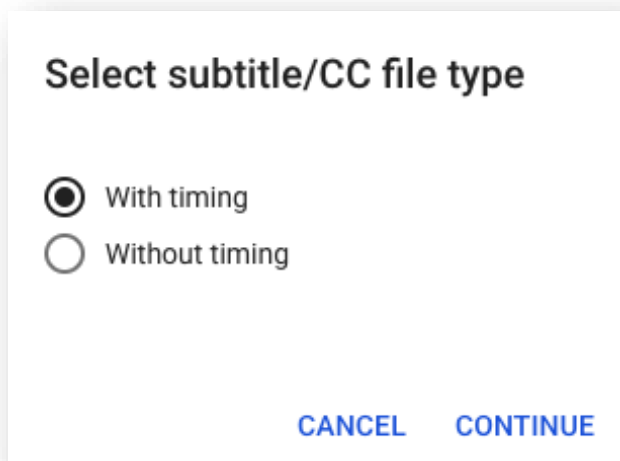
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How to Upload Captions on YouTube:

1. Follow steps 1 through 4 under "**How to Edit Automatic Captions on YouTube**."
2. Select "**Upload Subtitles/CC**"
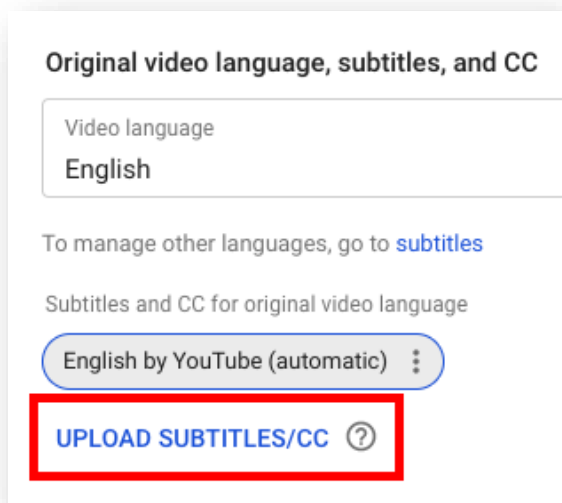
3. Select the "**With Timing**" or "**Without Timing**" option.

4. Upload the subtitle or closed caption file.
   (*Tip*: List of YouTube Supported subtitle and closed caption files).

Best Practices:

- In the Classic Studio, you can download captions in .vtt, .srt, or sbv formats.
- Use "Shift + Enter" to add a line break for captions.
- Captions may be formatted differently on YouTube Studio versus on the actual video view.

Resources:

- [YouTube: Add Subtitles and Closed Captions](#)
- [YouTube: Edit or Remove Captions](#)
- [YouTube: Tips for Creating Transcript File](#)

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BeachBoard (Kaltura)

CSULB | **beachboard**

BeachBoard is CSULB's learning management system (LMS). Instructors can use videos uploaded on BeachBoard as part of their course materials and is exclusive to their online classroom. Additionally, YouTube videos uploaded on BeachBoard can be captioned on the management system.
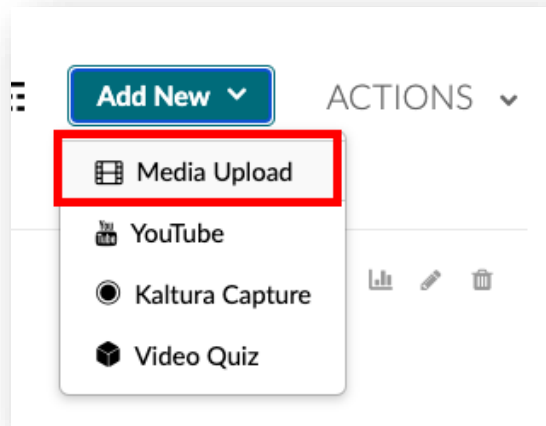
Note:

The captions will be generated on BeachBoard and the captions will not be reflected on the YouTube video itself. Hosting videos on this management system may not be ideal if you plan to share the videos outside of BeachBoard.

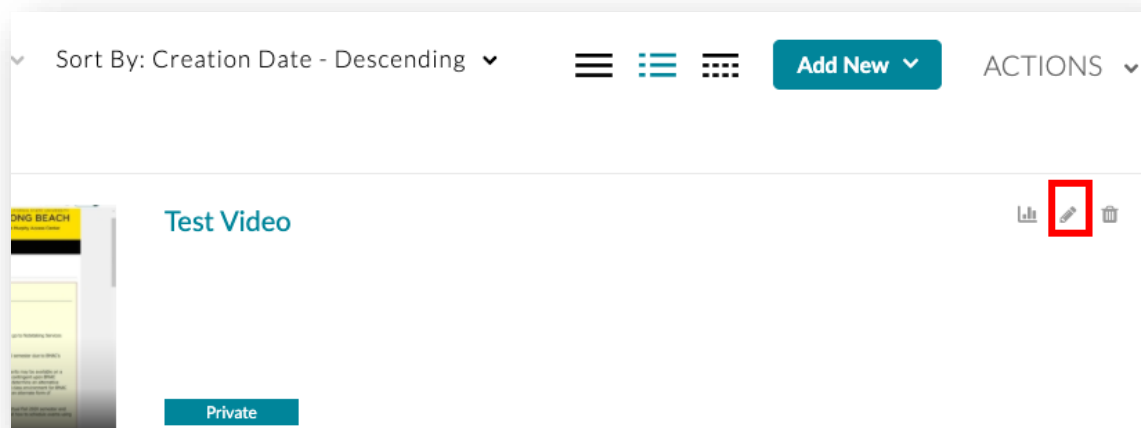## How to Edit Automatic Captions on BeachBoard

1. Navigate to "**Media**" located in the top navigation bar and select "**My Media Library.**"
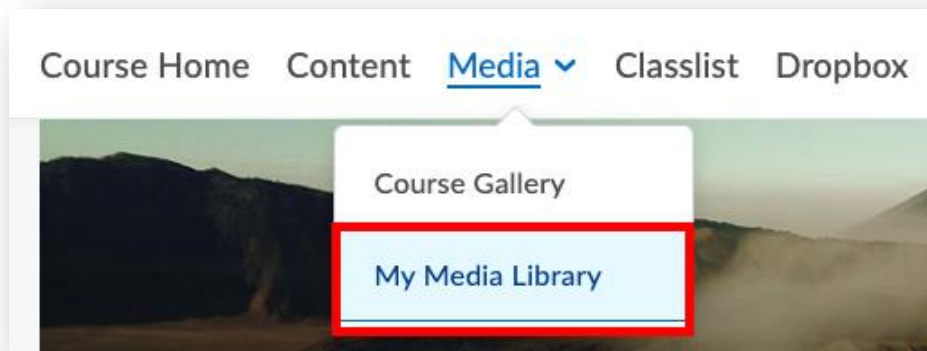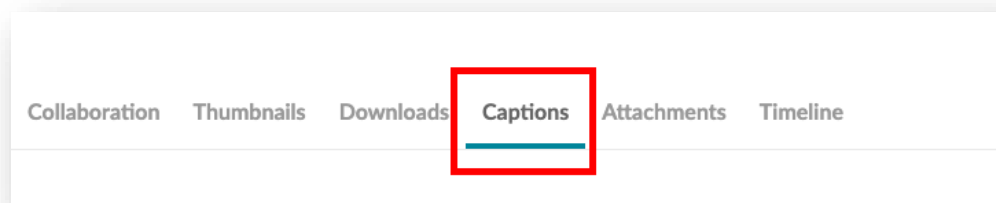

2. Select the "**Add New**" button and upload the video using the "**Media Upload**" button or select the video if it's already in your media library.
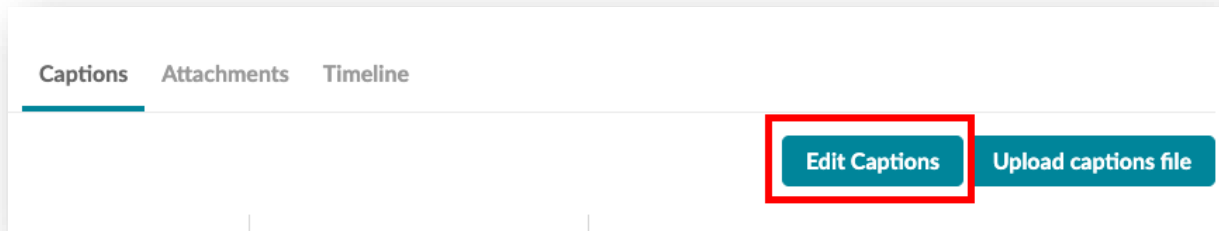
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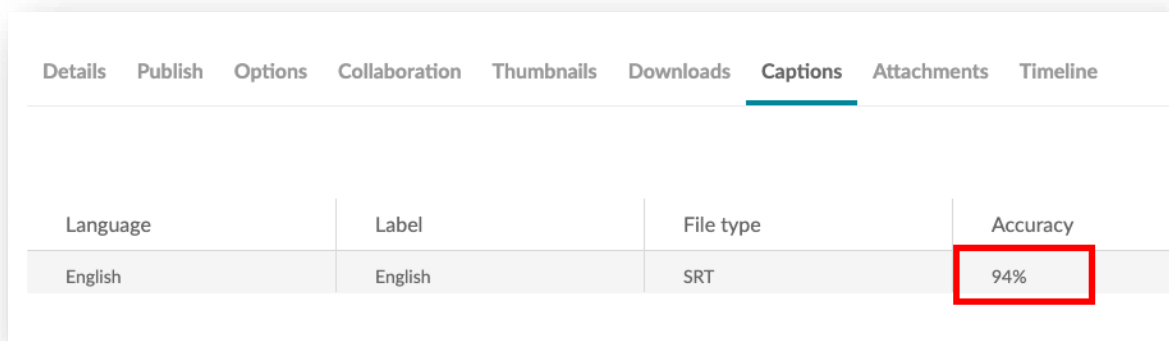3. Select "**Edit Video**"

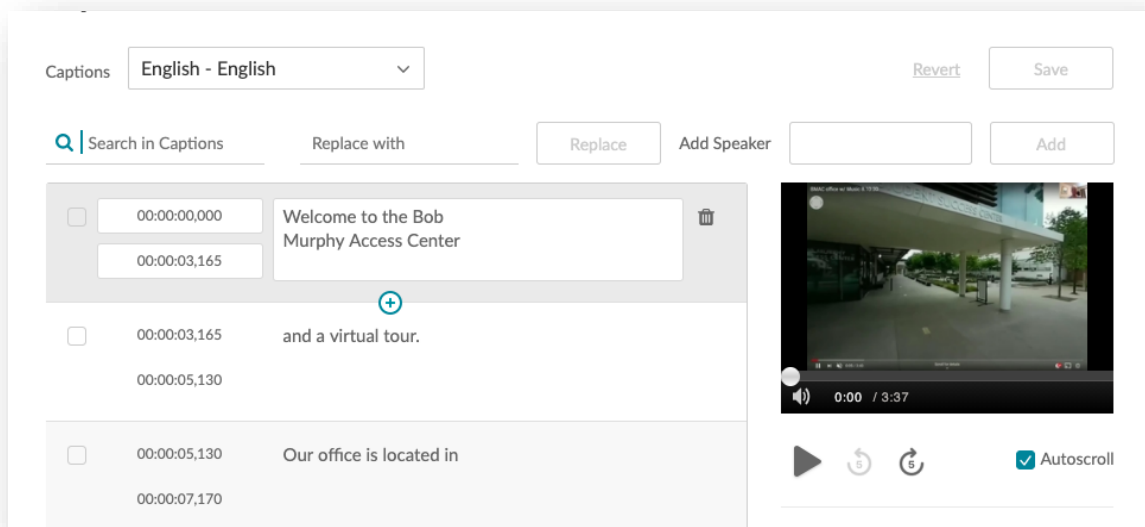4. Select the "**Captions**" tab

5. Select "**Edit Captions**" or "**Add Captions**." The message, "**No captions have been added to the media**," will appear if the autogenerated captions are still developing. Depending on your audio's length and complexity, the time for automatic captions to process and develop may vary.

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6. **Note:** Although an accuracy score is given for the automatic captions (often around a 92% accuracy rate), it is essential to review the captions and fix any caption errors.
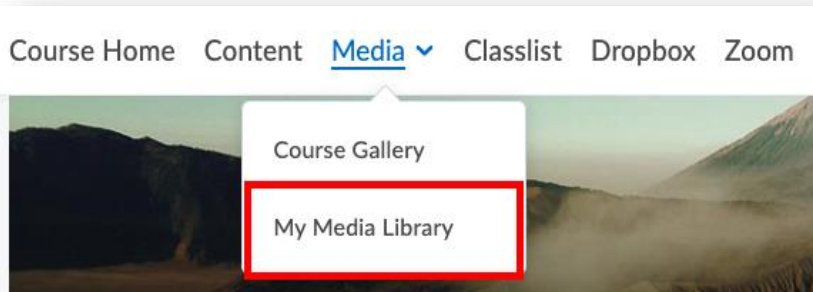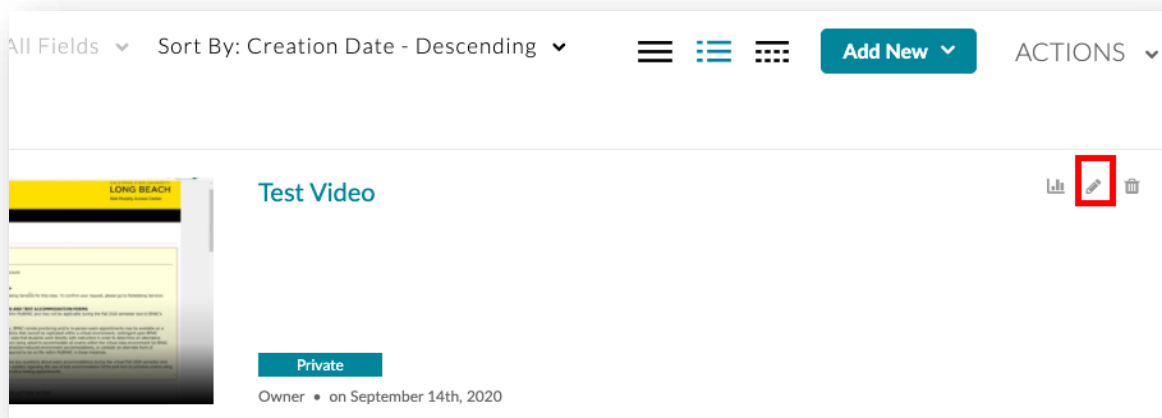

7. Edit text and timecodes for captions.

8. Save edits.

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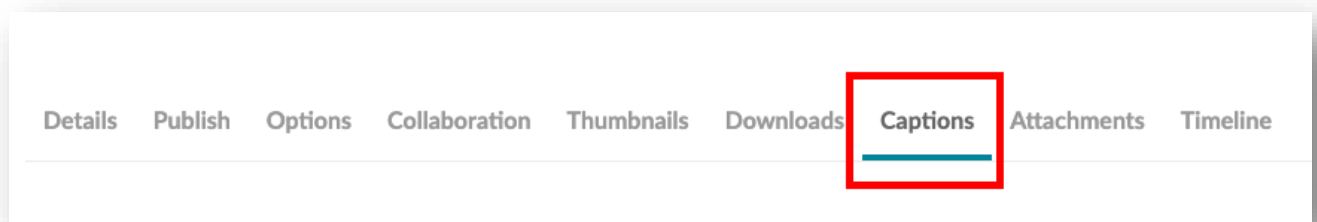
How to Upload Captions on BeachBoard

1. Under the "**Media**" tab, navigate to "**My Media Library**."

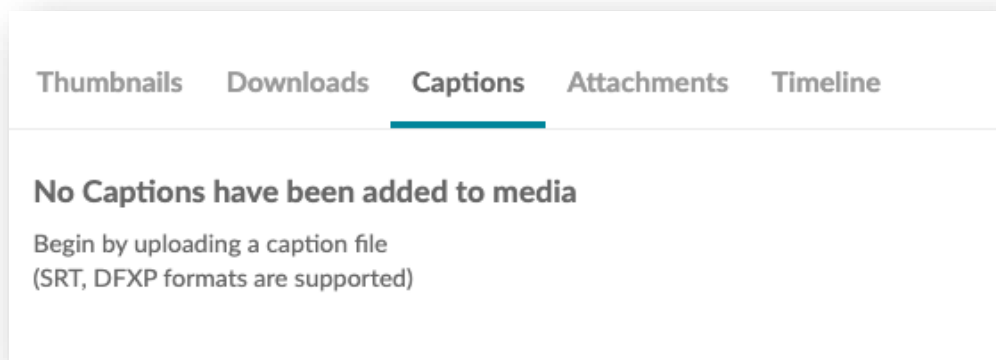2. Navigate to the video and select the "**Edit**" video.

3. Navigate to the "**Captions**" tab

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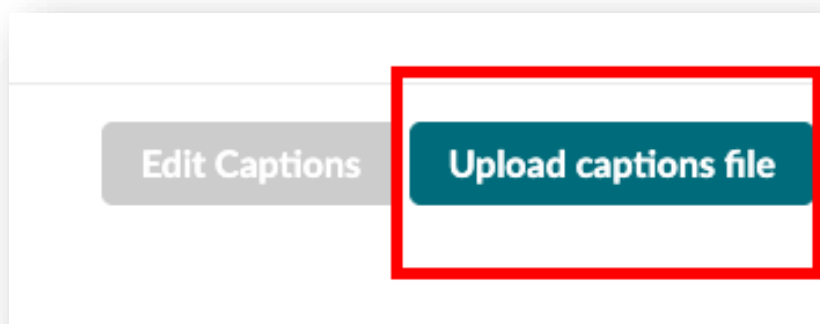
4. Delete the automatically generated captions (automatic captions will usually have an accuracy rate of around 90% or below).
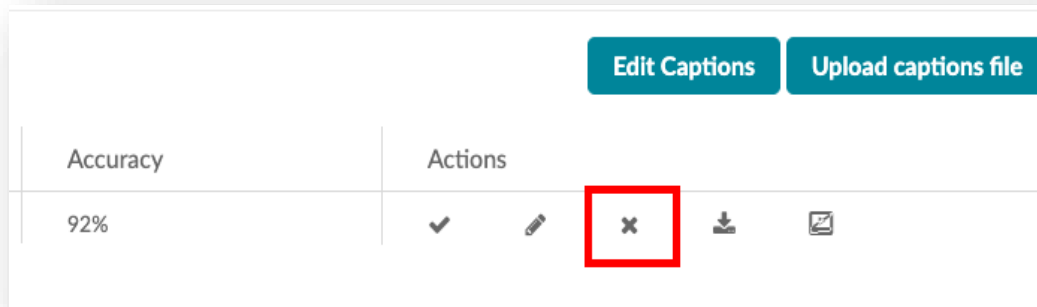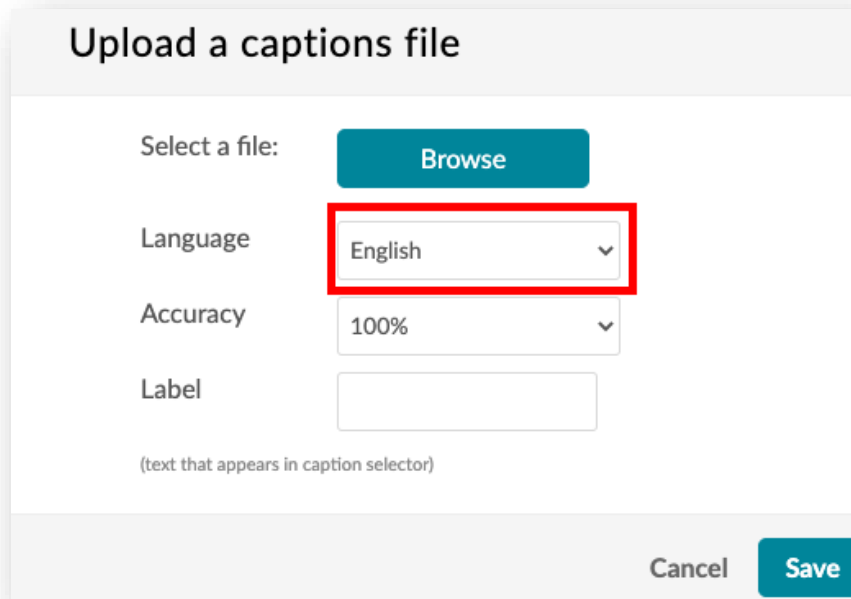

5. Make sure that there are no captions embedded in the video before uploading the captioning file. This step is to ensure that auto-generated captions will not conflict with the edited captions.

6. Select the "**Upload captions file**" button.

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7. Upload the .SRT file set the language to "**English**" and select "**Save**."

How to Edit Captions for YouTube Videos Uploaded on BeachBoard
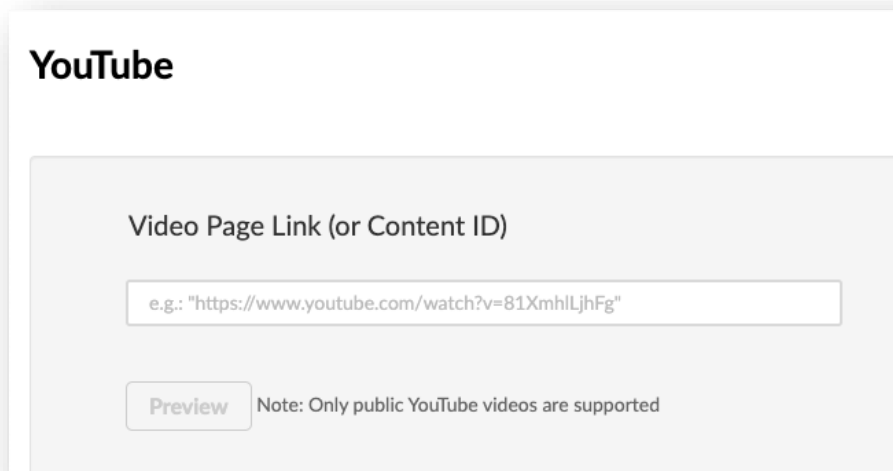
1. Under the "Media" tab, navigate to "My Media Library."

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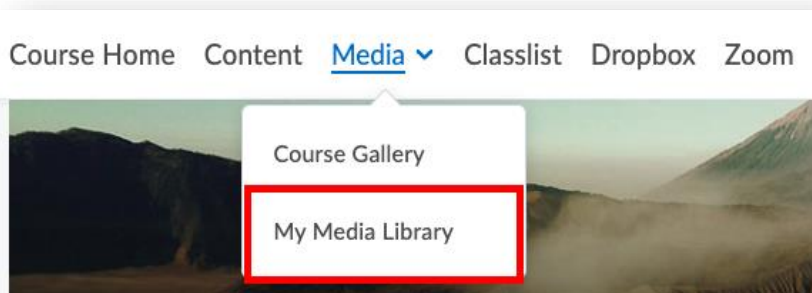
2. Select the "**Add New"** button and upload the video using the "**YouTube**" button.
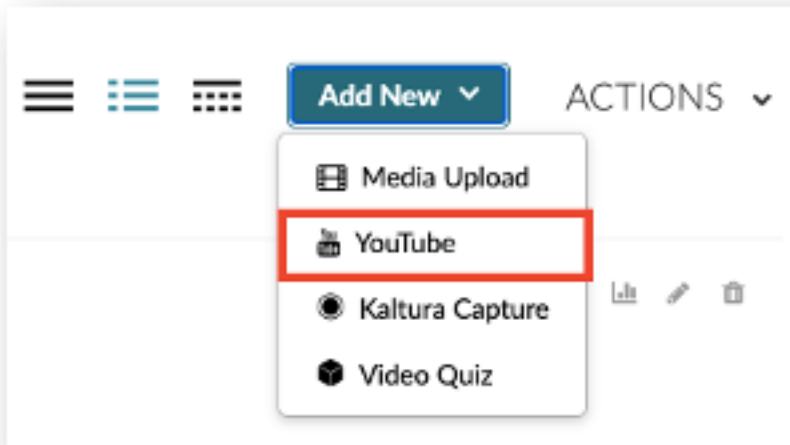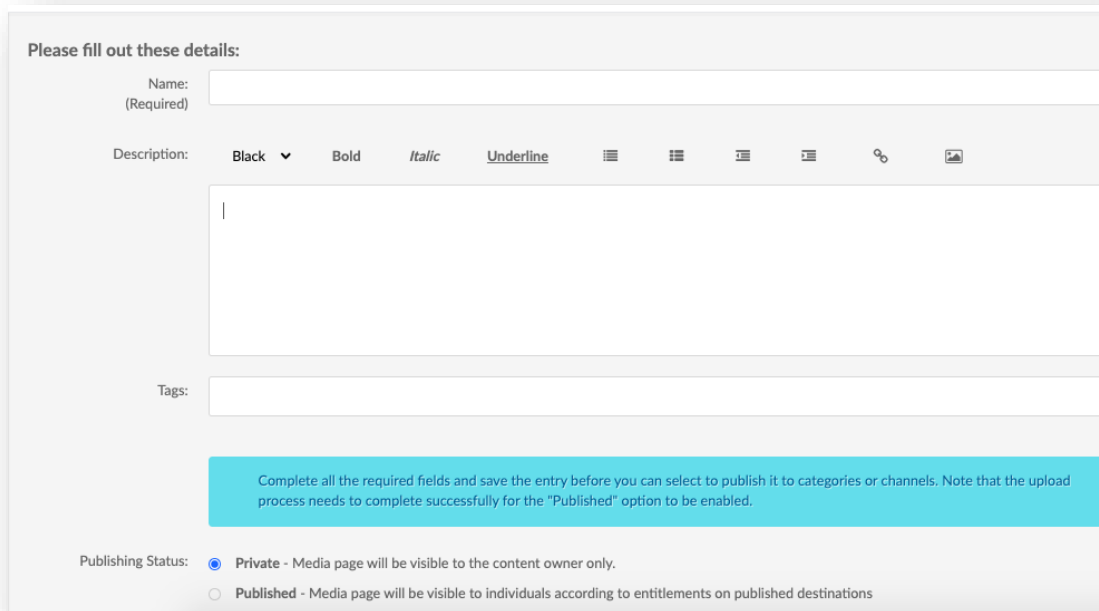
3. Insert YouTube video link.

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4. Fill out video details such as video title, description, tags, publishing status and select the "**Save**" button.
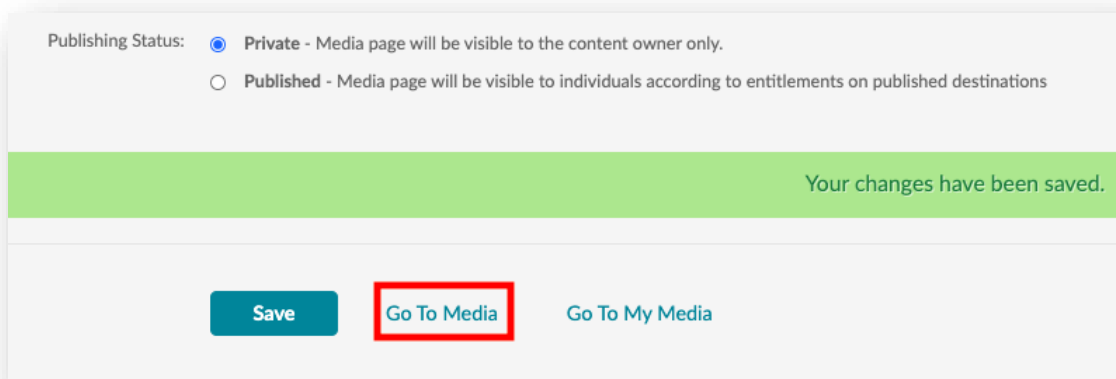
Please fill out these details:

Name:
(Required)

Description: Black ⌄   **Bold**   *Italic*   Underline

Tags:

Complete all the required fields and save the entry before you can select to publish it to categories or channels. Note that the upload process needs to complete successfully for the "Published" option to be enabled.

Publishing Status: ● **Private** - Media page will be visible to the content owner only.
   ○ **Published** - Media page will be visible to individuals according to entitlements on published destinations

5. After saving, select "**Go to Media**."

Publishing Status: ● **Private** - Media page will be visible to the content owner only.
   ○ **Published** - Media page will be visible to individuals according to entitlements on published destinations
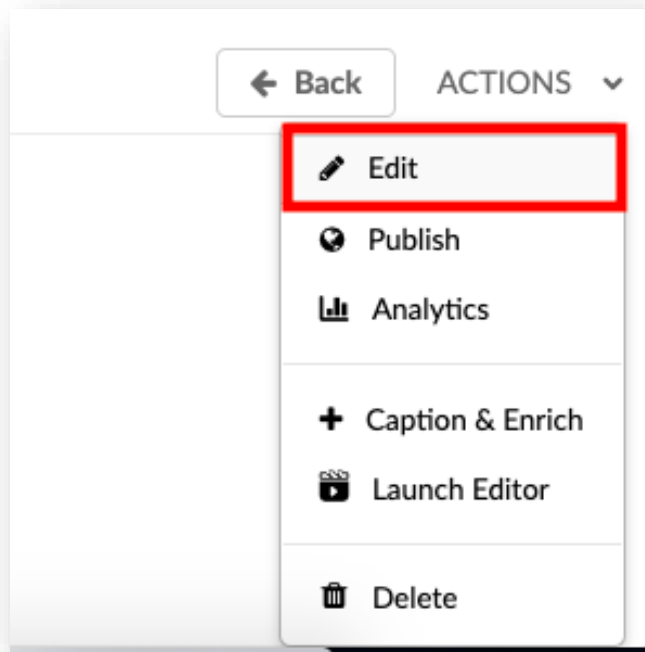
Your changes have been saved.

Save   Go To Media   Go To My Media

6. Under "**Actions**," select "**Edit**."

7. Follow steps 4 through 8 under "**How to Edit Automatic Captions on BeachBoard**."

Best Practices:

- BeachBoard supports different file types for media such as .SRT, MP3, MP4, MOV, and more. For a full list of the supported file formats, visit Brightspace Supported File Types.
- If a video has multiple speakers, you can add "**Add Speaker**" in the Closed Caption Editor.
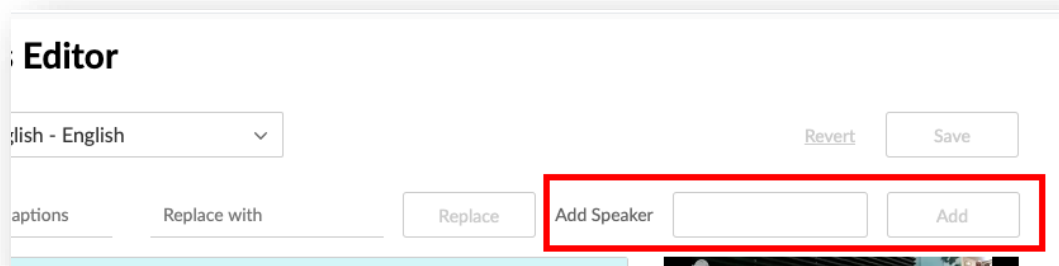
- A .SRT file of the video's captions can be downloaded by navigating to the "**Captions**" tab and selecting the "**Download**" button.

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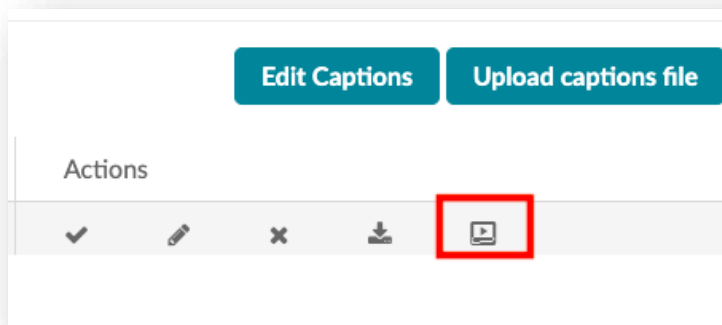**Bob Murphy Access Center (BMAC)**
Accessible Instructional Materials (AIM) Center
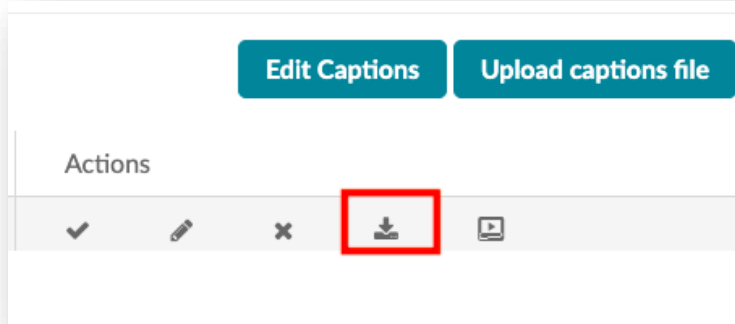
- Under "**Actions**," make sure the "**Show on Player**" button is enabled; if the button is disabled, the captions will not appear in the media player.

Resources:
- [CSULB: Captioning and Tags – BeachBoard Media](#)
- [Kaltura: Editing Captions](#)

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Microsoft Stream

Microsoft Stream is part of Microsoft Office 365 available for CSULB faculty, staff, and students. Microsoft Stream allows creators to make videos private to their network. Viewers will have to sign into their Single-Sign-On (SSO) to access the video.

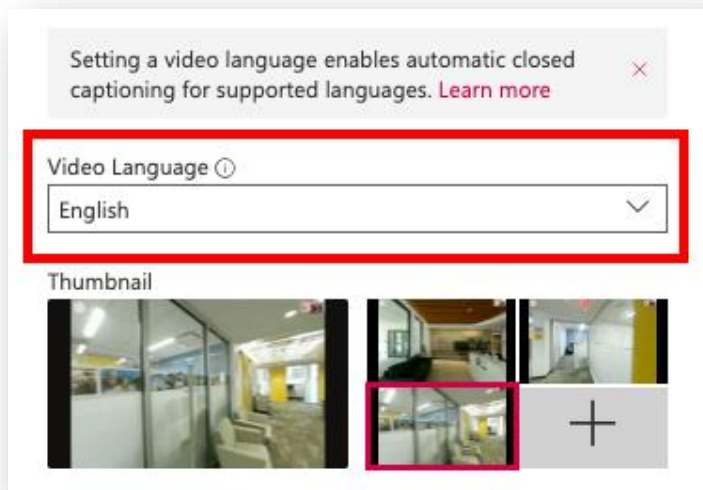## How to Edit Automatic Captions on Microsoft Stream

1. Under the "**Create**" tab, select "**Upload Video**."
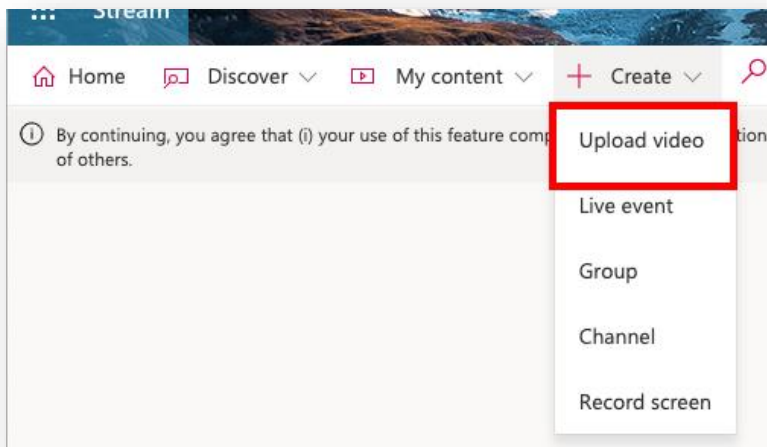
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2. Select default video language.

3. Under the "**Options**" tab, make sure the "**Autogenerate captions**" checkbox is selected.

4. Select "**Publish**."

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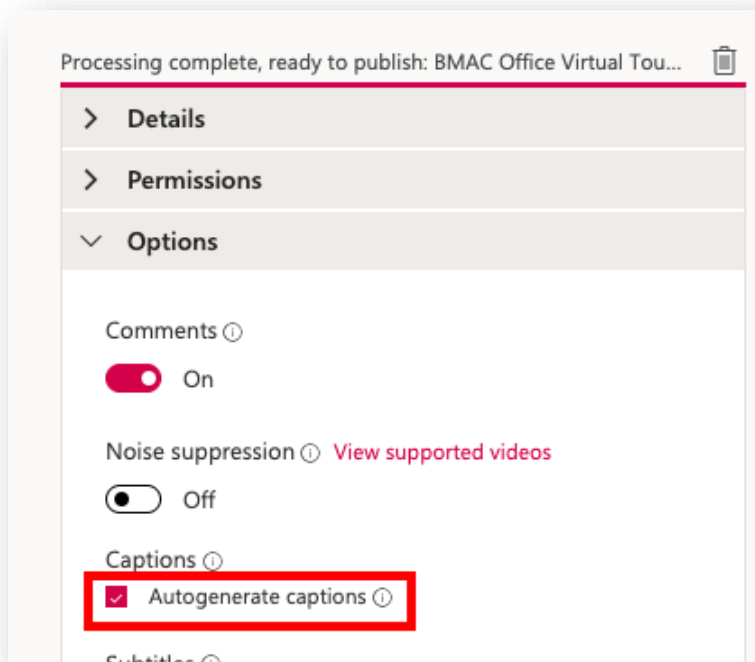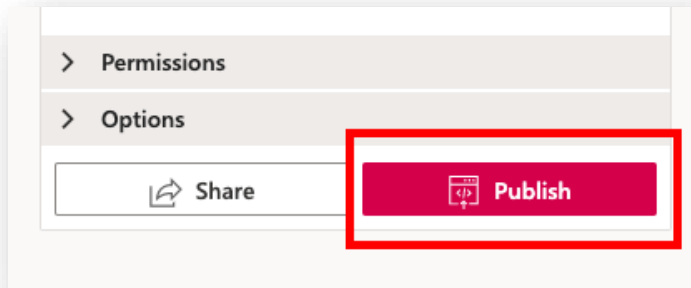
5. Navigate to "**My Content**" and select "**Videos.**"
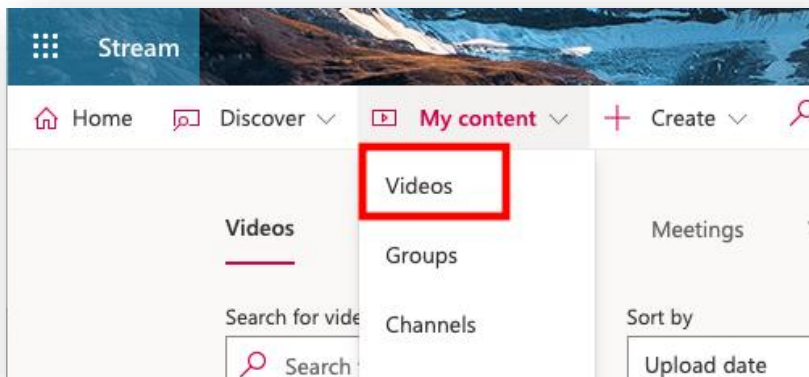
6. Select "**Update video details.**"

7. View video

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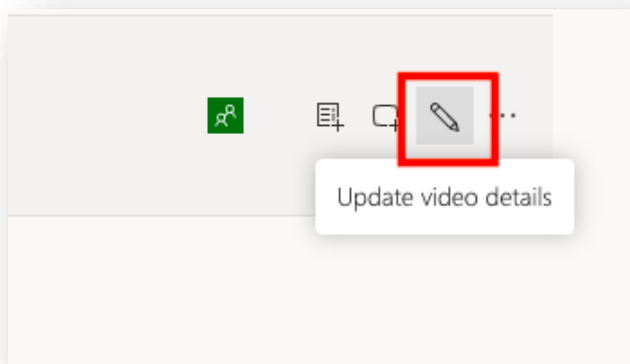
8. Navigate to the "**Transcript**" section located on the right side of the screen and select "**Edit Transcript**." The message, "**Audio transcripts aren't quite ready. Check back soon**," will appear if the autogenerated captions are still processing.
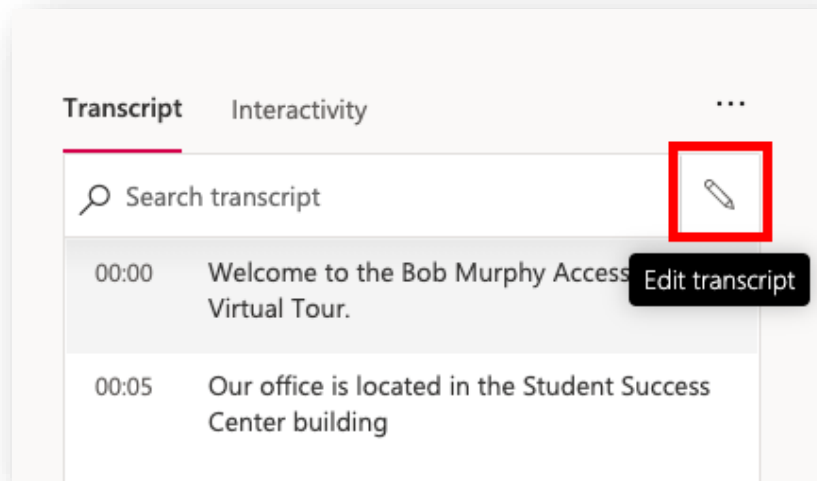
9. Edit captions and select save for each timecode edit.

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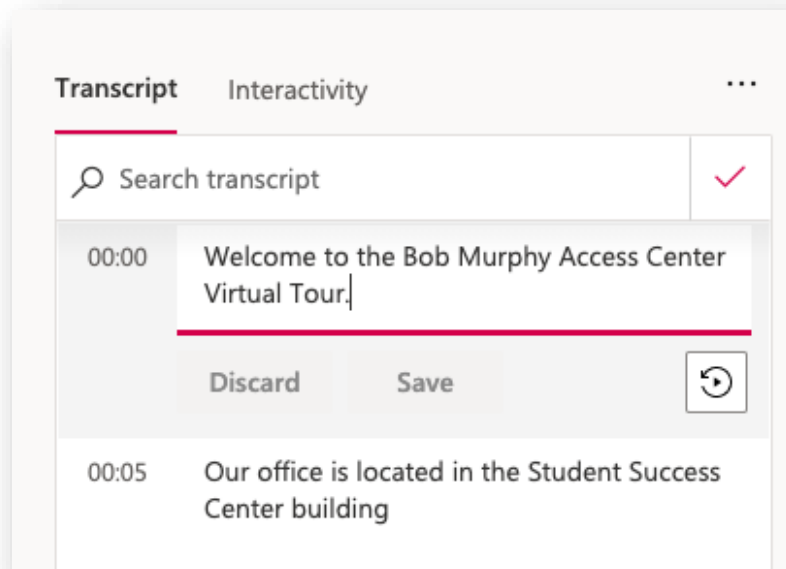
How to Upload Captions on Microsoft Stream

1. Select "**Update Video Details**" under the "**Videos**" section.
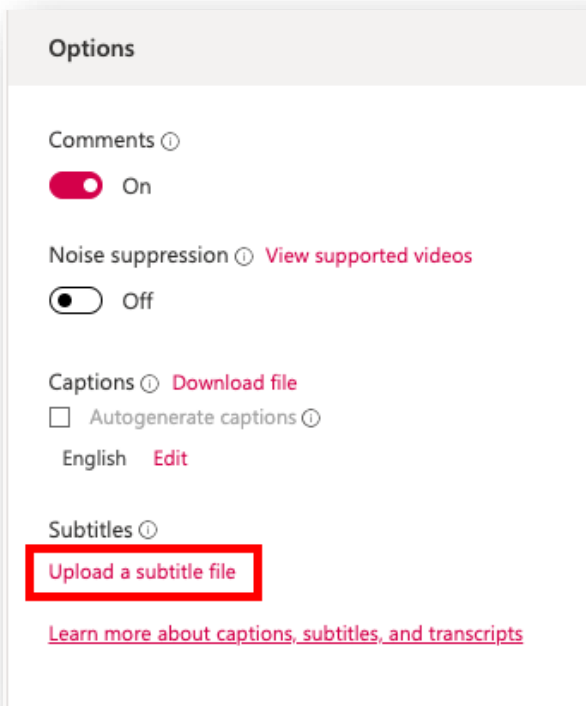
2. Select **Language** for captions/subtitles.

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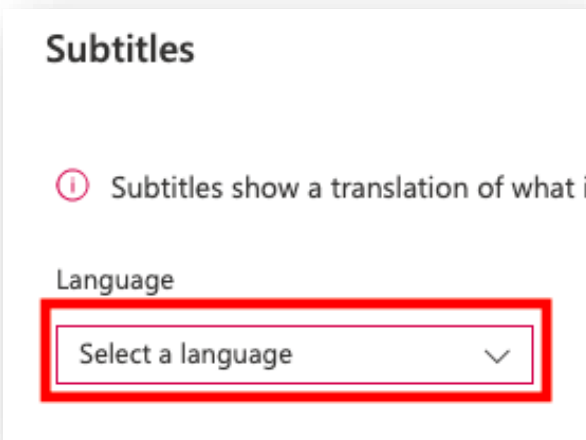Accessible Instructional Materials (AIM) Center

3. Upload the caption file by selecting the file or dragging the file onto the dialog box.

Language   File

English   ⌄   Select file or drag anywhere in the dialog
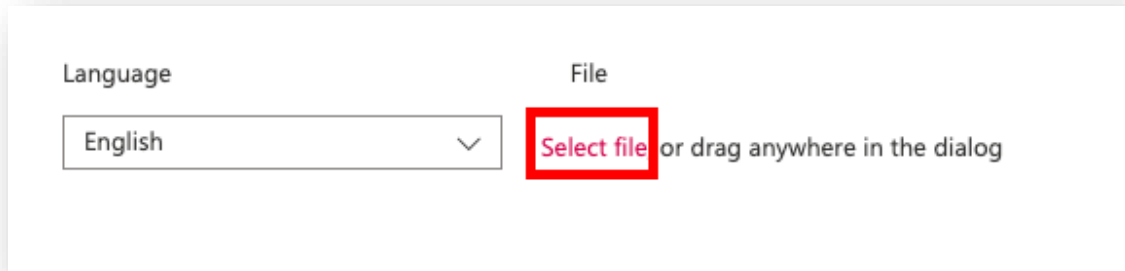
Resources:

- [Microsoft: Add Subtitles or Captions to Your Microsoft Stream Video](#)
- [Microsoft: Edit Microsoft Stream Captions for Accuracy](#)
- [Microsoft: Microsoft Stream Accessibility and Hot Keys](#)

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Tips for Captioning:

- Verify names are spelled correctly,
- Keep no more than two lines of text when captioning videos.
- Captions onscreen should match the timing for audio.
- Sound effects should be included in square brackets (e.g. [laughter], [music], and [thunder]) in the captions.
- If more than one person is speaking, identify the speaker (e.g. [Presenter], [Audience Member], [Jane], etc.).
- Use capital letters to indicate screaming or yelling.
- Use numbers and figures instead of writing out numbers. For example: "Call us at (562) 985-5401 instead of "Call us at five-six two nine eight five…"
- Review captions in the video player to ensure the captions are properly formatted.

Additional Resources:

- [ADA: Effective Communication](#)
- [Described Caption and Media Program: Captioning Key](#)
- [Described Caption and Media Program: Captioning Tip Sheet](#)
- [Engaged Media: Best Practices for Online Subtitling](#)
- [WebAim: Captions, Transcripts, and Audio Descriptions](#)
- [W3C: Captions/Subtitles](#)
- [W3C: Video Captions](#)

Accessible Instructional Materials (AIM) Center

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