CAPTIONING GUIDE

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This document will serve as a guide for captioning videos for the following platforms:

- YouTube
- Canvas (Kaltura)
- Microsoft Stream

WHY ARE CAPTIONS IMPORTANT?

Viewers who are deaf and hard and hearing depend on captions to understand the video's audio content. Videos that do not have captions or use automatic captioning are not accessible. Viewers with cognitive and learning disabilities also rely on captions since visual (captions) and audio may help their understanding of the video. Captions not only benefit the deaf and hard of hearing community. Captions also benefit other types of viewers. Some additional benefits of captions are:

- Assists people viewing a video in a loud environment or unable to play the audio
- Non-native language speakers
- Videos with poor audio quality
- Allows users to understand technical terms
- Clarifies audio for speakers with heavy accents

While we recommend using automatic captioning 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 to be accessible. **All pre-recorded materials must be captioned.**

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

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

KEY TERMS:

Closed Captions:

Closed captions are most often used on video streaming services. Closed captions can be toggled on or off. 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 that allows you to add the same captions across different video platforms.

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. If you need real-time captioning for meetings and events, please complete the [Deaf or Hard Of Hearing - Custom Request Form](#) at least two weeks prior to the event. If you have questions regarding ASL Interpreting or CART/Real-Time Captioning services, please contact [BMAC's Deaf/Hard of Hearing Support Services](#).
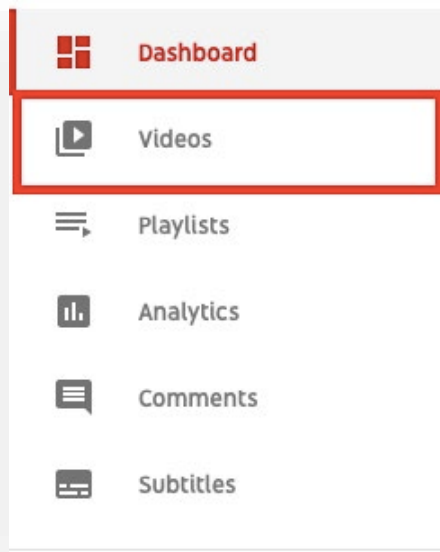
SRT File:

A SubRip Subtitle file is another way to embed captions in a video. This specific format includes the sequence number, time codes, and caption text of a video.
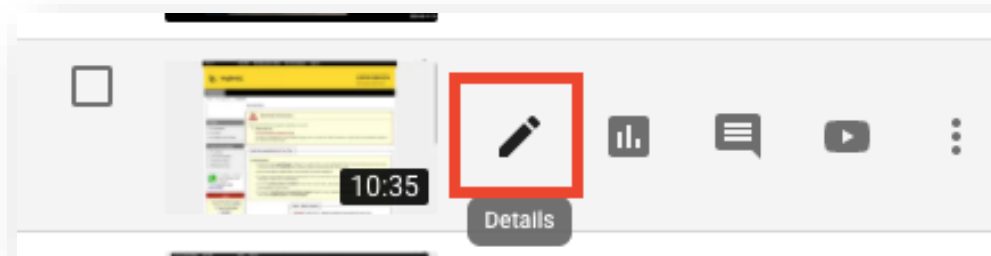
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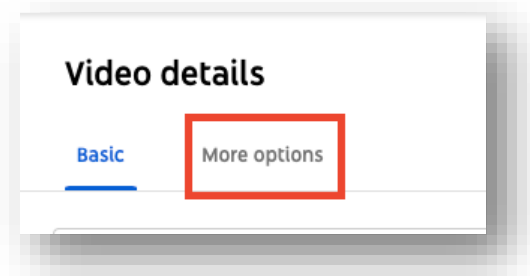# YOUTUBE

How to Edit Automatic Captions on YouTube:

1. Sign in to YouTube Studio.
2. On the left panel select, "**Videos.**"
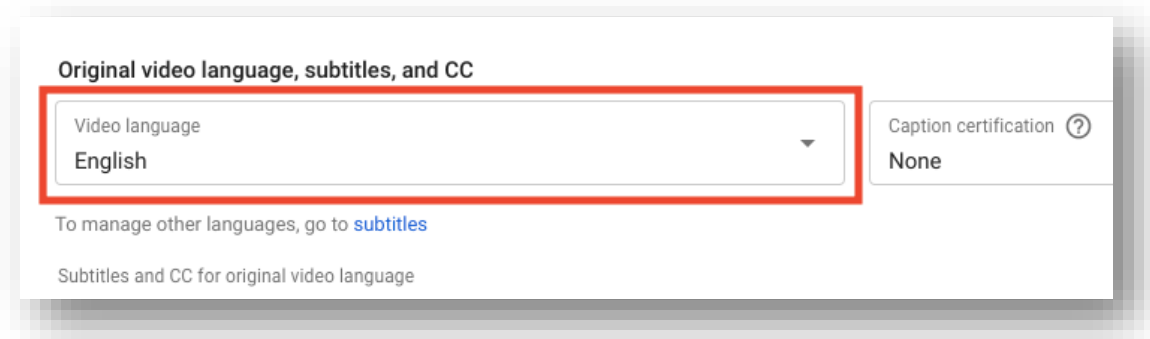

3. Hover over the video and select "**Details**."

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

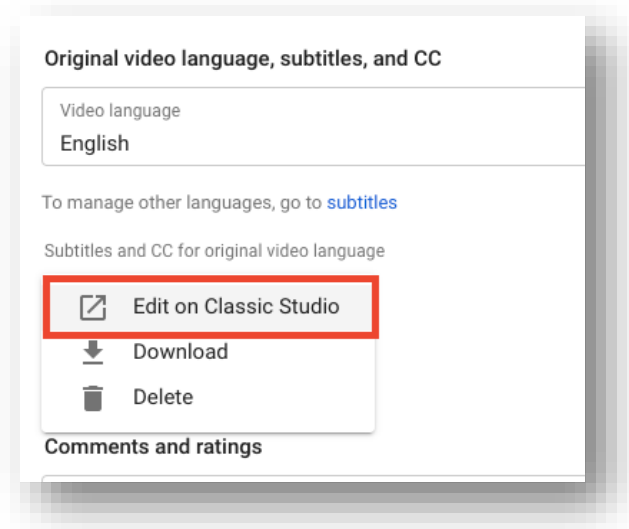5. Under the "**Original video language, subtitles, and CC**" select the video language.

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.
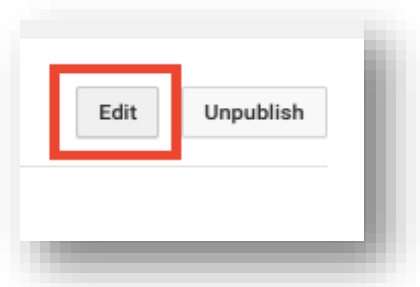
    (***Note***: Videos listed as private won't generate automatic captions).

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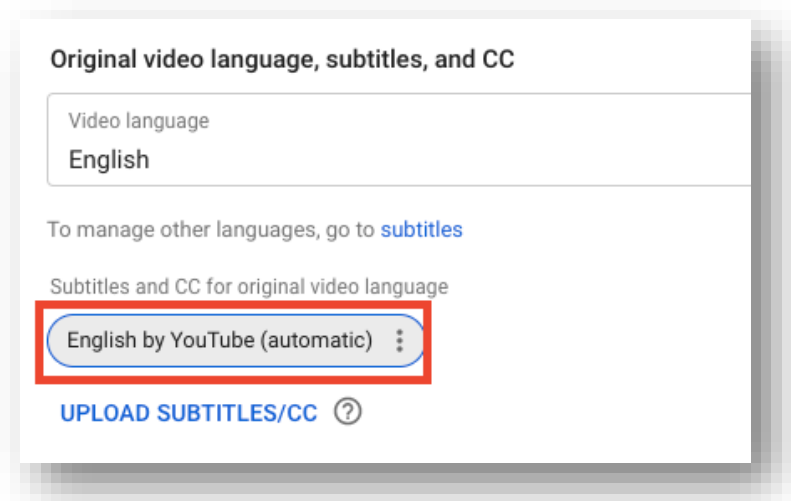
7. Right-click on "**English by YouTube (automatic)"** and select "**Edit on Classic Studio**."
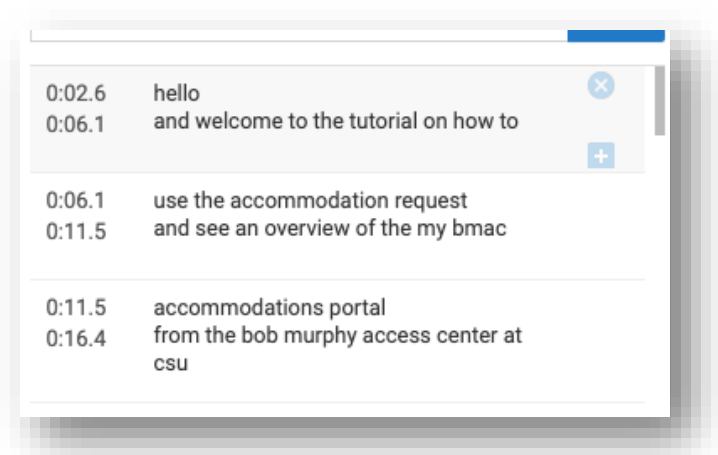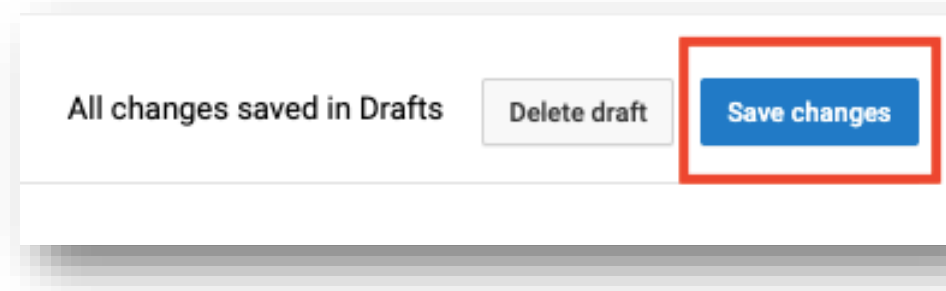

8. Select "Edit"

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.

   (*Note*: 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.
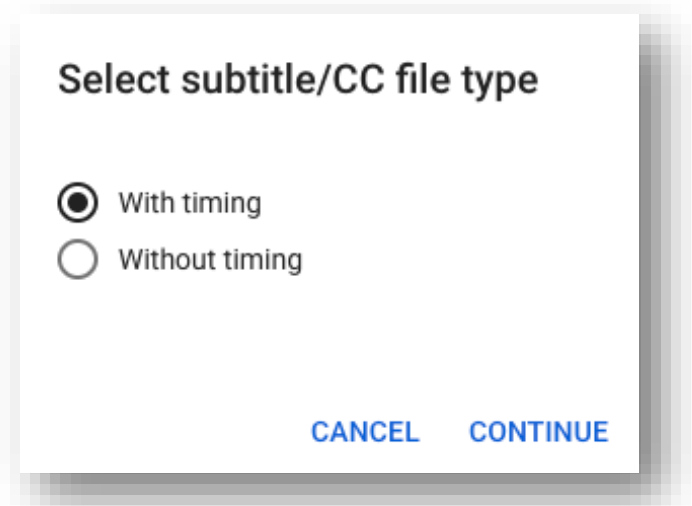
Bob Murphy Access Center (BMAC)
Accessible Instructional Materials (AIM) Center
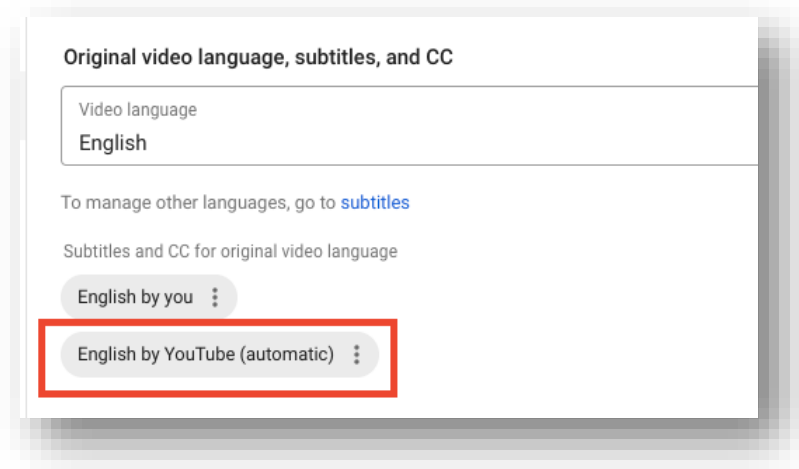
How to Upload Captions on YouTube:

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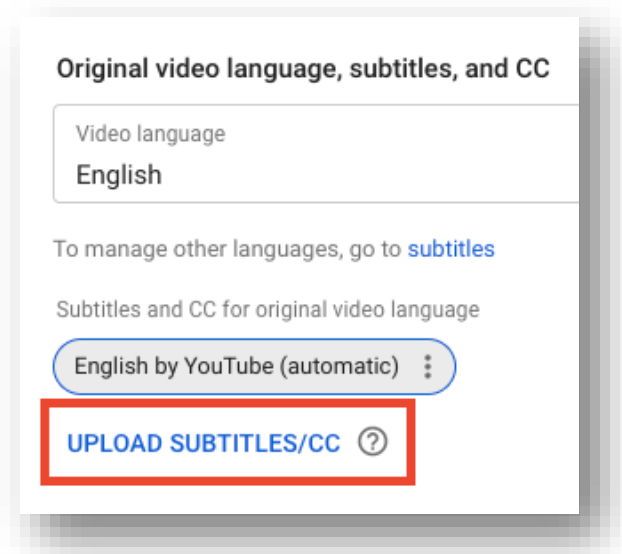
3. Select the "**With Timing**" or "**Without Timing**" option.

4. Upload the subtitle or closed caption file.

   (***Note***: List of YouTube Supported subtitle and closed caption files).

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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](#)

KALTURA (CANVAS)

Kaltura is a cloud-based tool integrated into the Canvas Learning Management System (LMS) for sharing and managing media files.

Users can upload video/audio files onto Canvas using My Media. My Media is a personal and private repository that stores all your uploaded media files.

My Media may be accessed on the left-hand side through the Global Navigation Bar within Canvas.
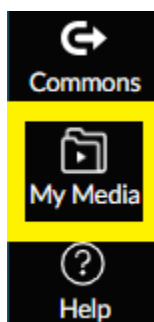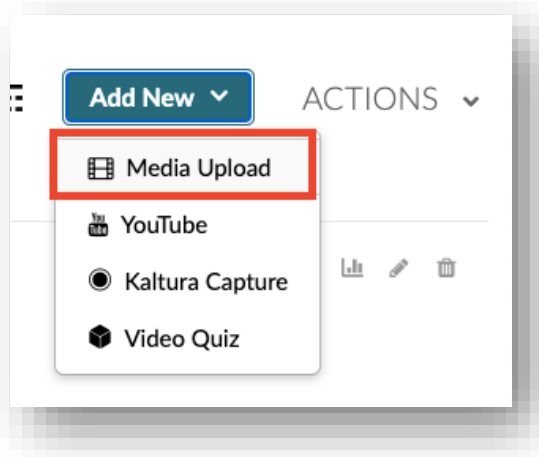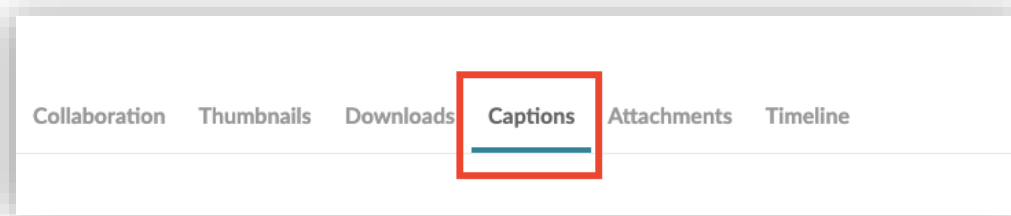

How to Edit Captions for Media Upload on Canvas

1. In My Media, Select the "**Edit**" tool on the right-hand side of the chosen media.
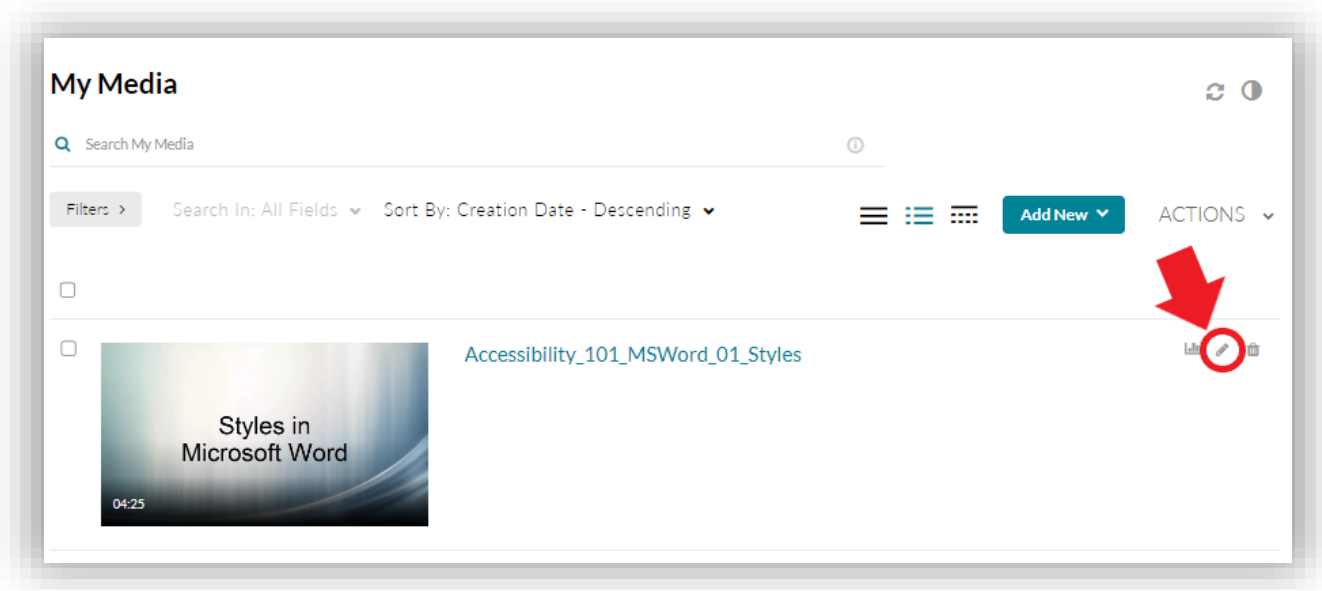
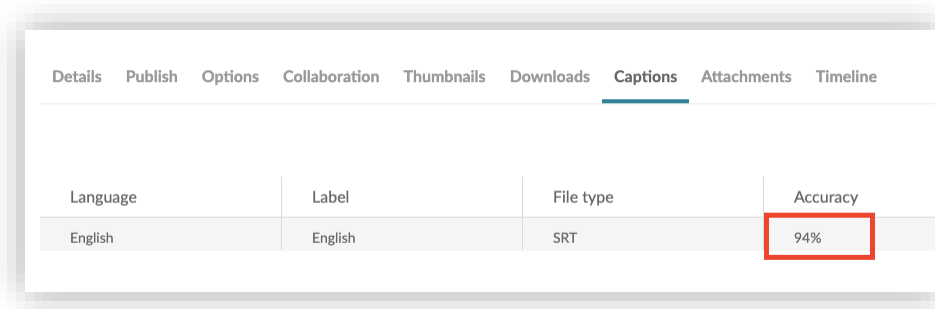   a. If there are no media files available, select "**Media Upload**" from the **Add New** dropdown menu.

2. Below the media, Select "**Captions**" tab.

3. 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.
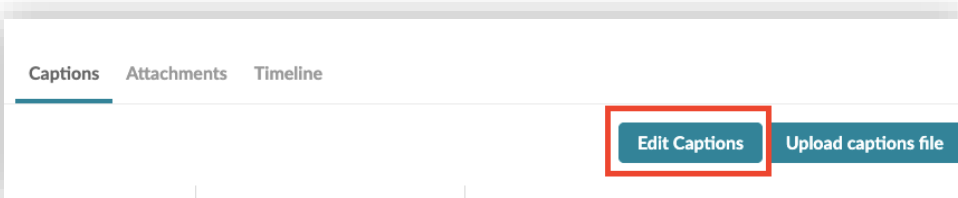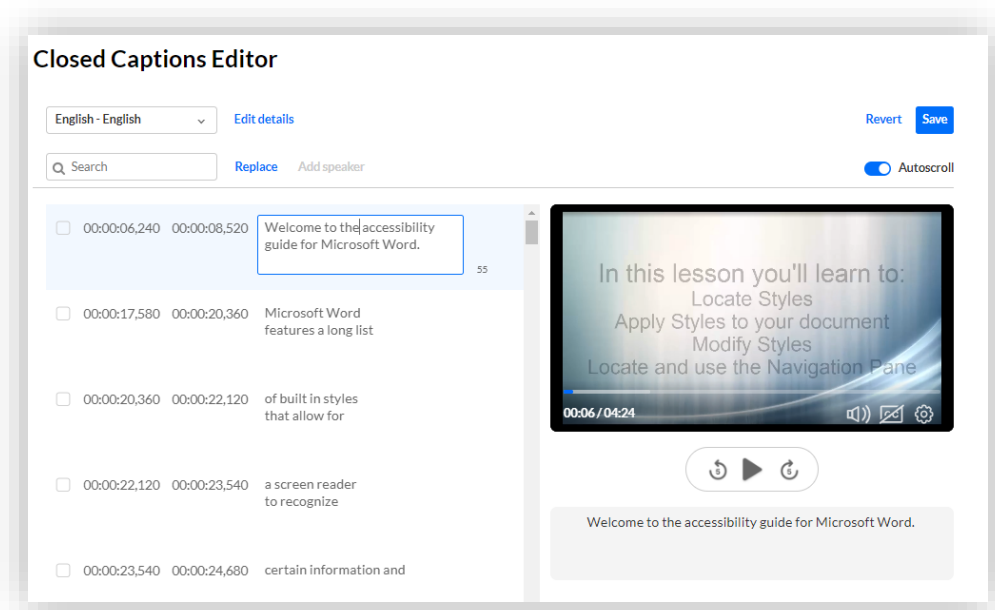
a. **Note:** Although an accuracy score is given for the automatic captions, it is essential to review the captions and fix any caption errors.

| Language	Label	File type	Accuracy
English	English	SRT	94%

4. Changes can be made in the **Closed Captions Editor**. Click "**Save"** once all changes have been made.

**Closed Captions Editor**

English - English   Edit details   Revert Save

Q Search   Replace   Add speaker   Autoscroll

☐ 00:00:06,240 00:00:08,520	Welcome to the accessibility guide for Microsoft Word.	
☐ 00:00:17,580 00:00:20,360	Microsoft Word features a long list	
☐ 00:00:20,360 00:00:22,120	of built in styles that allow for	
☐ 00:00:22,120 00:00:23,540	a screen reader to recognize	
☐ 00:00:23,540 00:00:24,680	certain information and	

In this lesson you'll learn to:
Locate Styles
Apply Styles to your document
Modify Styles
Locate and use the Navigation Pane

00:06 / 04:24

Welcome to the accessibility guide for Microsoft Word.

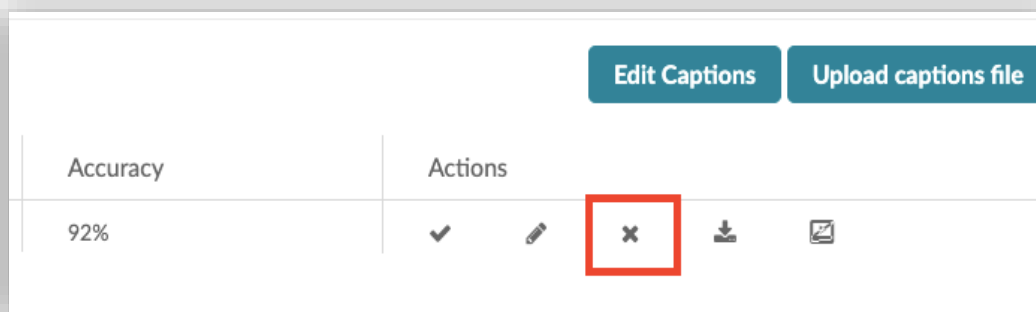## How to Upload Captions on Canvas

1. In My Media, Select the "**Edit"** tool on the right-hand side of the chosen media.
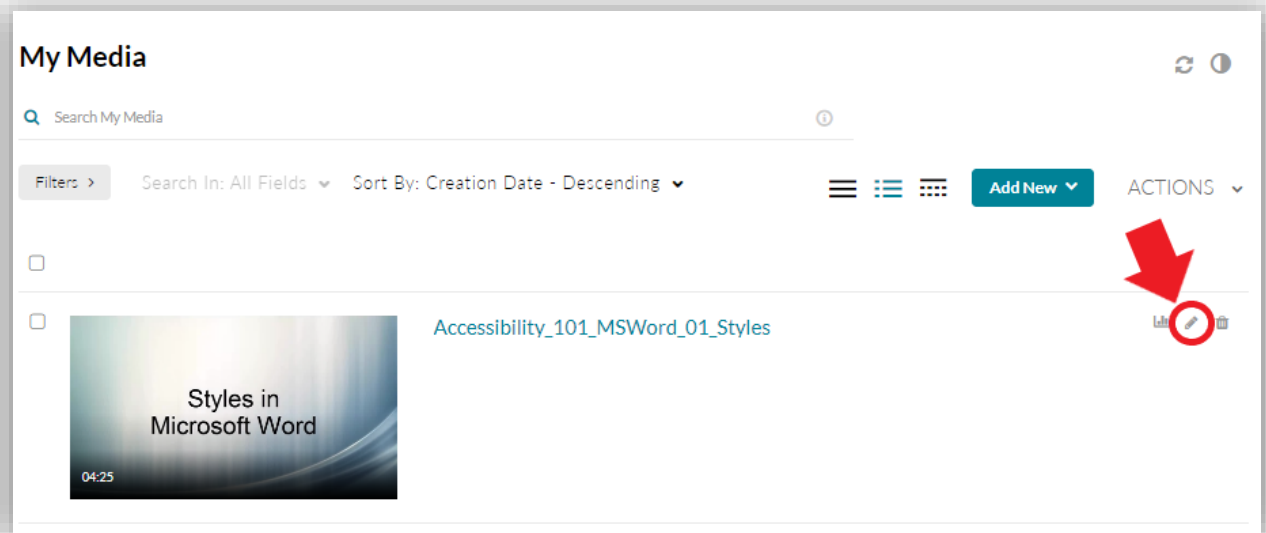
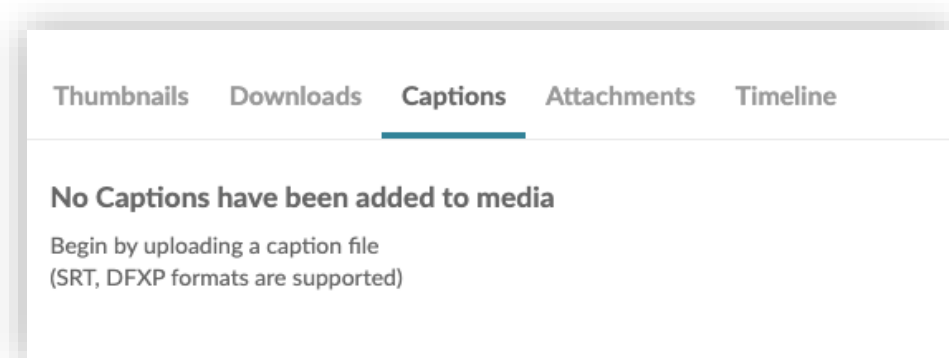2. Navigate to the "**Captions**" tab.
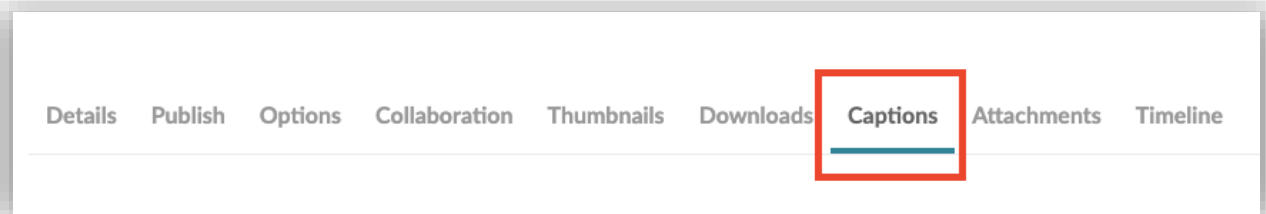
3. Delete the automatically generated captions (automatic captions will usually have an accuracy rate of around 90% or below).
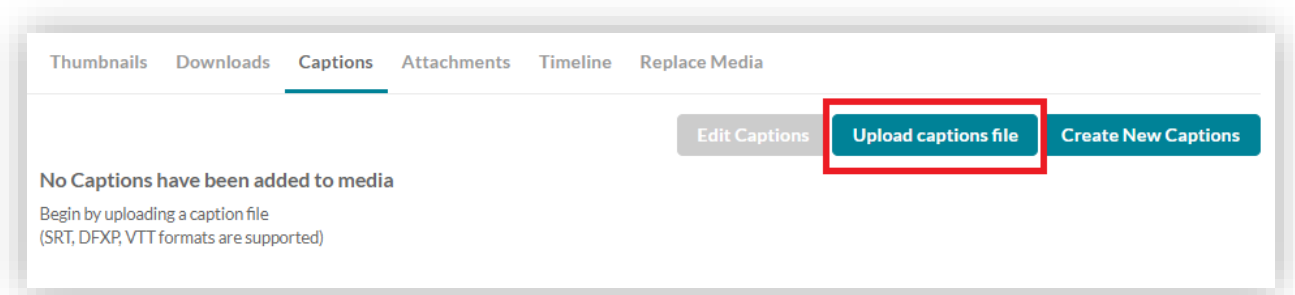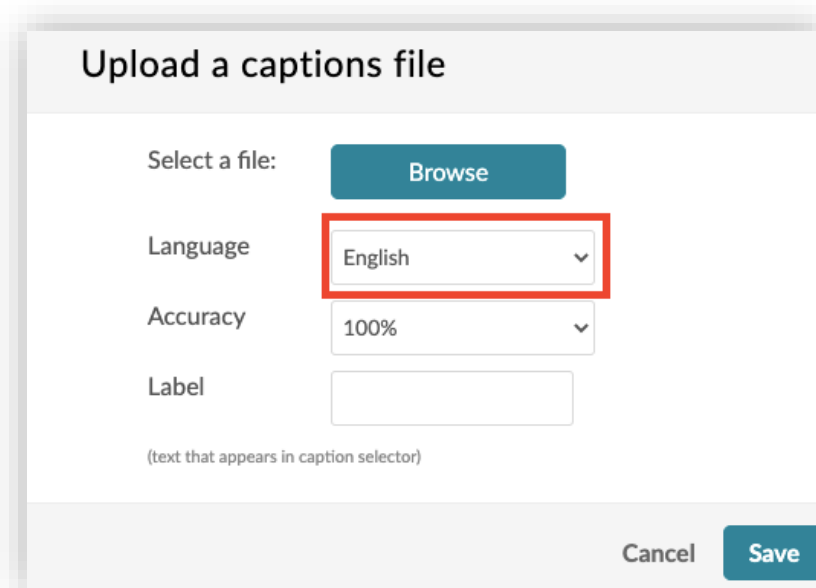
4. Ensure that there are no captions embedded in the video before uploading the captioning file. This step is to ensure that auto-generated captions will not conflict with the edited captions.

Thumbnails   Downloads   **Captions**   Attachments   Timeline

No Captions have been added to media

Begin by uploading a caption file
(SRT, DFXP formats are supported)

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

Thumbnails   Downloads   Captions   Attachments   Timeline   Replace Media

Edit Captions   **Upload captions file**   Create New Captions

No Captions have been added to media

Begin by uploading a caption file
(SRT, DFXP, VTT formats are supported)

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

Upload a captions file

Select a file: Browse

Language   English

Accuracy   100%

Label

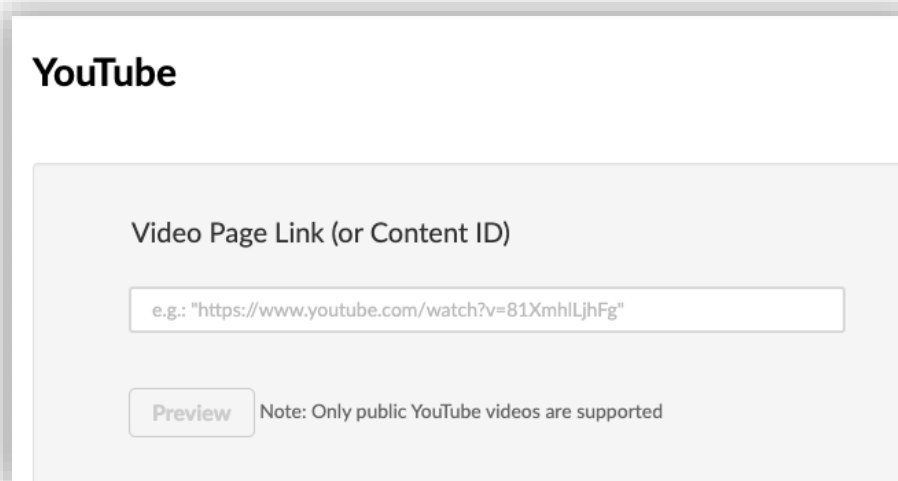(text that appears in caption selector)

Cancel   **Save**

How to Edit Captions for YouTube Videos Uploaded on Canvas

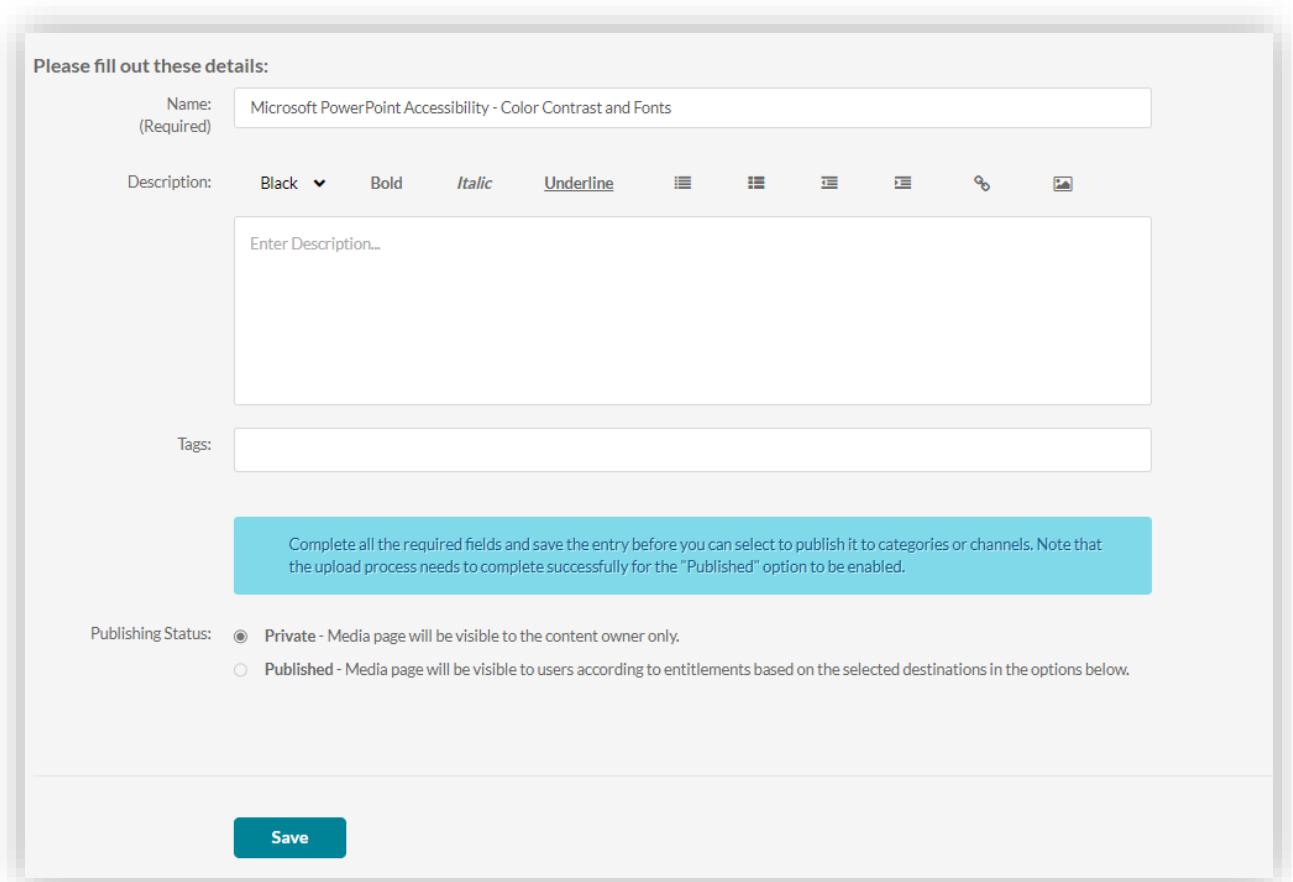1. In My Media, Select the "**YouTube**" option from the **Add New** dropdown menu.
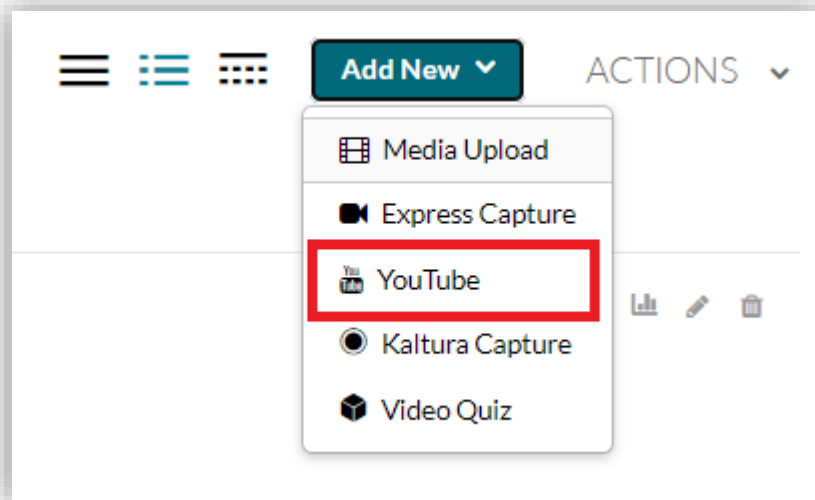
2. Insert YouTube video link.

3. Enter video details such as video title, description, tags, publishing status and select the "**Save**" button.
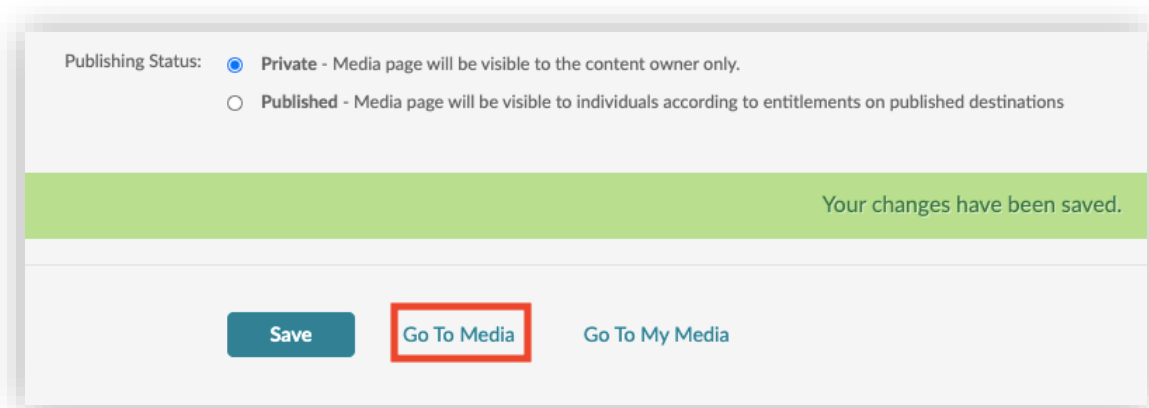

4. After saving, select "**Go to Media**."

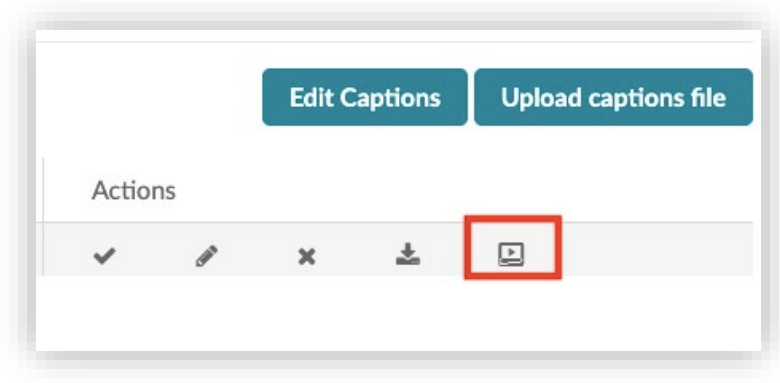5. Select "**Edit**" option from the **Actions** dropdown menu.
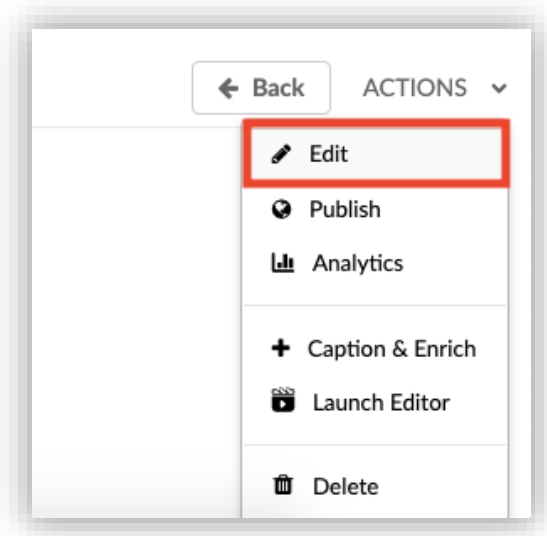
6. Follow steps 2 to 4 under How to Edit Captions for Media Upload on Canvas section.

Best Practices:

- If a video has multiple speakers, you may 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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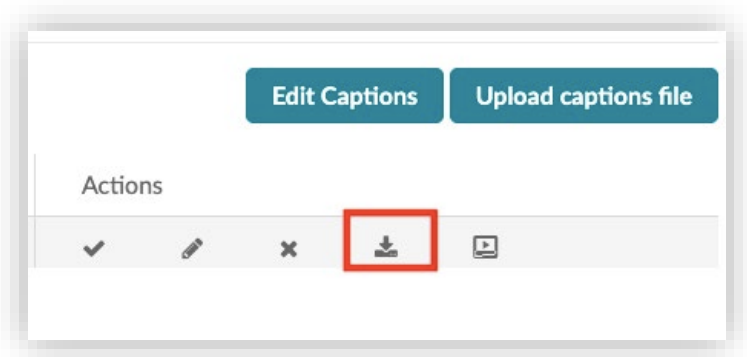
- Under "**Actions**," ensure that the "**Show on Player**" button is enabled; if the button is disabled, the captions will not appear in the media player.

Resources:

- [CSULB Kaltura Canvas](#)
- [Kaltura: Editing Captions](#)

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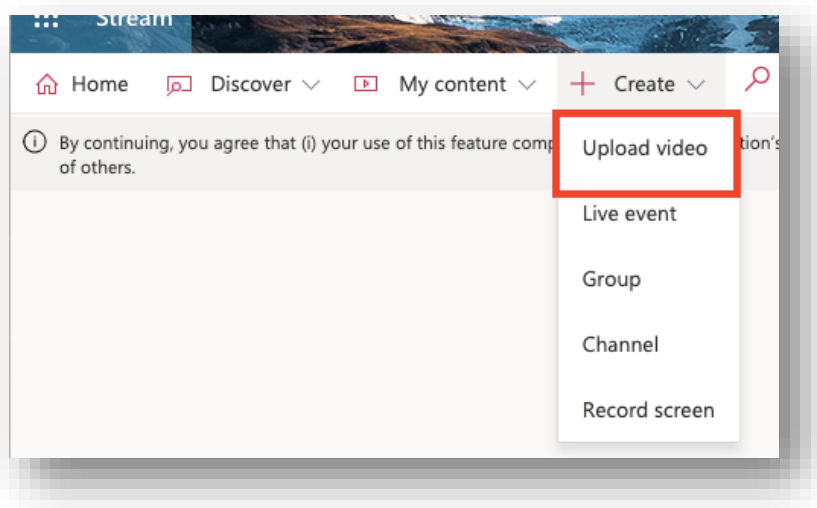
MICROSOFT STREAM

[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.

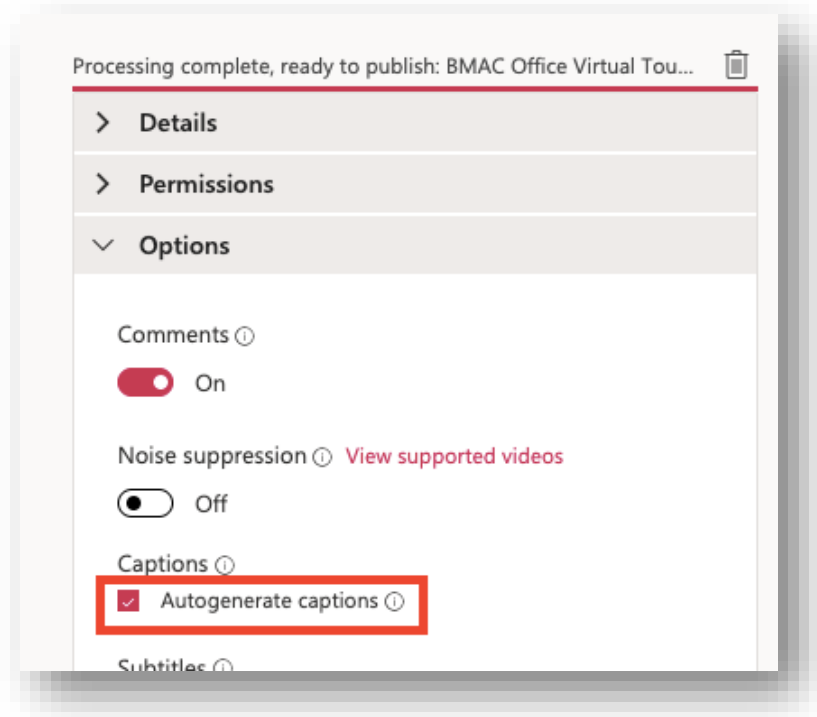**How to Edit Automatic Captions on Microsoft Stream**

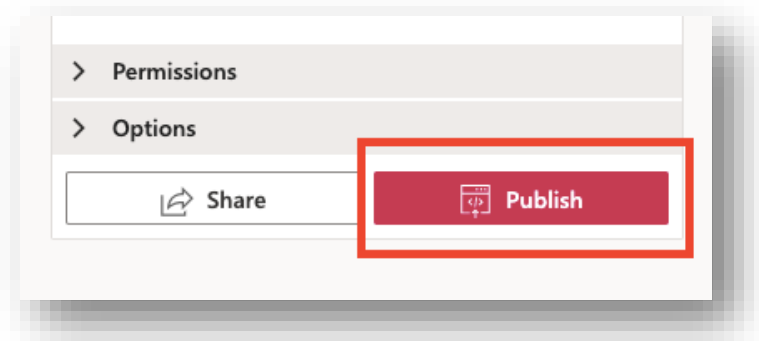1. Under the "**Create**" tab, select "**Upload Video**."
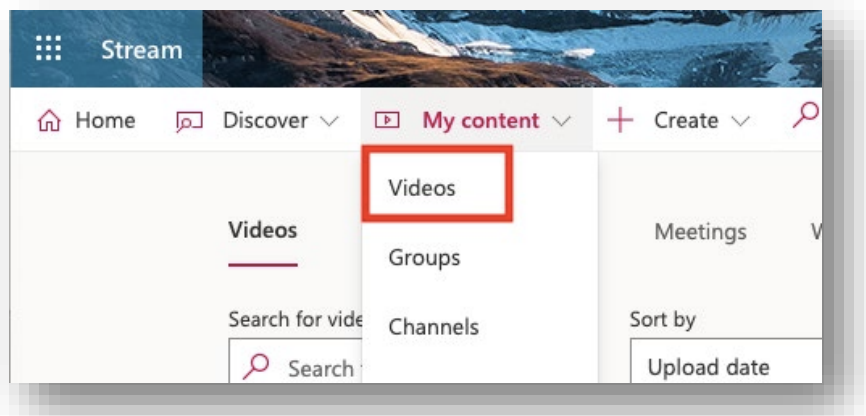
2. Select default Video Language.
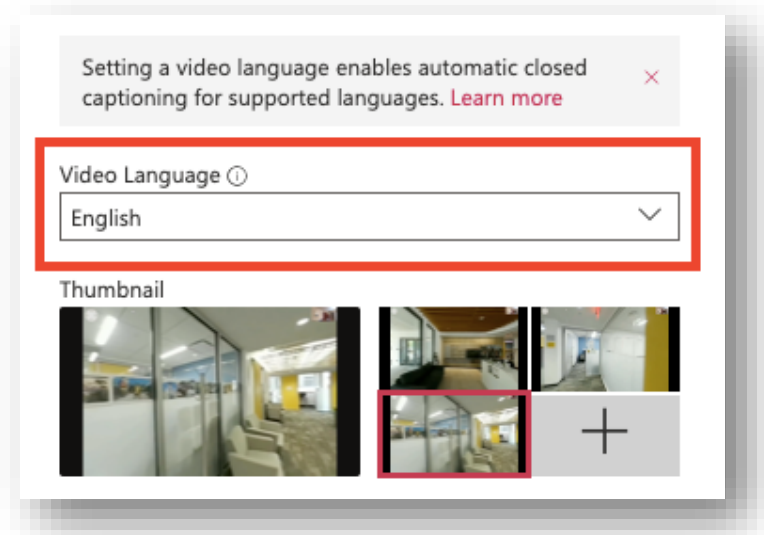
3. Under the "**Options**" tab, make sure the "**Autogenerate captions**" checkbox is selected.
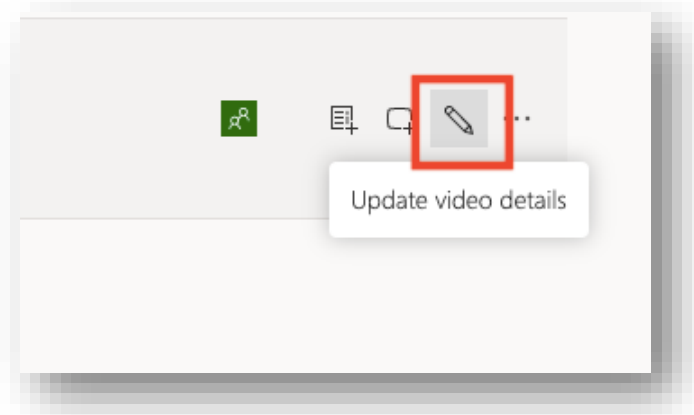
4. Select "**Publish**."

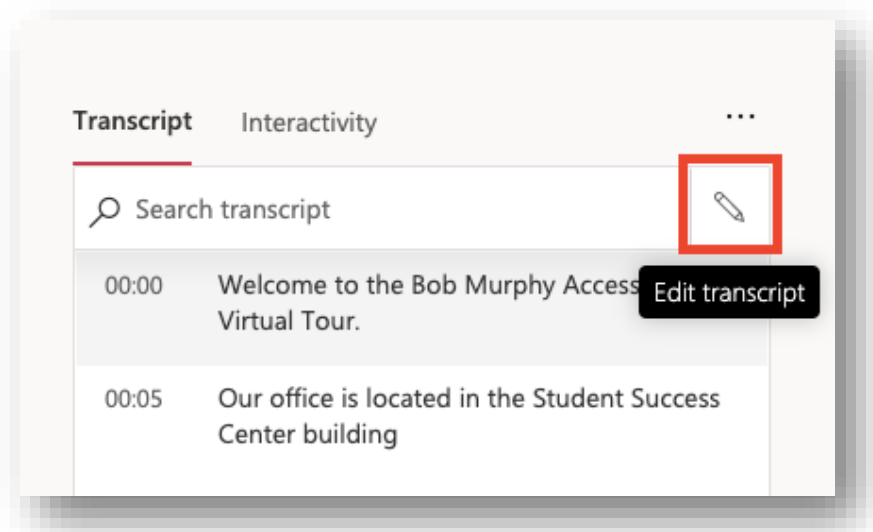5. Navigate to "**My Content**" and select "**Videos.**"

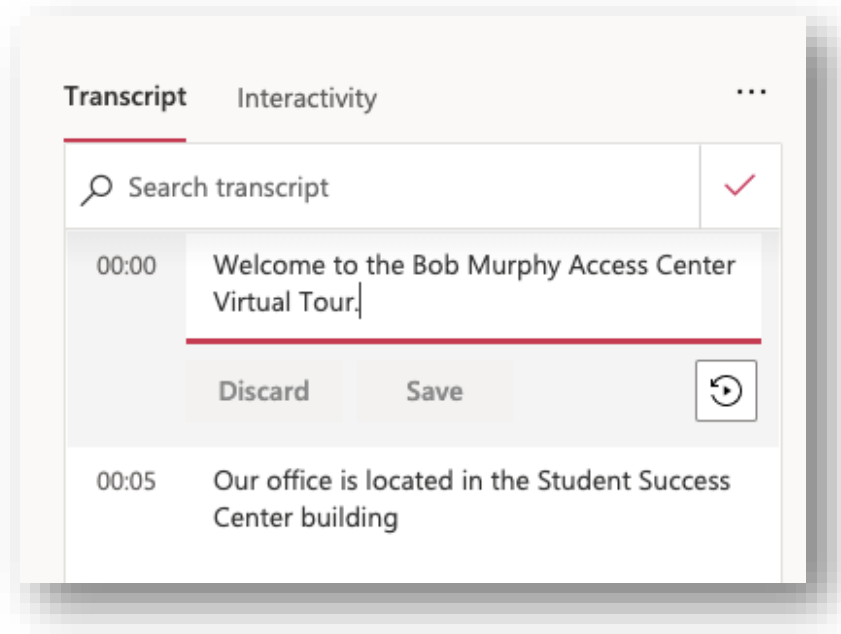6. Select "**Update video details.**"

7. View video.

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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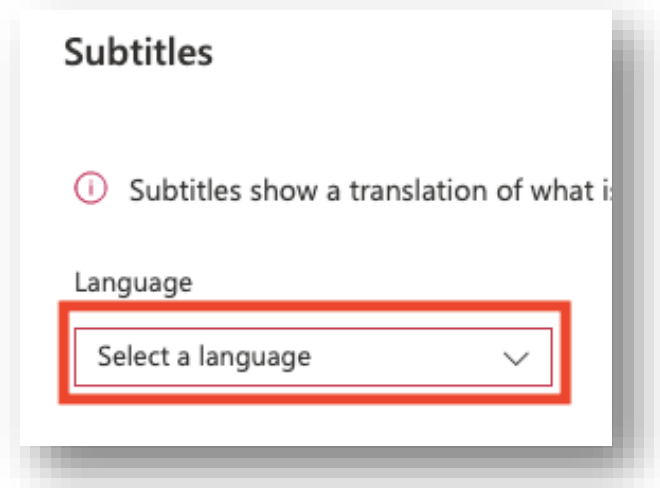Accessible Instructional Materials (AIM) Center
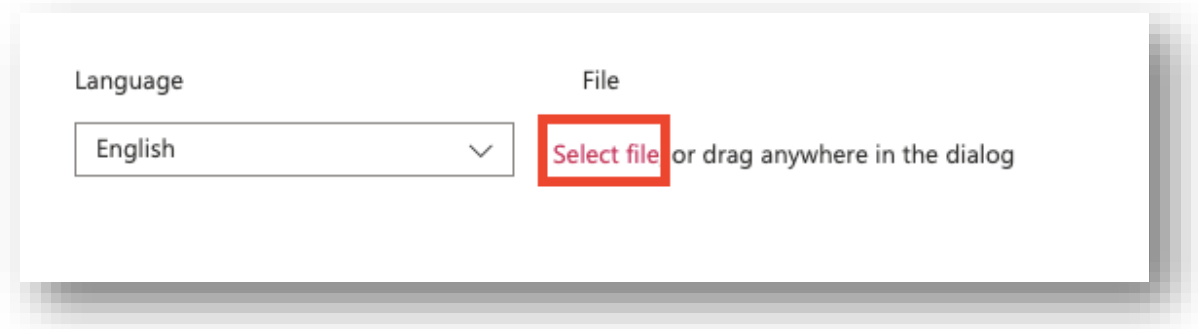
How to Upload Captions on Microsoft Stream

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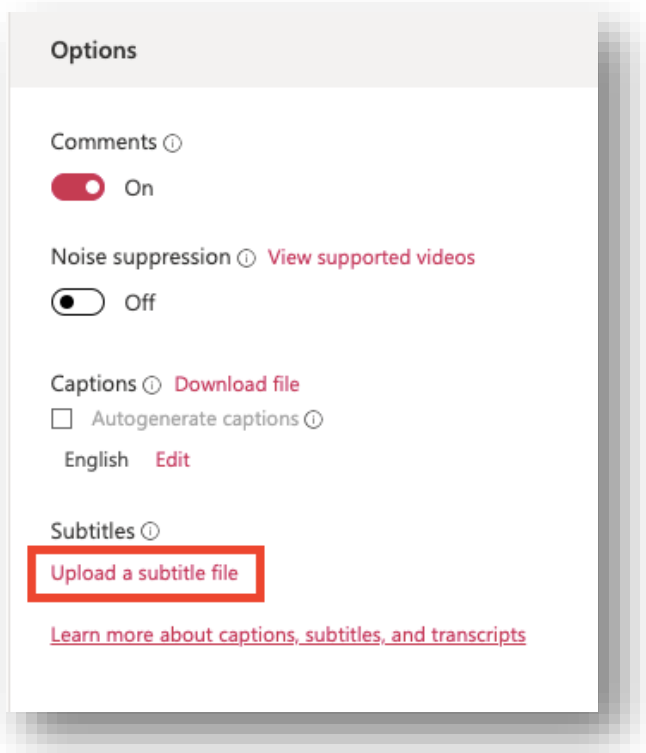
2. Select a **Language** for captions/subtitles.

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

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](#)

TIPS FOR CAPTIONING:

- Verify that names are spelled correctly,
- 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 typing 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