



# PROCEDURE

**Title:** Accessible Media

**Effective Date:** 3/20/2024

**Applies to:** All Students Enrolled at <sup>HF</sup>CDHP with Accessible Media as an Approved Accommodation

**Statement:** Closed captioning is critical for students who are D/deaf or hard-of-hearing, or those who may have a disability that requires audio description. Regardless of whether the class is online or in a classroom, a student who receives this accommodation needs closed captioning for all films, DVDs, video clips (online or offline) and transcriptions for all audio podcasts or other media presented in audio.

**Purpose:** To delineate the process that <sup>HF</sup>CDHP employs to remediate media with an auditory component so that it is accessible for students who are D/deaf or hard of hearing or those that may have a disability that requires audio description.

**Related Information:** Provision of Academic Accommodation(s) Policy

**Procedure Steps:**

	Action	Responsible for Implementing
1.	Once <sup>HF</sup> CDHP’s Associate Director or Director approves a student for accessible media services, <sup>HF</sup> CDHP will notify the designated College Accommodation Liaison (CAL) by emailing the student’s accommodation memorandum which lists the accommodations for which the student is eligible.	<sup>HF</sup> CDHP Staff (Office Coordinator)
2.	The designated <sup>HF</sup> CDHP staff member will email the CAL a notification requesting the student’s course numbers and faculty names as follows:  Dear [Insert Name of CAL]:  I am emailing you on behalf of <sup>HF</sup> CDHP, regarding [Insert Name of Student] who has an approved academic accommodation for closed captioned videos, and transcriptions for podcasts or other media in audio. Please email the names and course numbers for all applicable faculty members that <sup>HF</sup> CDHP will need to connect with to <a href="mailto:disabilityaccommodations@westernu.edu">disabilityaccommodations@westernu.edu</a> so that we can obtain their instructional materials.	<sup>HF</sup> CDHP Staff (Office Coordinator)

	<p>Please let me know if you have any questions.</p> <p>Kind regards,</p>	
<b>3.</b>	<p>The designated <sup>HF</sup>CDHP staff member will follow up via email at the following intervals:</p> <ul style="list-style-type: none"> <li>• Email CAL within 2 business days if course and faculty information has not been received.</li> <li>• Email/phone call to Vice/Associate Dean within 3 business days if course and faculty information has not been received.</li> <li>• If no response is received at 4 business days, the designated <sup>HF</sup>CDHP staff member will advise the student's counselor who will email/phone the Dean.</li> </ul>	<sup>HF</sup> CDHP Staff (Office Coordinator)
<b>4.</b>	<p>Upon receipt of course and faculty information, the designated <sup>HF</sup>CDHP staff member will contact faculty via email and request all video, podcasts, or other media files be submitted to <sup>HF</sup>CDHP for closed captioning/transcription (audio only). Faculty will be advised to verify that the instructional materials do not have captions/transcriptions. The email also provides the details of the captioning process, file requirements, and the timeline for submission.</p> <ul style="list-style-type: none"> <li>• For videos under 10 minutes, 72 hours prior to show date</li> <li>• For videos 10-20 minutes, 5 business days prior to show date</li> <li>• For videos 20-60+ minutes, 14 business days prior to show date</li> <li>• For videos that require audio descriptions, 10 business days prior to show date</li> </ul>	<sup>HF</sup> CDHP Staff (Office Coordinator)
<b>5.</b>	<p>Upon receipt of files, <sup>HF</sup>CDHP will send the files to either <sup>HF</sup>CDHP's Alternative Media and Assistive Technology Consultant or to <sup>HF</sup>CDHP's approved vendor for processing depending on length of file, number of files, and show date(s).</p>	<sup>HF</sup> CDHP Staff (Office Coordinator)
<b>6.</b>	<p>The designated <sup>HF</sup>CDHP staff member will follow up on the processing status of the accessible media request a minimum of 3 business days prior to the show date.</p>	<sup>HF</sup> CDHP Staff (Office Coordinator)

7.	Upon receipt of closed-captioned materials or transcription files, the designated <sup>HF</sup> CDHP staff member will provide the files to the faculty and CAL.	<sup>HF</sup> CDHP Staff (Office Coordinator)
8.	The faculty member is responsible for ensuring that all media being shown in classes with students approved for accessible media as an accommodation is captioned or transcribed (audio only).	Faculty Member
9.	<sup>HF</sup> CDHP will maintain a copy of all materials that it captions/transcribes.	<sup>HF</sup> CDHP Staff (Office Coordinator)
10.	If the accommodation is approved through the duration the of program, the designated <sup>HF</sup> CDHP staff member will email the CAL one month before the start of each term.	<sup>HF</sup> CDHP Staff (Office Coordinator)

### Definitions/Acronyms:

Closed caption: Process of displaying text on a television, video screen, or other visual display to provide additional or interpretive information. Closed captioning allows the user to turn the captions on or off on offline videos.

Deaf/deaf – Deaf with a capital “D” is used to describe individuals who identify as culturally Deaf and are actively engaged with the Deaf Community. Deaf with a lower-case “d” refers to individuals who view hearing loss as a physical condition.

Hard of Hearing – Is a widely accepted term to describe individuals who have hearing loss.

ADA – Americans with Disabilities Act of 1990

ADAAA – Americans with Disabilities Act Amendments Act of 2008

<sup>HF</sup>CDHP – Harris Family Center for Disability and Health Policy

WesternU – Western University of Health Sciences

**Regulatory Information:** Sections 504 and 508 of the Rehabilitation Act of 1973; Americans with Disabilities Act of 1990; ADA Amendments Act of 2008, and California and Oregon state law

### References, if applicable:

**Related Policy:** Provision of Accommodation(s); Sign Language Interpreter Request/Cancellation Procedures for WesternU Students and Patients who are D/deaf or Hard-of-Hearing; Real-time Captioning Request/Cancellation Procedures for WesternU Students who are D/deaf or Hard-of-Hearing

**Related Links:** [<sup>HF</sup>CDHP Webpage](#), [Provision of Accommodation\(s\) Policy](#)

**Related Forms:** [N/A](#)

**Responsible Department:** Harris Family Center for Disability and Health Policy (<sup>HF</sup>CDHP)

**Contact:** Marcelle Daniels, Director of <sup>HF</sup>CDHP

**Email:** [disabilityaccommodations@westernu.edu](mailto:disabilityaccommodations@westernu.edu)

**Policy reviewed by: (check all that apply)**

Academic Senate	General Counsel		Provost's Office
Biosafety Committee	Human Resources		Radiation Safety Committee
Board of Trustees	IACUC		VP Research & Biotechnology
Chief Financial Officer	Information Technology		Sponsored Programs
Clinic Administration	Institutional Review Board	X	University Risk Management
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