

Working with a live-captioner

Reasonable adjustment

Live-captioning is a real-time method for producing transcripts, which students who are deaf or have a hearing impairment can use to access their lectures. At Macquarie University, this service is provided by AI Media. Live-captioners from AI Media will have access to Echo360 lecture streams and re-speak what they hear into speech recognition software. The output is then automatically uploaded to a portal which the student can view in class, with minimal delay (no longer than 10 seconds). Students are also given a transcript of the class.

WHAT TO EXPECT

- Upon initially receiving live-captioning, AI Media will send you a login to access their online portal and a guide further explaining how live-captioning works. This login will be the same each session of study.
- Students will receive an email in the week before the start of session with a confirmation of their classes, which of these have been assigned live-captioning.

ACCESSING TRANSCRIPTS

Transcripts are generally available 48 hours after a class and are uploaded to a Campus Wellbeing iLearn unit. To access the transcript:

1. Login to iLearn with your Student ID and password.
2. Scroll down to Community Units.
3. Select the Campus Wellbeing Session 1/2/3 Notetaking unit for your relevant session and Faculty (e.g. MATH notes can be found under the Faculty of Science and Engineering).
4. Scroll down to your enrolled units.

PLEASE NOTE

- If you have an issue with the quality or timeliness of your transcripts, please contact the relevant Disability adjustment liaison officer at disability.adjustments@mq.edu.au.
- Live-captioning can only be provided for lectures, as these are the only classes with an Echo360 stream.
- Transcripts will be uploaded within 48 hours of a class.
- You need to login to the AI Media portal for every session of live-captioning. Failure to do so may result in the cancellation of live-captioning support.
- If you find that live-captioning is not useful for a particular class or unit, please let the Accessibility Service know.
- The Accessibility Service will only allocate live-captioning for an enrolled lecture. In cases where you are required to attend a class that you are not enrolled, you will need to inform your Disability adjustment liaison officer at disability.adjustments@mq.edu.au.

FIND OUT MORE

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