

verbit  webinar

# The State of Accessibility: A Global Perspective

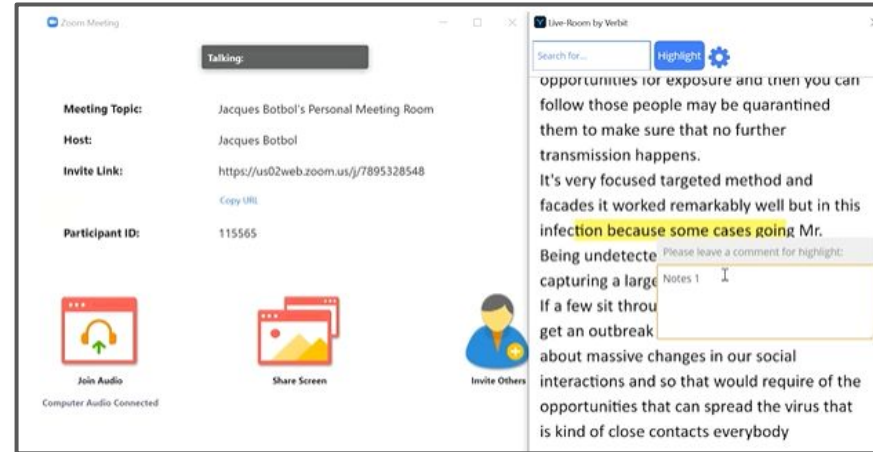
*Addressing accessibility  
in higher education*





# Enabling Verbit's Built-In Captions & Live Transcription in Zoom

- To enable **closed captions**, please click the CC button on the bottom menu of Zoom.
- To enable the live **transcript**, click on the arrow next to the CC button and select 'View Full Transcript'.



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# SPEAKERS



**Scott Ready**

Senior Customer Success  
Manager and Accessibility  
Strategist,  
Verbit



**Amanda Jackson**

Learning Specialist, Disability  
Resource Center  
University of Florida



**Genevieve Smith**

Manager AccessAbility  
Services, Swinburne  
University of Technology



**Mike Joslin**

Lead Marketing Officer,  
The National Education Union



# AGENDA

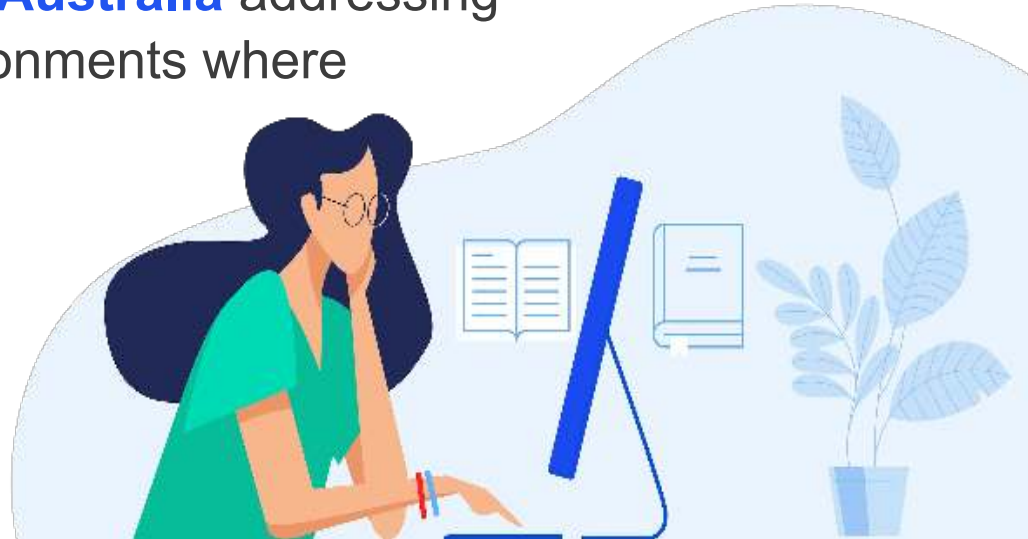
1. Introduction & Addressing The Global Challenge
2. The US Perspective: The University of Florida
3. The UK Perspective: The National Education Union
4. The AU Perspective: Swinburne University of Tech
5. Audience Q&A

# Setting The Stage

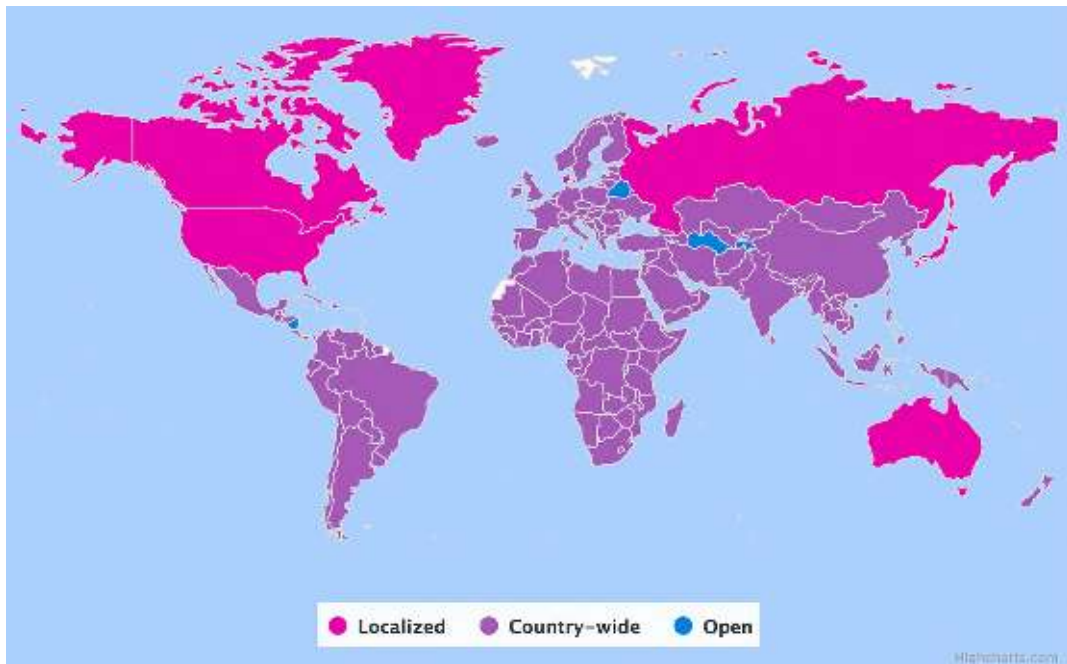


Student accessibility challenges and inclusivity initiatives are top of mind for educators across the globe. No one has been immune to the changes posed by the pandemic either, which has brought about additional concerns.

How are leaders in the **US, UK and Australia** addressing these challenges and creating environments where **students can thrive?**



# COVID-19 was a turning point for higher education globally



**1.6 billion**  
affected learners

**91%** of total  
enrolled learners

**191** country-wide  
closures

# Regional differences, but common concerns



**A significant gap in students who have disabilities and those who report them**

**The mental health of today's students and invisible disability stigmas**

**Preparing students for the workforce and helping to make for future-ready learners**





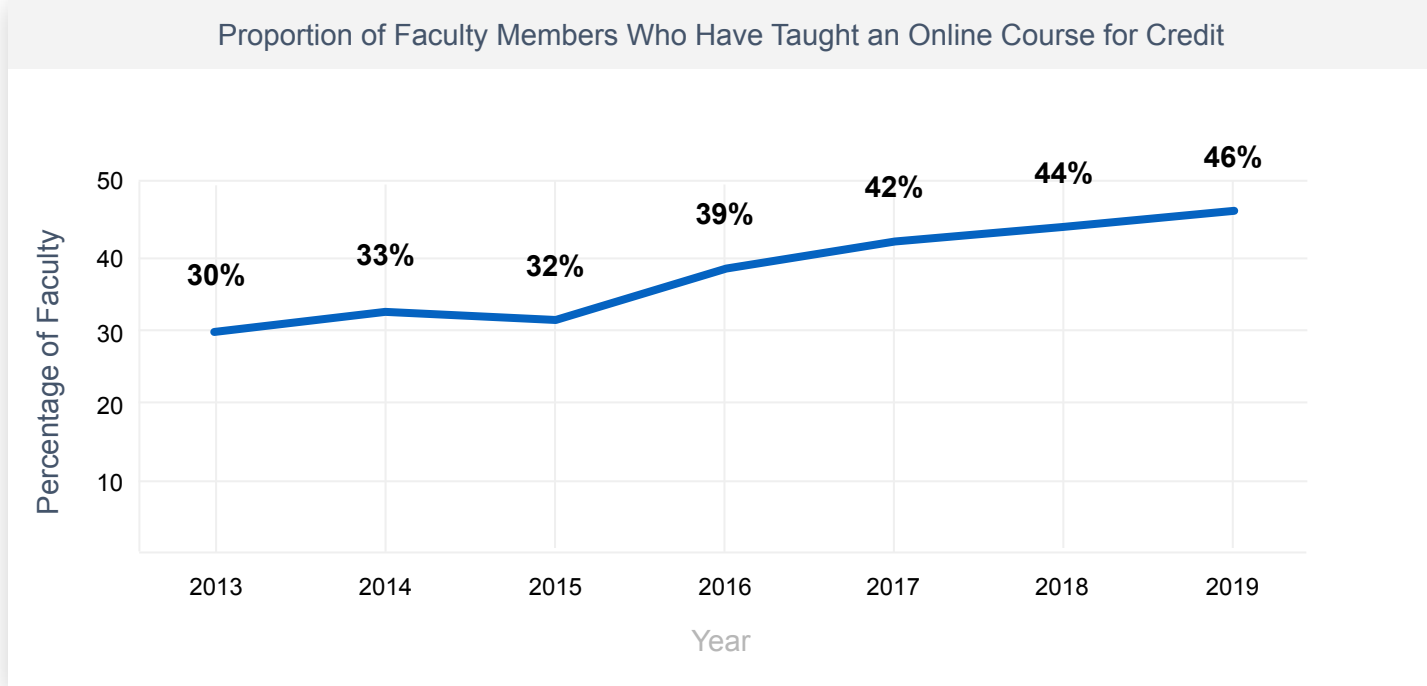
Are colleges and universities in your region currently operating:

- A. Fully remote
- B. Hybrid
- C. Fully in person
- D. Other (provide more details in the chat box)





# Less than 50% of faculty have taught online courses





## Which of these are you experiencing? (select all that apply to you)

- A. Specific cohorts of students are having difficulties engaging online.
- B. I've had to find new ways to engage students who were not engaging initially.
- C. HyFlex models are working well for me.
- D. HyFlex models aren't working as well for me.

**Please add more details on each in the chat box now.**



As a result of COVID-19, what is the biggest challenge you're running into to achieve your objectives?

- A. Lack of content
- B. Lack of innovation
- C. Lack of resources & bandwidth
- D. Other, please comment in the chat box.



# The US Perspective: The University of Florida

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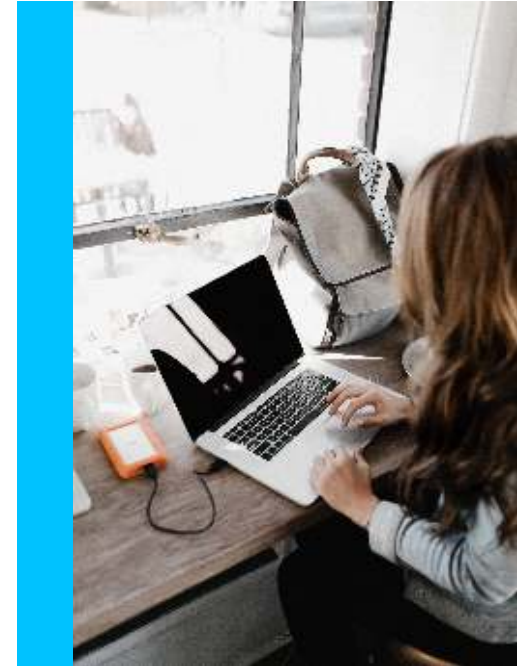
# Accessibility in the US // At UF Specifically

## How University of Florida is handling accessibility:

- Holistic Campus Conversations regarding inclusive practices & accessibility
- Increased digital access measures
- Frequent Student Communication
- Increased Faculty Consultations

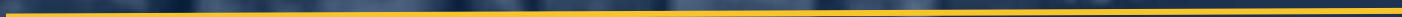
## US disability services conversations at large:

- Online testing security
  - Increased demand for consultation
  - Specialized accommodation concerns
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# The UK Perspective: The National Education Union





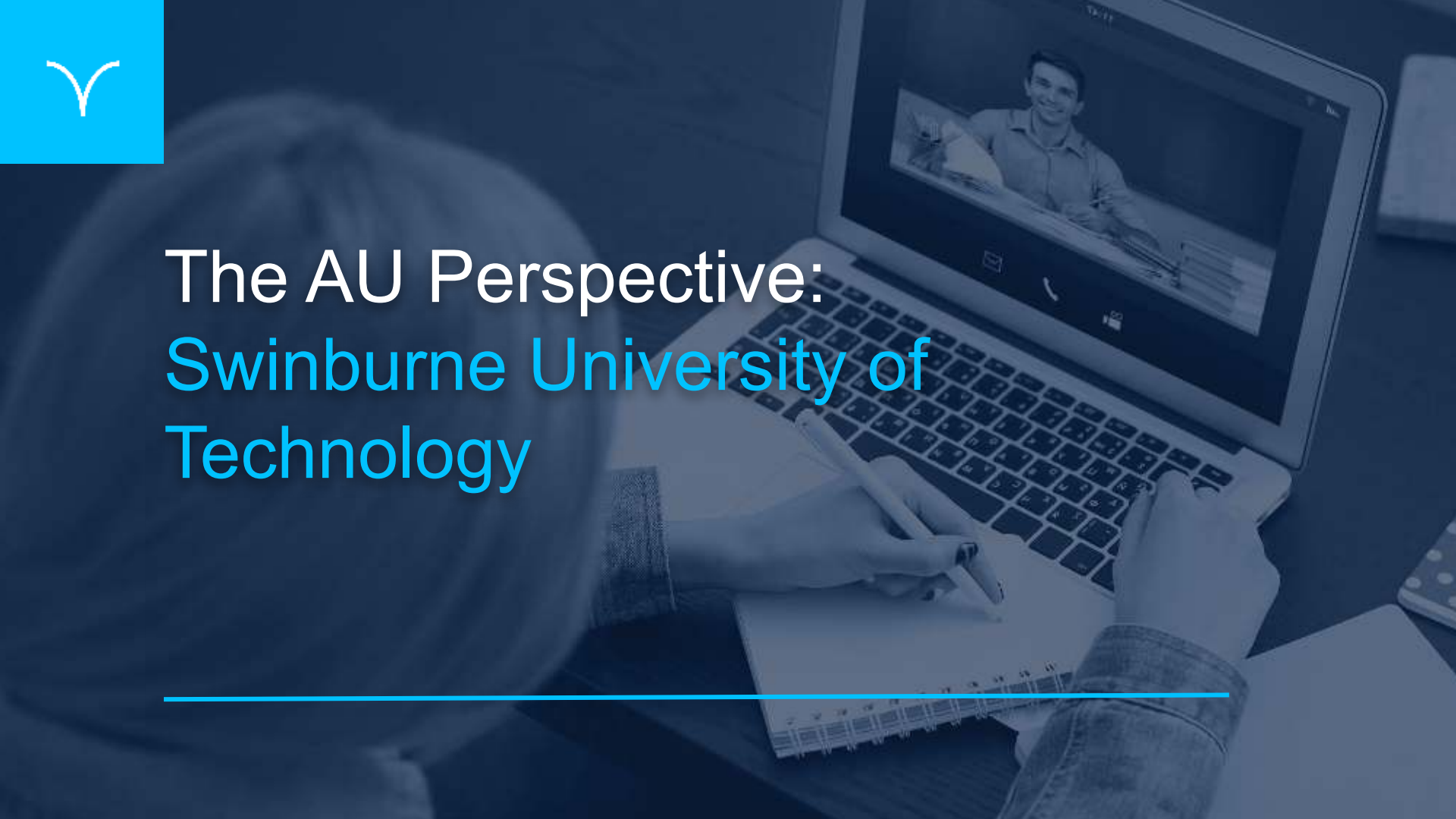
# Accessibility in the UK & The NEU PoV

- COVID led to virtual engagement, using tools like Telephone Town Hall and migrating to Zoom, which meant 1000s of teachers needed detailed assistance, especially CEV
  - Challenge of inclusion and complaints under disability law to the union about making all events accessible
  - Finding a suitable solution that met everyone's needs - not everyone wanted British Sign Language (BSL)
  - Members wanted transcripts with ensured accuracy
  - Finding the right people to work with
  - Focus group & polling on solutions for member feedback
  - Tackling the digital divide to ensure equality of access to teaching and learning during COVID and beyond
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# The AU Perspective: Swinburne University of Technology

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# Accessibility in Australia & The Swinburne University of Technology PoV

## COVID Learnings

- Online medium
- Remote education access worker support
- Alternative assessments to exams
- Mental health challenge





# Accessibility in Australia & The Swinburne University of Technology PoV

## COVID Challenges

- Consistency for learning design
- Engaging students with complex needs
- Providing more intensive support to students whilst maintaining team wellbeing





How accessibility needs are  
being met with the **right**  
**technology tools**

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# How Verbit Caters to Different Needs to Provide Accessibility to Global Partners

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## University of Florida

- Easy, fast and efficient scheduling to allow for short-notice live captioning needs
  - Fast and accurate live captioning (student perspective)
  - Customer service is quick, personable, and open to feedback (student need driven)
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## The National Education Union

- A way to meet different needs (BSL vs others)
  - Guaranteed accuracy for transcripts provided
  - Customer success team was crucial, with an attention to NEU's needs
  - NEU member polls have demonstrated success
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## Swinburne University of Tech

- Customer service has been brilliant with customised support
  - Great value for money
  - User friendly platform
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# How Verbit Plans To Meet Accessibility Needs In 2021

**In 2021, Verbit is doubling down on accessibility needs of our partner universities to provide:**

- **Captioning & Transcription (Live and Further Improved)**
  - **Audio Description**
  - **Translation**
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Q&A

**Questions?**

Submit them now in the Q&A.

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# MORE CONTENT & EVENTS AVAILABLE **ON-DEMAND**

[verbit.ai/resource](https://verbit.ai/resource)

## **KEEP C.A.L.M and Caption On**

How VIRGINIA TECH is making media more inclusive

Monday, November 23rd | 1pm EST

RSVP



## **The State of Accessibility: A Global Perspective**

Addressing accessibility in higher education

Thursday, December 10th | 4pm EST

RSVP





Contact Us

For more information on future events or how to work with Verbit, contact us:

- [marketing@verbit.ai](mailto:marketing@verbit.ai)
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Thank You.

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