
Zoom Video Conference/Webinar

Accessibility Guidelines

This document identifies best practices for accessible web conferences and webinars.

General Recommendations:

1. Ask participants to identify prior to the webinar/conference session. Recommended self-identifying options include.

- Anonymous survey at registration
- Secret poll at onset of webinar/virtual conference

Communicate with the attendees to note whether they need accommodations. Ask them to describe their accommodation needs as accurately as possible so you can plan towards meeting those needs. Even if you do not receive any requests, have alternatives ready.

2. Provide a telephone-based teleconferencing connection in addition to the VOIP (Voice over Internet Protocol) for the webinar. By providing a phone option, participants with assistive needs will have access to the meeting, even if the webinar client or plugin is not accessible. Telephone-based teleconferencing also allows participants that do not have access to client-supporting devices or stable internet connection the chance to participate.

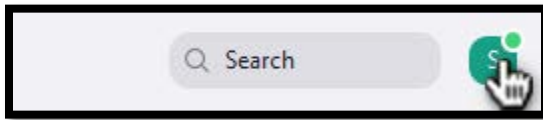
- Be sure to provide electronic copies of presentation notes for telephone-based participants to use during the conference. [For specific details see Handouts Recommendations section below.](#)
- Consider how participants will answer questions, vote, or contribute in other collaborative activities while connecting via phone.

3. Have a dedicated moderator to monitor the chat stream and address participants' questions.

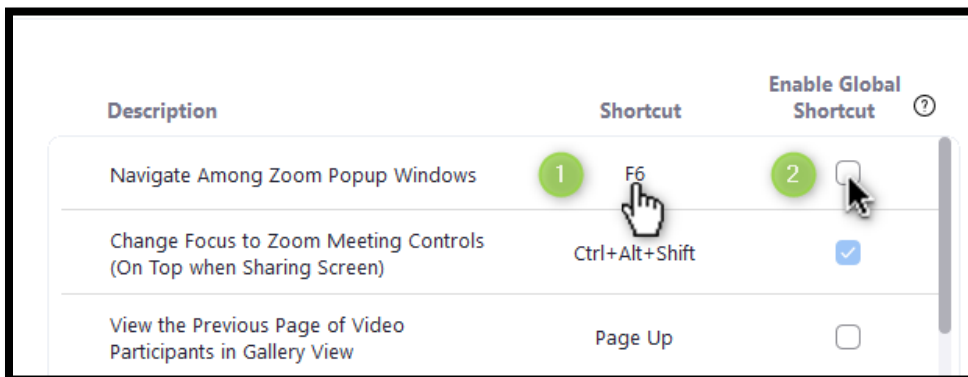
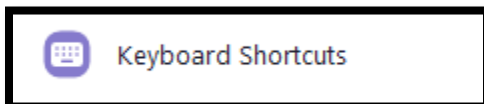
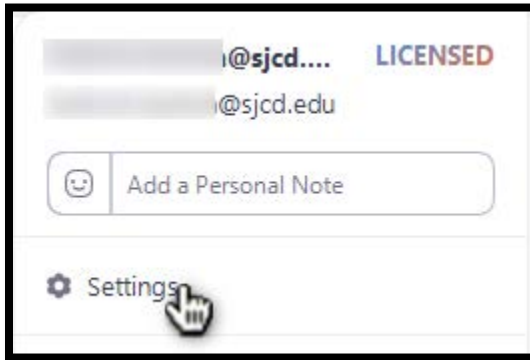
- Moderator should have a prepared list of resources, responses and tips for commonly asked questions and potential accommodations. Work with presenter to highlight important points during presentation.
- For significantly large web conferences, consider having more than one moderator.

Audio Recommendations:

1. Have speakers identify themselves before they speak.
2. The speaker should avoid making general location references to the on-screen visuals. Use the cursor to provide general location reference but allow your speech to be more descriptive.
3. Provide keyboard shortcuts to participants for completing specific tasks:
 - a. Zoom – enable global shortcut



- b. Settings – Audio Settings – Keyboard Shortcuts



1. Click to modify keyboard shortcut

2. Click to enable global shortcut
4. Disable entry and exit tones (it is annoying and distracting for *everyone*).
Settings >> Audio
5. Allow people options for asking questions. If there are participants that require accommodations, allow audio or video as needed.
 - Chat only – limits participants to typing. Reduces issues with connectivity when conferencing over an unstable internet connection. Consider that type speed, grammar and motor disability can be an issue as well.
 - Audio & Chat – Uncontrolled chatting can be distracting but it may be beneficial for those who struggle with written language or are otherwise uncomfortable with navigating the virtual room. As more media streaming is added, managing the conference room settings can be increasingly difficult for the moderator.
 - Video, Audio & Chat – Video quality can be a problem because a livestream requires a lot of working memory on the computer. Internet connection speeds can increase or decrease the capacity to maintain a feed. Consider using only when necessary for instruction or as an accommodation. As more media streaming is added, managing the conference room settings can be increasingly difficult for the moderator.
6. When responding to questions in the chat, read the question aloud prior to answering the question.

Captions Recommendations:

1. Closed-Captioning in Real Time (Live Sessions) - Zoom

Option 1: Assign a user to be a Captioner (Local)

Recommendation: Provide the assigned captioner with an electronic copy of the script or outline so the captioner can copy text from the document and paste the text in the captioning window.

Option 2: Connect to a Third-party Service (Outsourced)

Note: Additional cost for services may apply.

2. Closed-Captioning post-session
 - a. Download and save Zoom session recording in .mp4 format.

- b. Upload and publish Zoom recording into Blackboard through Kaltura Capture.
- c. Edit video in Kaltura Capture or in Kaltura Media Gallery prior to requesting captions.
- d. Request captions using Kaltura REACH
- e. Review captions after the request is complete to ensure accuracy before posting the link

3. Image Captions

Recommendation: Provide a written description (caption) of images conveying content. Caption should provide enough content that the person reading can use the written information to insert themselves into the audio dialogue. A written description is not required for decorative images.

Presentation Content Format Recommendations:

On-Screen Slides/PowerPoint

Font

- o Consistent throughout the slides
- o Font recommendations – Verdana and Tahoma
- o Font size maintain 24 pt. for body text (20 pt. minimum)
- o Font size maintain at least a 48 pt. for heading text

Images

- o *Provide a description caption (written) of images conveying content / purposeful use (non-decorative)*
- o Screenshots – Size for readability
 - o Aspect Ratio
 - Square aspect ratio 1:1 (1080x1080p)
 - Landscape ratio 16:9 (1920x1080p)
 - o Best Quality
 - 2000 pixel on the longest edge at 72dpi

Background colors

- Ensure there is significant contrast
 - o Light text, dark background
 - o Dark text, light background
 - o Grayscale preferred

- [WebAIM Contrast Checker](https://webaim.org/resources/contrastchecker/)
(<https://webaim.org/resources/contrastchecker/>)
 - Consider colorblindness when choosing text and background colors (Colorblindness – blue/green red/yellow)
 - Question to ask yourself if the background color is a non-white or non-white background: will the text be readable if the background is gray?
 - [WebAIM Visual Disabilities – Color Blindness](https://webaim.org/articles/visual/colorblind)
(<https://webaim.org/articles/visual/colorblind>)
-

Handout Recommendations:

At the beginning of the session, explain how the materials have been or will be distributed.

Ensure handouts are accessible

- Use Accessibility checker in Microsoft and Adobe
- Check the reading order on PPT slides for handouts.
- For more information on Designing Accessible Content - [Innovate OnDemand](https://www.sanjac.edu/demand-training) (<https://www.sanjac.edu/demand-training>)

Send presentation documents and other handouts to participants in advance of the meeting. If you make changes to the document, send out an update so that participants are not misinformed.
