Webinar: Exploring Zoom and MS Teams Accessibility

Date: 3/24/2021

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>> John Rempel: Hey, everyone. This is John Rempel from CIDI. We have several people still joining us. It is 1:30 eastern standard time. I'll give everyone another minute or so and then we'll get started.

>> Will the bell be silence once the session begins?

>> John Rempel: I don't know if we can control that. That's unfortunate. I wasn't aware that you were hearing that bell. I will see what I can do with the amount of time we have here.

I think what's going on is because I'm ‑‑ you're going to be seeing a video and because it's using my audio for my system, I think once I stop sharing that audio you won't be able to hear it anymore. That's my hope.

>> Thank you, John.

>> Rayianna Daniels: I think that's what it is too.

>> John Rempel: I'm going to start recording here.

>> John Rempel: We'll get started. So thank you all for making time for this webinar. It's a very popular topic, especially in the era of the pandemic we're living in. I think we can all relate to leveraging both Teams and Zoom ‑‑ one or both of them on a regular basis.

I'm going to go through the accessibility component here of this webinar itself. We are providing live captions today. Thank you to Heather for that. There's two ways that you can access the live captions. One of them is by selecting the closed caption control near the bottom right. It's a floating control panel. On mine it's on the bottom right. It has the closed captioning symbol to it. Another way is Heather has placed the StreamText in the chat. So if that's an option for you as well if you prefer, you can do that also. So two ways to access the live captioning.

I will introduce myself and pass it on to Rayianna.

Could I ask everyone to mute themselves. If you accidently have an open mic. I over see a lot of accessibility features and testing. It's a pleasure to present with Rayianna Daniels who I will pass on to introduce herself briefly.

>> Rayianna Daniels: My name is Rayianna Daniels. I also work at CIDI with John in the ICT department. I assist in performing web accessibility evaluations and putting on webinars like this talking about digital accessibility.

>> John Rempel: That's a modest introduction. Rayianna wears many hats here.

She and I work very closely together with our disability initiatives. This is a brief over view of the agenda for today. I'm going to be providing an over view of AccessGA and CIDI. So big thank you to AccessGA, the initiative funded through the ADA coordinator's office. That funding allows this to happen where you can all learn and benefit from knowledge related to digital accessibility. I'm going to demonstrate Teams and Zoom. It's prerecorded because some of the features while streaming live are not visible for you. So I will show a 5-minute video. It's actually for those who have not had exposure to screen reader technology or seen it in action it may solidify some aspects of how someone using assistive technology may be able to access it. Then I will pass it over to Rayianna and she will provide a brief overview of Microsoft Teams and Zoom and talk about the specific accessibility features such as color contrast, keyboard accessibility.

The AccessGA initiative we're grateful to have this in the state of Georgia. This is a joint initiative of the state of Georgia ADA's coordinator's office and CIDI. It's been in place since 2012. The objective is to support ‑‑ AccessGA is a joint initiative of the state of Georgia ADA coordinator's office, CIDI, and Georgia Tech authority. We seem to do a lot with the funds that are available through the AccessGA initiative, including technical assistance to state agencies across Georgia. We also provide accessibility evaluations to a limited degree for various state agencies. And we put out periodic newsletters and an up to date Wiki of ICT resources and information such as this. So this is being recorded and it will be archived, and you will all receive the recording and the PowerPoint in full as an accessible PDF. The web accessibility group is an initiative under AccessGA. It is targeting higher ed institutions. We promote this widely through the WAG list serve as well. I know several of you are employed through higher ed. There's a lot of transferability through higher ed and state agencies. So we provide a listserv with technical guidance and discussions related to ICT accessibility. John Toles pushed out a message the other day on the WAG listserv specifically on the WAG guidelines 2.2 and the changes happening there. Then we have the WAG website as well. A little bit about center for inclusive design and innovation. We're housed under the college of design at Georgia Tech. We provide solutions for challenges faced daily by individuals with disabilities. So everything we do here at CIDI is related to accessibility and disability awareness in one way or another.

Then we work closely with Georgia Tech. We work on several initiatives with the University System of Georgia and various higher ed institutions. Also higher ed institutions across the country and also state and federal governments. We do quite a bit of work nationally both for ethe federal government and non‑profits and for‑profits.

A little bit about our braille services. They work very much on a national level as well. They have a sizable contract with the library of Congress they provide emboss braille for. They have been busy fulfilling an initiative through the CDC and CDC foundation on creating and distributing COVID‑19 materials both in digital braille ready access and embossed access to individuals who are blind and avid braille users. They have a repository so when a braille book is created, it can be repurposed for another person who is accessing that same book. Our e‑text services we provide a whole host of services in this area. They focus specifically on PDF, DOC, PPT, daisy, HTML.

We have Tools for Life here. Excuse me, I have a colleague that has a question and I have to step away for two seconds.

Someone was trying to access the webinar and I had to let them know that they needed to go back to their e‑mail to access the link.

Tools for Life, they do a lot of work both within the state of Georgia but also across the country. Certified assistive technology team. And then they ‑‑ the AT team, the assistive technology team with Tools for Life host the Georgia assistive technology act program. So every state has an AT act program within it. We are fortunate enough to here at CIDI under Tools for Life undersee that. And then with our digital accessibility UX testing team we provide digital accessibility compliance testing both manual and automated onsite and remote. Onsite when we're not in a pandemic and we provide useability testing by people with disabilities for people with disabilities.

And then as a research institute, we are pretty regularly looking at research initiatives related to people with disabilities and their needs.

So I want to talk briefly about the landscape we're in right now. The level of importance that these platforms such as Zoom, and Teams play. There really isn't another form of access here when we're all working remotely without using some of these platforms to meet. Teams and Zoom are the most popular ones we use for meeting both internally and externally. There certainly are others but these get a lot of traction these days. I want to mention how with the legal landscape here, a woman by the name of ‑‑ she's a very popular blogger. Her name is Shari Eberts. She started a petition back in the spring of 2020 which got traction as it relates to Zoom and its lack of access to captions.

In December 2020 there were two deaf men who filed a federal lawsuit against Zoom because of lack of captions. These are AI, artificial intelligence captions, and that violates the Americans with Disabilities Act. So there's been a lot of pressure on these companies to make their platforms accessible. Teams with Microsoft was already built out to a large degree, but Zoom its popularity and use grew through this pandemic. So they had to get up to speed quickly.

So fingers crossed that this works, I'm going to play a short video here. This video is going to highlight some of the accessibility features within Zoom and Teams using screen reading technology.

This is a brief overview of the accessibility and useability ‑‑ can I get a sound check are you able to hear the audio okay?

>> Rayianna Daniels: I can hear it, but you can turn it up a little more.

>> John Rempel: Okay. I'll have to get out of this here. Just bear with me. I think I will have to stop sharing. When you say a little bit more is it almost not audible or is it just ‑‑

>> Rayianna Daniels: It's not that it's not audible. It's just low.

>> John Rempel: Give me a moment. We'll try that.

I'm going to tab through some of the controls here and demonstrate that Microsoft has done a good job labeling these.

>> John Rempel: Is that better, Rayianna?

>> Rayianna Daniels: Yes.

>> John Rempel: It tells you the profile picture is up. I'm going to tab again. It tells you the elapsed time. Tab again. Show participants button. These are buttons and a person would generally think they can tab through the buttons but that's not the case. The only thing that works here to cycle through these buttons on this control panel is right and left arrow. If I go up and down arrow, if I tab, if I shift tab it doesn't allow me access to these other controls here. As I arrow through here, it does a good job of mentioning what they are. [Synchronize speech].

Here it gives you the short cut keeps. This is more challenging than with Zoom. You can control shift O control shift M you can think of that as the mic although on Zoom it's audio which makes more sense. One right arrow over this makes no sense.

>> John, we're not seeing your video screen.

>> John Rempel: Rayianna, are you seeing it?

>> Rayianna Daniels: In the video it appears John is going through Teams. Are you able to see where it says waiting for others to join and a picture of John in the middle?

>> Yes.

>> Rayianna Daniels: At the top of the screen it may be hard for some people to see but he's tabbing through the buttons at the top.

>> John Rempel: Thank you, Rayianna. This is the main screen that you would land on in Teams. I'm going through the controls here. Again, I had to prerecord this just because of the components wouldn't have been coming up the way they are now. So I will play again.

>> And again control shift Microsoft has likely run out of short cut keys, so they go with what's left.

If a person doesn't know that they can left or right arrow through these controls, they are going to get caught in a loop. So I'm hitting tab and it's cycling through the different items that are highlighted. So that is more of a usability issue than an accessibility issue because technically that is accessible but that's unfortunate that that's not more explicit. What Microsoft could have done is when I land on this control panel here it could have said move left and right arrow to navigate. Otherwise, it's great contrast generally speaking. It is quite accessible. It is a powerful platform when it comes to file sharing, screen sharing, audio sharing. There are some down sides for example if I go to more it does have turn on live captions and that is AI driven. A person can't actually assign someone for live or manual caption. It's limitations. AI captioning is a real downfall. And there are no options to pin a specific person which is very valuable if someone is streaming ASL. That capability is not available with Teams.

Now here's a quick walk through of Zoom. I apologize for you being exposed to my mug shot here for as long as you have. I'm going to tab once. Currently unmuted. Alt text plus A. That's easy. It quickly turns mute on and off. If I tab, audio now unmuted, start my video, alt text plus V for video. That's easy. I can toggle on and off and it quickly tells me whether it's started or stopped. So much easier key strokes to remember. Alt text A for audio, alt text V for video. Video settings. So it's well labeled here. Press space to navigate and then arrow. It is explicit with how to navigate and access the content even more so than Microsoft. With Zoom it allows for a person to assign a specific captionist or a person can stream through a third-party application as well and open up a separate window and run that simultaneously. So there's great accessibility features here. Both Teams and Zoom have excellent contrast. What's really important here also is it allows a person to pin a specific live stream or a profile so if a person is using an ASL interpreter, so they can see the interpreter while looking at a PowerPoint slide for instance.

>> John Rempel: Okay. Thank you all for tolerating that. Hopefully that was helpful. That was just a quick walk through using JAWS, Job Access with Speech the most common screen reader available. Again, Teams and Zoom are quite accessible for the most part. I tried to highlight some of the pros and cons of each. Rayianna, do you want to share your screen?

>> Rayianna Daniels: All right.

>> John Rempel: I will pass it on to Rayianna.

>> Rayianna Daniels: Thank you, John. So as John mentioned earlier and showed you in the agenda, I'm going to be going over Teams and Zoom and some accessibility features that I think are of high importance and tips and tricks that you guys should be aware of and remember when hosting a webinar or meeting on these platforms.

So, just a general over view of Microsoft Teams. I'm trying to hide the control panel. Microsoft Teams is a business communication platform that is included in the Microsoft 365 family. It has multi access. That means it's useable on windows, Mac, iOS, and android. Some of the features is video conferencing, file sharing, screen sharing, live chat and voice and video calling. In comparison with Zoom, Microsoft Teams is more of a meeting platform verses a webinar platform. So, getting into the first accessibility feature that I think is important is color contrast. When you use Microsoft Teams, there's the option to put the platform in dark mode or high contrast mode as an alternative to the regular white and purple theme.

So on the left side of the screen we have the dark mode where you can see there isn't much difference from the default theme other than where you have a white back ground it is now a dark gray. With it would have been a purple back ground you will have a black background.

On the right side of the slide you see a completely different layout and theme compared to the other one because it's trying to ‑‑ it has the highest color contrast. So you have the completely black back ground and accents of yellow because they have the highest color contrast ratio. Then you also have accents of this light neon blue because that has a high contrast as well. One thing to note is that dark and high contrast modes are supported on windows and Mac platforms.

So moving into keyboard accessibility for Microsoft Teams. Keyboard short‑cuts are provided on the community website. There's a list of them you can check out. Regarding those short cuts they are limited when referring to meetings and calls. They're also mostly 3 key short‑cuts which can be difficult for users with a limited reach. John showed the video for mute it was control shift O ‑‑ that might be wrong. It's typically 3 key short cuts. Also some aspects are not intuitive. So you would think you would tab to every button on the platform or on the application, but it's more so broken into areas. So you tab to an area and then you use the left and right arrow keys to navigate within that area.

All right, so screen reader compatibility. Microsoft Teams is compatible with JAWS and NVDA. The website confirms that. However there is a lack of documentation regarding VoiceOver, but in research of this presentation, John and I were able to test Microsoft Teams using VoiceOver. I was able to play around with it a little bit on my phone and on a personal Mac book and I was able to confirm that it does work pretty well when using VoiceOver. I see that the chat is lighting up, but I can't see what they're saying.

>> John Rempel: I'm responding to some questions here. I can consolidate the questions and at the end we can address them.

>> Rayianna Daniels: All right. I just wanted to make sure no one was telling me to slow down. Moving into captioning, just as John mentioned in his video, the captions for Microsoft Teams are autogenerated by the Microsoft automatic speech recognition service. If you ever heard myself or John talk about captioning before, whether in a meeting or webinar, I'm sure we both have said that autogenerated captions are not always accurate. Depending on what type of service you use, they can be pretty wrong. I don't know if you have ever tried to watch a video on YouTube with auto captions they get a lot of words wrong. So Teams isn't as accurate as it could be with an actual captionist typing the captions. So if you consider using Microsoft Teams for like a COVID‑19 update or something highly important or highly critical, it would be recommended to consider an alternative because you cannot add a captionist to any of your meetings or calls. You're restricted to using the automatic captions.

So as I mentioned before, I was going to layout the accessibility topics I thought were the most important and get into miscellaneous things that didn't fall into either of those categories.

Content magnification. You can magnify content within Zoom using ‑‑ I'm sorry, within Teams using the Zoom in or out feature. If you use a mouse or hold down control and use the spin wheel on the mouse you can quickly zoom in and out of the content. Focus mode in Teams is another thing that I really like. It allows you to remove that little bar at the bottom where the participants are and anything on the side bar to completely focus on what's being shared or talked about by the presenter. If you use focus mode with full screen mode you will have a bigger screen and also remove all distractions. I find that to be most useful when someone with a large monitor is sharing content because I typically use a lap top, so if someone is using an external monitor and trying to share something it comes across very small on my screen. So when I use focus mode and full screen mode I'm able to get a better view of what they're sharing.

That goes into the first tip at the bottom. I'm going to skip the last feature for a moment. If you are using a very large monitor or sharing content in general, be sure to zoom in or enlarge the content that you're sharing. Especially if you're only talking about a portion of the page because it can be hard for people with low vision to follow where you are in the page if the content is small and you're moving all over the place and you're not highlighting where you are.

To jump back a little bit, Teams has an indicator ‑‑ screen readers can indicate when the camera is enabled or not when entering a meeting. So if you use a screen reader it will let you know if your camera is on or not. I thought that was cool. If you're using a screen reader you might not be able to see the camera option. I think it's a switch. So if you're not camera ready or you don't want to be on the camera at the moment, the screen reader will let you know your camera is on or not.

So the final tip for Microsoft Teams if you're hosting a meeting when others enter the room it's best to acknowledge their presence. Teams doesn't have the ability to announce when someone enters or leaves the meeting. So it's best to acknowledge the presence of people who enter or leave the room.

All right. So moving into Zoom. Zoom is a video communication platform that was created in 2011 by Eric Yuan. Just like Teams has multi-platform access. So windows, Mac, iOS, android. Some of its features are teleconference, webinars, live chats, screen sharing. I feel like Zoom is more of a webinar platform. You typically hear about people hosting webinars or events using Zoom verses Teams. That could just be me but that's how I typically hear about it in that aspect and that's how I like to think about it.

So, first area of accessibility: Color contrast. So, zoom out of the box already has a really good color contrast with its default theme with the dark blue on the white. If you don't like to change the settings to suit your preferences and you want to use it as is, but you need a high color contrast, out of the box it's a good color contrast already. If you want to put it in dark mode, that is only available for Mac operating systems and their website is not clear why. So if you are on windows and you want a higher contrast or a darker version you have to use high contrast mode and the same goes for iOS and android.

So keyboard accessibility. The keyboard short‑cuts for Zoom just like Teams are available on their website. The difference that I found is that Zoom has keyboard short‑cuts for virtually every aspect of the platform and have an extensive list. Another difference is something I think John pointed out where Teams has 3 key short‑cuts. Zoom has 2 key short‑cuts and they are logical and easy to use. Logical in that alt A for audio is very easy to remember because A for audio. Or alt V for video is very easy to remember because you're associating the letter with the function.

I'm checking the time. So screen reader compatibility. According to their website, Zoom is compatible with JAWS, NVDA, VoiceOver and android talk back. So as far as JAWS and NVDA are concerned it works very well. Even though it's compatible with all of these screen readers there are some exceptions. The biggest one being access to the control panel. There's a control panel that shows up at the bottom of Zoom. If you haven't set that to always on t automatically hides itself until you hover over it with a mouse. If you use a screen reader or keyboard only, you may not be able to get back to that control panel. So that's where the compatibility with screen readers is kind of limited. Another cool feature regarding screen reader is Zoom has a remote-control feature that allows for the screen sharer's screen reader. If I gave John control over my screen, if I had my screen reader on, he could control my screen reader as well. We found that when we were testing it out it's a little laggy and glitchy in some places. There are some areas that the person who has been given control can't access. I feel like that's more of a security issue more than anything. Also when you remote control somebody's screen there's always a big of lag anyway. So that's standard.

All right. So captioning. Live captioning is available for all users regardless of their membership type. Captions can be provided by meeting participants or a third‑party service. And then we were just made aware within the past month that Zoom will release its autogenerated captioning feature for all users. I think having both options available for all users is what sets it apart from Teams as well. Teams doesn't have the option to add a captionist. You're restricted to using the auto captioning. With Zoom you have the option of one or the other ‑‑ or at least in the fall you will. Transcripts are provided at the end of the meeting. Recently I was made aware that that is mostly for membership levels higher than the free membership. Recording are available for business and enterprise memberships. Realtime caption is for pro and business memberships. It's not available to all members.

I'm sorry if you're hearing something in the back ground. They just started blowing leaves outside. So I apologize for that.

>> John Rempel: It's not too bad, Rayianna. You're coming through loud and clear.

>> Rayianna Daniels: Awesome. Thank you. So getting into the miscellaneous features and tips. So going back to the color contrast feature that I mentioned before, if you're not comfortable with changing the default theme and you don't want to change it the way the application looks, you can change the size of the font or color of the font or if you need a larger font size you can change that to suit your needs. Another cool accessibility feature is the option to have a sign language interpreter because of the video pinning feature. You can pin the video and you don't have to worry about it getting in the way of what's being presented or being over taken by the person speaking.

So getting into some of the cool tips and tricks I guess, many of the features of Zoom are available only in the website or web base version of Zoom and not the desk top application. For example, if you're trying to change the theme or the way it looks, that's a feature that can be changed in the desk top application. If you're trying to turn on captioning to have that enabled for everyone, that's a feature that can be changed on the website. Another way to look at it is the website version of Zoom is where you change account settings. The desk top version is where you change aesthetic or visual settings.

Tool tip number 2: If meeting attendees need captioning whether you 100% know they need it or you just assume they need captioning, it's necessary that you enable the closed captioning feature before starting the meeting. That's just something to note. For the final tip: Keyboard only and screen reader users should enable the always on function of their control panel to ensure access during the meetings. We have this in the slide so you can refer back to this if you forget.

So that was an overview of the accessibility features and tips and things related to accessibility regarding Zoom and Teams. I'm going to move into mobile accessibility for a moment.

Because desk top accessibility features roll into mobile accessibility we thought we would put it all on one slide because I would cover the same topic for each application, and I know you don't want to be here for 2 hours. Everything that's accessible on desk top is also accessible on mobile. Both applications are presented as native apps that are accessible ‑‑ highly accessible. They have a responsive design because they're made for mobile devices. Just to sum it up.

So, as John mentioned, you'll get a copy of the PowerPoint as a PDF file. And so I want to include some resources that I thought were useful and wanted to make it quick and easy for you to go back to. For Teams we have a link for screen reader instructions, a link to accessible live events and meetings and what you can do to make your live events and meetings more accessible and a list of their short‑cuts. For Zoom I wanted to provide the entire Zoom accessibility home page because it is full of a lot of information and a lot of links to different areas of their website. That home page has a ton of information. I wanted to provide the managing and viewing captions because that's one you will probably refer to the most when thinking about Zoom accessibility. So that is pretty much it. Now we can start taking questions.

>> John Rempel: All right. Thank you, Rayianna. I'm in the chat room now just fielding questions. Thank you to Danny for posting the link for the short‑cuts for Microsoft Teams. [Indistinct speech] mentioned for multipin the host has to allow participants to multipin. That's actually for Zoom she's referring to. Please correct me if I'm wrong but I don't believe Teams allows pinning at this point the way that Zoom does. And Julie asked can you edit the captions? I'm not sure exactly what's meant by that. With the transcripts that are provided? Absolutely. With the captions it would be ‑‑ as far as the ‑‑ I think what you're asking is the AI captions can they be edited? As long as it's in a transcript absolutely you can edit any of that. Julie, let me know if I misunderstood your question there. Jen commented can a person or teacher edit the YouTube captions? Yes, you can manually go in and edit. Does the auto caption create a transcript? It does. With the free version there's no transcript. With the paid versions for Zoom it does provide a transcript, as well as Teams. Teams live is a separate platform within Teams for hosting webinars. Thank you for that feedback. [Indistinct speech] mentioned how well do Teams and Zoom work with screen readers in the live chat? They work extremely well. Some of the shortcut keys specifically with Microsoft products are really memory intensive. So it's a real challenge there. I lost my chat there. I guess when Rayianna stopped sharing. Give me a moment.

>> Rayianna Daniels: Sorry about that.

>> John Rempel: That's all right. I didn't know that would kick me out either. I apologize. I'm just trying to find where I was. Okay. Were there any other questions that anybody had or comments?

>> Rayianna Daniels: I see one from [indistinct speech]. Could you clarify the captioning features in Zoom? What's new in the fall? And how it differs from what's available now?

What's available now is all membership tiers have the ability to add a captionist and have captioning. But I don't believe all membership tiers have the auto captioning. So that's what will be coming in the fall.

>> John Rempel: Yeah. I think that's my understanding too. The AI captioning in Zoom will be there by default. It's not going to be a separate purchase. Any other comments or questions or areas that you think we may have missed that might be important to highlight? Both of these applications are changing.

>> Rayianna Daniels: I see two more questions in the chat I don't think you got to from Stacey can one of you speak to integrating ASL interpreters on both platforms? You want to take a stab at that one.

>> John Rempel: I think Dr. Ballenger is online too. With Zoom that's what the pinning feature really leverages. The ability for an individual to take a live stream and position it where they want on the screen, resize it to what they want while still watching the actual presentation or PowerPoint being presented on the screen. Teams is a different story. You can live stream an ASL interpreter, but the challenge is Teams as far as I know unless it has changed recently, you don't have the pinning feature. And you can't ‑‑ that means you can't prioritize one live stream over another necessarily for that live stream to stay in place and be resized. Dr. Ballenger, do you have any other comments on that?

>> I think she stepped out for a moment.

>> Rayianna Daniels: I want to point out that jess said you can pin in Teams and she linked a link talking about where ‑‑ from the Microsoft website how to pin in Teams. There's another comment that says as of yesterday Teams is allowing people to live caption.

>> John Rempel: Wow! That's exciting.

>> Rayianna Daniels: The final question we have is from Craig is there a comparison sheet for everything you talked about today? I didn't see one in my research. I went to their websites and pulled out information and took my own notes. John, do you know if there's a comparison out there?

>> John Rempel: Not that I know of, but these platforms are very different in some aspects. So I would be hesitant on a comparison side by side comparison because although you can use them for similar things, as was mentioned earlier with Teams it's a sophisticated application you can use it for file sharing, creating various groups. So you can do almost a rudimentary form of project management within Teams. Whereas Zoom is really just a conferencing platform primarily. So I would be uncomfortable with a side by side comparison because in some ways it would be comparing apples to oranges. It also depends on what the person's needs are. If you're not a screen reader user it probably won't make a huge difference with the 3 key combinations that Microsoft Teams likes to use. However, if you're glare sensitive or color blind, or low vision, both platforms are excellent with their color contrast capabilities. So it depends on the person's disabilities, how they're leveraging these tools and their preference really. Both websites, Zoom and Microsoft Teams, are really comprehensive when it comes to laying a lot of this out. It's a little bit like drinking from a fire hose because there's so much content. We tried our best to condense as much of the information as possible in this webinar. I encourage you to check out their websites for additional information.

>> Rayianna Daniels: I can speak to that as well. You can get lost on their websites. Especially on their accessibility pages because they link to a lot of different things. You can go down a rabbit hole for both of them. I would recommend checking them out as well. I think that was it as far as the questions in the chat. Did anyone else have any questions or comments or concerns?

>> I do. My name is Brian Mosley. I'm visually challenged or blind. Do either of you know if either on Teams or Zoom's website they have a specific training for screen reader users or information addressing how to actually ‑‑ not just access it but navigate like you explained? That's hard to remember. So if there's somewhere I can go switch screens to find out what to do I might be able to navigate better. Zoom is pretty easy, but Teams has been a problem.

>> Rayianna Daniels: Yeah. I know specifically Teams does have a page that talks about screen readers and how to navigate the platform with the screen reader. I have that listed in the slide show that you will receive as a resource. I can also drop the link in the chat if you give me a moment.

>> John Rempel: Brian if I can make a suggestion here too. Someone's got their audio on.

>> Brian: That's me. I'm trying to mute.

>> John Rempel: Like I mentioned in the video, some of it is not very intuitive. The cognitive load is pretty high for a screen reader user just to jump in and learn how to do this. But there's nothing really beats getting in there and trying different things. In your own time either with a family member or friend and playing around with it and determining your comfort level. The shortcut keys are one way of accessing the features but technically you can access almost everything using the tab and arrow keys. So it depends on what your preference is. I use many shortcut keys because I like to be quick and get to it as quick as possible. I'm impatient when it comes to the computer. But the cognitive load can be challenging. So even though its laid out with all the shortcut keys but you're only using 5‑10% of them then it will be information overload. You may want to check out ‑‑ there are often YouTube videos that do walk throughs of individuals who are AT users using these platforms. I often find a lot of good resources on YouTube. For example, typing screen reader Teams or screen reader Zoom and they will provide a lot of information as well.

>> Brian: Thank you both.

>> John Rempel: Thank you for the question because it is information overload for a lot of people.

>> Brian: Yeah.

>> John Rempel: All right. Any other questions? We're at 2:27 now. Just give people a moment to comment or a question. Anything else? Hopefully this was helpful. Rayianna, thank you. Rayianna did a lot of research on this as well. Thank you, Rayianna, for laying this out in a logical way.

>> Rayianna Daniels: No problem at all. It taught me a lot when I was doing the research too. I got a lot out of it as well.

>> John Rempel: Excellent. With that we'll close it out. This will be archived, and the PowerPoint will be saved as an accessible PDF and sent to everyone who registered. So thank you for your time. We really appreciate it. With that I will close it out. Enjoy the rest of your week.