Virtual Meetings: Ensuring Access for All

Rayianna Daniels-Wynn, MBT, CPWA

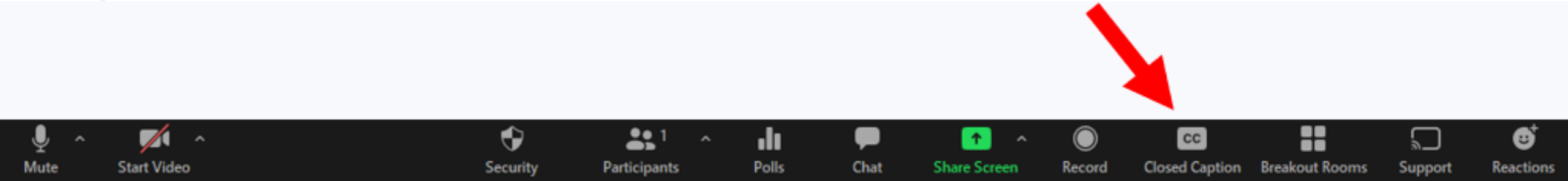
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Live Captions Provided

Two Options:

1. Access StreamText link available in the “Chat” (“Chat” control in Zoom toolbar).
2. Access the “Closed Captions” option (“Closed Captions” control with “CC” above it in Zoom toolbar).



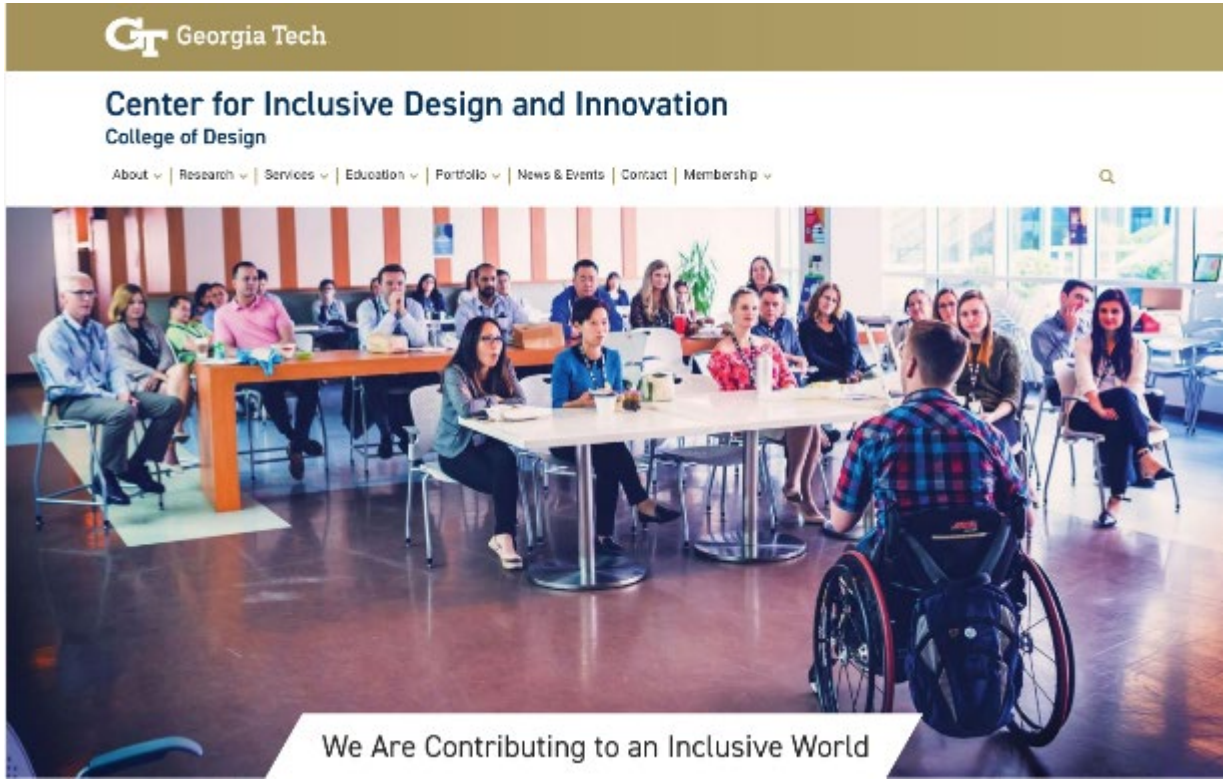


AccessGA

- AccessGA is a collaborative project of the State ADA Coordinator's Office – Georgia State Financing and Investment Commission (GSFIC), Georgia Technology Authority (GTA) and Georgia Tech's Center for Inclusive Design & Innovation (CIDI).
- AccessGA's purpose is to support State of Georgia agencies with Information and Communication Technology (ICT) accessibility, promoting equal and timely access for employees and customers with a wide range of disabilities.

Georgia Tech – CIDI

- Accessibility Consulting – ICT and UX
- Braille Services
- Captioning and Described Audio Services
- Professional E-Text Producers
- Certified Assistive Technology Team - Tools for Life
- Research (disability-related)



Presenter

Rayianna Daniels-Wynn, MBT, CPWA, holds a Bachelor of Science in Computer Science from the University of Tennessee at Chattanooga and a Master of Business and Technology from the University of Georgia. She brings extensive experience in web accessibility training, accessibility evaluations, web development, and IT support. Rayianna also delivers training on a wide range of applications and assistive technology solutions to higher education institutions across the country.



Session Agenda

- Importance of Access for All
- Considerations for an Accessible Virtual Meeting
- Building Accessible Virtual Meeting Experiences
- Q&A

Learning Objectives

- Identify common accessibility barriers in virtual meetings and their impact on participant engagement and inclusion
- Explain key accessibility requirements and considerations for hosting accessible virtual meetings
- Compare built-in accessibility features in Zoom, Microsoft Teams, and Google Meet

The Importance of Access for All

Why Access Is Important

- Equal participation
- Better communication
- Legal responsibility
- Increased engagement and productivity
- Foster inclusive workplace culture

Common Barriers to Accessibility

- Missing or inaccurate captions
- Inaccessible screen sharing
- Keyboard navigation issues
- Audio quality issues
- Visual overload
- Lack of meeting structure
- Inaccessible supplemental materials

How To Hold An Accessible Virtual Meeting

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Before The Meeting

- Choose the right platform
- Captioning
  - Hire a captionist
  - Enable automated captions
- Allow accommodation requests
- Send out accessible digital materials ahead of time

During The Meeting

- Ensure communication is clear
- Say your name before speaking
- Be cognizant of keyboard-only and/or screen reader users

After The Meeting

- Provide accessible deliverables
  - Captioned/transcribed recordings
  - Fully accessible slide deck
- Survey
  - Choose the right platform

The Platforms

Microsoft Teams

- Focus
  - Internal communication within organizations
- Features
  - Chat
  - File Share
  - Meetings
  - Video/Audio Calls
- Fully integrated with Microsoft 365



Zoom Workplace

- Focus
  - Meetings
  - Webinars
- Features
  - Meeting tools
  - Scheduler
  - Meeting Hub
  - Interactive tools
- Used for large-scale events like conferences, trainings, etc.



Google Meet

- Focus
  - Small-scale meetings
- Features
  - Standard meeting tools
  - AI Meeting Notes
  - Interactive tools
- Fully integrated with Google Workspace



Platform-Specific Accessibility Features

Microsoft Teams - Captions

- Live auto-generated captions
  - Can be turned on during meeting
- Real-time remote captions
  - Must be set up during creation of meeting
  - Generated CART link will need to be provided to the captionist

Zoom - Captions

- Automated captions
  - Access is limited to certain accounts types
  - Enabled/disabled via Zoom account
  - Enabled during creation of the event
- Real-time remote captions
  - Enabled/disabled via zoom account
  - Enabled during event by host
  - Host must assign a captioner

Google Meet - Captions

- Automated live captions
  - Enabled/disabled during meeting
  - Offers language translation

Platform-Specific Accessibility Considerations

Microsoft Teams – Considerations

- Captions
  - Lagging is possible
- Screen Reader & Keyboard Use
  - Strong screen reader support
  - Chat, participant and reaction panels can be overwhelming
- Chat, Q&A, and Reactions
  - Chat may be very active for larger crowds
    - Use Q&A (for webinars) instead
  - Reactions are only visual

Zoom – Considerations

- Screen Reader & Keyboard Support
  - Strong support of keyboard shortcuts
    - Mute, raise hand, chat
  - Pop-ups can interrupt screen readers
    - Breakout alerts
    - Polls
- Chat, Q&A, and Interactions
  - Polls are not fully accessible without verbal context
- Visual Layouts
  - Spotlighting speakers helps reduce visual complexity

Google Meet - Considerations

- Captions
  - Limited customization for users
  - Transcriptions can only be downloaded via third-party tools
- Screen Reader & Keyboard Support
  - Simpler interface allows for good screen reader compatibility
  - Browser-based design allows for keyboard navigation
- Screen Sharing
  - Simple but lacks advanced presenter tools

Resources

- Accessibility tools for Microsoft Teams - https://support.microsoft.com/en-us/office/accessibility-tools-for-microsoft-teams-2d4009e7-1300-4766-87e8-7a217496c3d5
- Accessibility | Zoom - https://www.zoom.com/en/accessibility/
- Google Accessibility Help - https://support.google.com/accessibility/?hl=en&sjid=10347712429600019661-NC#topic=9071908

Questions?

