

Troy University Transcription Request Process

- A. Troy University will ensure that quality, effective transcription of all audio materials will be made available in a timely manner to any student who has such accommodation. A transcription shall be provided in any course the accommodated student registers for that contains videos.
- B. Students are urged to register for their classes as early as possible so that books or video captioning/ transcription can be completed quickly.
- C. The Disability Services Coordinators ensure that textbook conversions or video captioning/transcriptions are begun as soon as possible after registration in the class.
- D. After an online student has registered for their classes, an accommodation letter is sent to each professor by the Disability Services Coordinator detailing the requirements and the need for accommodation from the professor. For on-campus students, they are given a copy of their letter and then the student must provide the letter to their individual instructors.
- E. In the event video captioning/transcription services are needed, the Disability Services Coordinator contacts the professor to ensure any video content in the class is properly accessible. The professors are required to allow the Disability Services Coordinator to review any video already captioned or transcribed to ensure accuracy.
- F. Effective transcriptions will clearly identify the words and sentences which are presented aurally in all video materials used as part of class materials. These words and sentences will be transcribed in a manner which makes them accessible to a student who meets the admissions requirements for a degree at Troy University and who is being accommodated due to deafness/hearing loss. This transcription will be free from major errors of grammar and syntax which would prevent the assignment of meaning to the words and sentences by a person who meets the Troy University admission requirements and is being accommodated for deafness/hearing loss. The transcriptions or captions provided to the student will use the current and common accessibility standards.
- G. Troy University is committed to the need for timely effective transcriptions of materials and understands that any excessively long wait period for a transcription materially affects the student learning opportunities. Troy University will execute all transcription orders within 24 hours of their request by a student being accommodated. Should the time period for the receipt of the transcription go beyond the start of class, the University will work with the teacher and student to accommodate this time lag so that the student's learning

opportunities and any graded assignments are not penalized. This additional accommodation will be determined to the satisfaction of the University's designated accommodation officer, the instructor of the course, and the accommodated student.

Troy University employs AMAC for their transcription services. AMAC uses the most modern formats available, with a turn-around time of 7-14 business days for captioned video or audio media and a maximum of 21 days for books. However, for members such as Troy University, AMAC is able to complete orders in a much smaller time frame upon request. This time frame typically is in reference for a complete textbook conversion. If the textbook has been converted in the past, it is available immediately. The time frame for video captioning/transcription is dependent on the size of the video and generally takes less time for completion. When there is a time constraint related to the availability of the material, AMAC will send portions of their completed work to the student in chunks so that the student can use it until AMAC has completed all of their work.

If a video cannot be transcribed, then Troy University will instruct the professor to remove the video from their course, and to replace said video with an alternative assignment for the entire class.