# **HOW HUDDERSFIELD UNIVERSITY USES CAPTION.ED TO SUPPORT THEIR STUDENTS**

“I would 100% recommend Caption.Ed to another university. The accuracy, the fact its timely, configurable and all the great things we’ve spoken about today make it a vital part of our university”.

“We actively encourage students who have a disability to use Caption.Ed. However, it’s also very useful to those students where the lectures aren’t taught in their first language or who are simply struggling to keep up with what is being said. It’s also very useful when lecturers have a particularly strong accent. Over the coming year we are hoping to publicise Caption.Ed much more widely across the campus.”

## MEET HUDDERSFIELD UNI.

By Richard Purcell

Huddersfield is a university of nearly 20,000 students in West Yorkshire. A university that prides itself on its teaching standards, Huddersfield is joint first in England for professionally qualified teaching staff, and promotes accessibility and inclusion for its students through their dedicated Disability Services team.

Huddersfield University needed to find a captions and transcription provider that could not only meet the accessibility requirements of their students and academic staff, but would provide a product that the students would love to use and would genuinely support their learning.

We caught up with Andy Eachus, Digital Skills Trainer (Accessibility and AT) to discuss how they have implemented Caption.Ed and how they hope to roll it out further across the university.

### HOW CAPTION.ED HELPED

### Accuracy and speed.

“As a hearing impaired person myself, I have often used automated captions and chuckled at the inaccuracy and poor timing. Accuracy and speed were very important factors when selecting our captions partner.

When I heard about Caption.Ed I expected it to be fairly accurate but I didn’t believe it would be timely enough, Caption.Ed has blown me away. I’ve worked in technology for thirty years and it still amazes me how quickly you are able to provide perfectly accurate captions”.

### Customisable

As well as providing real-time captions and highly accurate transcripts for their students and academic staff, Andy needed a product that was fully customisable in order to aid the widest range of disabilities.

“The other big difference between Caption.Ed and other products is that it's totally configurable. For our students with dyslexia, APD and visual impairments this is absolutely invaluable.”

The background colours, fonts and sizes are all configurable within Caption.Ed. Not only that, captions are available in many different languages and customisable to subject specific lexicon, even the most complex scientific terminology.

### Human Moderation

Caption.Ed allows for the intelligent triaging of captions based on accuracy, to allow editing resources to be prioritised.

“The ability to edit transcripts was really important, we’ve found it really easy to edit any transcripts and with the improvements on the way I’m sure it will become even easier and fit within our workflows seamlessly”.

### IT'S ALL ABOUT THE DELIVERY

### Onboarding

Caption.Ed’s dedicated Customer Success team works alongside every customer during the onboarding process and throughout their time with Caption.Ed.

“The onboarding process was very smooth, any queries that we had were answered swiftly, in fact I’d say it was an exceptional service. Even the fact that I needed Caption.Ed to work through a Microsoft Edge extension that wasn’t currently supported by the product was quickly met with a receptive can do attitude and the team made sure it happened. The team is brilliant, I can’t fault a thing”.

### Secure and compliant

“The fact that you are a British company providing a service for

predominantly British customers was a huge selling point to me. Not only from a customer support perspective but it ensured I had no blockers from a GDPR and system security point of view.”

### Reaction from students

“Rolling out a new piece of software during a pandemic was tough, we had to promote Caption.Ed purely online so this year I can’t wait to be able to demo the product in person. That said, the feedback I had from the students that used the software was very positive.”

Co-branded promotional materials are available through the customer success team to support our university partners with promoting the use of Caption.Ed throughout their campus both online and in person.