

How to work with captions in My Media on Blackboard

NOTE: Part A below creates machine-processed captions, which are only 60–80% accurate in most cases. After captions have been requested and processed, you should review and manually edit the captions (Part B on page 3). This two-step process will ensure fully FCC-compliant (99% accurate) captions. Also, if you want to save a plain-text version of the entire transcript from the captions, follow Part C on page 5.

Part A — Requesting captions

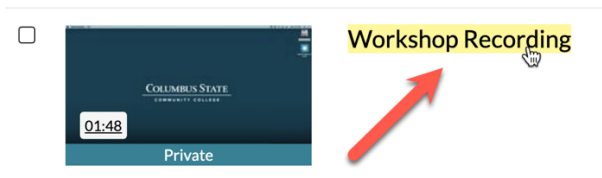
1. After logging into Blackboard, click the **Tools** link in the left navigation menu, then click the **My Media** box on the right side of the screen.



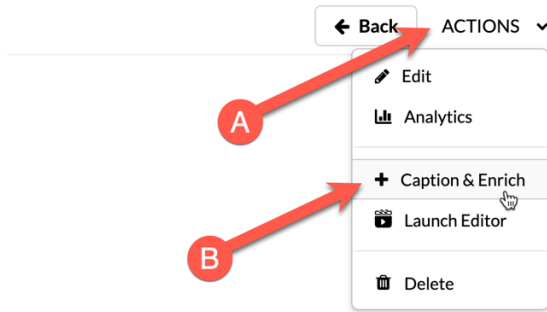
2. In the My Media page that appears, click inside the **Search My Media** text field and type in keyword(s) from your video's title. The page should automatically refresh and display any videos containing the keyword(s) you typed.



3. Find the video listing you need below the search text field, then click its linked title just to the right of its thumbnail preview image.



- In the giant video player page that appears, below the video player, (A) click the **Actions** button to the bottom right, then (B) click **+ Caption & Enrich** from the pop-up menu.



- The webpage area beneath the **Actions** button will refresh, and a new “Order Captions” area should appear below. Do not change any of the drop-down menu settings. Just click the **Submit** button in the bottom-right corner.

Order Captions

A screenshot of the 'Order Captions' form. It contains three dropdown menus: 'Service:' set to 'Machine', 'Source Media Language:' set to 'English', and 'Feature:' set to 'Captions'. At the bottom right, there is a dark blue 'Submit' button with a white mouse cursor over it. A red arrow points to the 'Submit' button.

- A “request has been received” notification should appear. Click the **x** button to dismiss it.



- Above the “Order Captions” area is the “Captions requests” area. You should see a “Pending” listing under the “Status” column to indicate your caption request has been submitted.

A screenshot of the 'Captions requests' table. The table has columns for 'REQUEST DATE', 'SERVICE', 'FEATURE', 'LANGUAGE', and 'STATUS'. A red box highlights the 'Pending' status in the 'STATUS' column for the first row.

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS
08/07/19	Machine	Captions	English	Pending

- When these captions have been processed and are ready to be reviewed, you will receive an automated email in your Columbus State inbox from the CSCC My Media system. The Subject line of the email will look like this:


[EXTERNAL] CSCC My Media - Captions for (name of your video here) are ready


You cannot proceed with the next steps until you have received this CSCC My Media email.

Part B — Editing captions

- Follow steps 1 – 4 above. Once you are in the “Captions requests” area, click the small pencil (Edit) icon to the right of the “Completed” status.

Captions requests

REQUEST DATE	SERVICE	FEATURE	LANGUAGE	STATUS	
08/07/19	Machine	Captions	English	Completed	

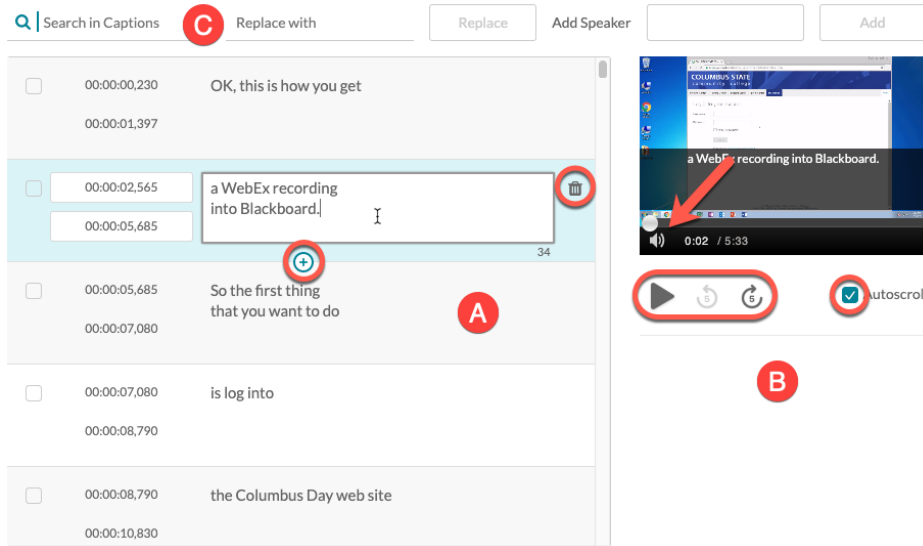


- You should now be in the Closed Captions Editor. See the next page for an overview of the editor interface.

The text elements that are most challenging for automated captioning include:

- Proper sentence punctuation (where to split/end sentences with commas or periods)
- Discipline-specific (mathematical, scientific, medical, etc.) terminology
- Uncommon proper nouns/names/titles (words that may not be in a dictionary)

So, be sure to check these elements in particular when reviewing your captions. Automated captioning accuracy is also based on the quality of the audio recording, so if there is a lot of ambient noise and/or the microphone input is poor, the captioning system may struggle with the audio content. Speakers with strong accents may also create accuracy issues.



A — This is the main caption editing area. Timecode is displayed on the left (in hours : minutes : seconds : milliseconds), with the caption text on the right. The active captions are in a blue box. Click on text that you want to edit, and its caption box will become active. Manually type in whatever revisions are needed. Click the trash can icon on the right to completely delete the caption. Click the circle + icon to add new caption text after the current caption.

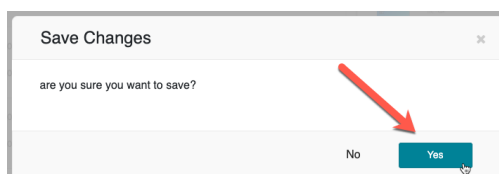
B — This is the playback control area, with a small thumbnail video player above it. Click the triangle icon to begin playback at the current place in the video. Press it again (when it has a || icon) to pause playback. The two circular arrows allow you to skip backward and forward by 5 seconds. Make sure the **Autoscroll** checkbox is checked, so the main caption editing area will scroll up in real time as the video playback progresses. Also, make sure the speaker icon in the thumbnail video player is active, so you can hear the audio from the video.

C — This is the caption text search area. If there is a common word or phrase that is consistently wrong throughout the video, you can do a “global” search and replace function.

11. As you make corrections, save often. Click the **Save** button in the upper-right corner.



12. In the “Save Changes” window that appears, click the **Yes** button. Again, save often.



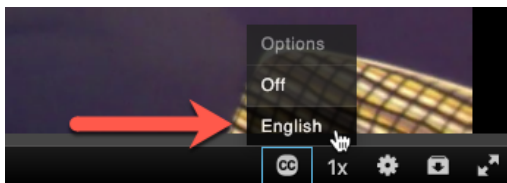
13. IMPORTANT: If you are in a long caption review session, then every 15 – 20 minutes, click the tiny **Back** text link in the upper-right corner. This will prevent a web browser timeout from interfering with your edits. Then follow steps 1 – 4 and step 9 again to return to the editor.



14. When you are finished with the review, after saving your work one last time, click **Back** again.



15. Be sure to double-check your captioning accuracy by clicking the **CC** icon on the video player bar, then clicking “English” to view the captions while playing the video.



Remember that FCC regulations require **99% accuracy** for captions to be compliant with the 21st Century Communications and Video Accessibility Act (CVAA). For more information about captioning and federal legal requirements for accessibility, go to <https://bit.ly/csc-cc-captions>

Part C — Saving a plain-text block transcript of your captions

16. Follow steps 1 – 2 above.
17. Find the video listing you need below the search text field, then click the tiny pencil icon to the far right of its thumbnail preview image.



18. At the bottom of the video player that appears, in the gray bar beneath the standard controls, (A) click **Show transcript** to see a preview of the plain-text version of the captions from the video — which will be one large block of continuous text without any timing indicators or line breaks — and/or (B) click the small down-pointing arrow icon to download a .txt file of that transcript. Done!



If you have any questions or problems, please email teaching@csc.edu