

Heller School Guidelines for Event Captioning and ASL Interpreters

In general, Heller events should be made as accessible as possible. This not only promotes equity of access among users with disabilities, it also creates a superior viewing experience for all users. The guidelines below address only some of the elements that contribute to inclusive access. Please see [Rooted in Rights](#) for more information about how to make events accessible to the disability community. We also recommend adding a statement to your department's promotional materials suggesting people contact the department coordinator with any accommodation requests.

1. Captioning Event Videos and Live Captioning Virtual Events

Per [university policy and federal law](#), any digital content created and distributed by educational institutions—including event recordings—must be captioned and transcribed in order to appear on any official digital platforms such as the Heller School website, LATTE pages or official social media accounts. If you intend to caption your event recording in order to share the video later, we recommend arranging for live captioning in advance as one important way to maximize the accessibility of the event itself.

In addition, it is recommended that live captioning services be arranged for:

- All large events (e.g. anticipated attendance in excess of 50 people) that are advertised and open to attendees from outside the immediate community of Heller School faculty, staff and students. This includes events that are open to alumni or campus-wide events.
- Any event that is targeted to audiences who may be more likely to benefit from captioning, such as persons with disabilities, people with hearing loss, or persons for whom English is a second language.
- Wherever feasible, event organizers should build the cost of live captioning into their event budgets in advance, and make them part of their regular checklist for planning any event with a large and/or external audience.

2) American Sign Language (ASL) Interpreters and Captioning for In-person Events at Heller

For Heller-wide events that include high profile outside speakers, e.g., government and public service officials, heads of institutes, organizations and foundations, authors, scientists and other thought leaders with a national-level profile:

- Budget and hire a live ASL interpreter
- If the event is held in person, video record the event. After the event, add captions to the recording, to be posted to the Heller website
- Live-streamed events should include live captioning. The captioned and transcribed recording should be posted to the Heller website after the event.

3) Costs and Resources

- Captioning
 - The approximate cost of live-captioning for an online event is \$175 for 75 minutes. This requires scheduling a live captioner a few days before the event.
 - Live captioning service: [Automatic Sync Technologies](#)
 - The approximate cost of having captions added to a recorded event video is \$80-100 per hour.
 - Post event captioning: <https://www.rev.com/>
- ASL Interpreters
 - [Massachusetts Commission for the Deaf and Hard of Hearing](#)
[Information about requesting and rates for interpreters](#)
[Request Form](#)
Fees: 2 hour assignment \$100-\$150
 - [Partners Interpreting](#)
[ASL & Interpreting Services](#)
[Request Form](#)
Rates are only disclosed after a request has been submitted
 - [Language People](#)
[Request Free Quote](#)
 - [Deaf Services Unlimited](#)
[Interpreting information](#)
[Request Form](#)