

Professional Captioning vs Auto-Captioning

Professional Captioning:

- Human stenographer produces the captions live. “Captioning for Humans by Humans”
- Has a cost associated with the service
- Accuracy rate higher than speech recognition software.
- Is considered an accommodation under the ADA.
- Will need preparatory materials in advance to increase the accuracy of the captioning.
- Advanced notice of service request is best, may be able to provide the service with no/little notice, but not guaranteed

Auto Captioning/Live Transcription:

- Speech recognition Software
- Lower accuracy rate, depending on speaker accent/rate of speech/technical terms, names, dates
- No cost associated with the service
- Is not an accommodation under the ADA
- If using to produce captions for recorded video, must be edited for accuracy.
- Can be provided at any time on demand

Auto-captioning has become common in our technological landscape, but it’s important to understand the difference between auto-captioning and professional captioning. While some people who depend on captioning don’t mind using auto-captioning for some situations, it is necessary to honor any requests for the use of professional captioning. For more information, please refer to the blog about the use of auto-captioning in the context of education below by Jaclyn Leduc:

<https://www.3playmedia.com/blog/problem-using-auto-captions-education/>