

How to request Professional Captioning for Zoom Based UNM Events

1. Please request captioning with as much lead time as possible; ideally one to two weeks' notice.

If a request is made with less notice, an attempt must still be made to get it covered; however, coverage is not guaranteed for last minute requests.

2. Determine who is responsible for the cost of this service.

- a. See **"Who is Responsible for the Cost of Professional Captioning"**

3. If ARC is responsible, please reach out to dhhs@unm.edu and provide the following information:

- a. Date of the event needing captioning

- b. Start and end time of the event

- c. The name of the student using the service

- d. The nature of the event (i.e. meeting, colloquium, guest lecture, conference)

- e. Zoom link for the event

- f. Any presentation materials (slides, notes, outlines, terminology)

4. If your program department is responsible for the cost:

- a. Download and complete the **New Customer Welcome Packet** for UNM's captioning vendor ACS, an Ai-Media company

- b. Contact ACS as per the packet instructions

- c. If necessary, fill out CEEO's Accommodation Funding request form:

<https://app.smartsheet.com/b/form/c79ce3f49b5a4c8b81cec17f3ed85b7e>