# Equally Effective Alternative Access Plan for Zoom Videoconferencing

Although Zoom is the most advanced videoconference system available as regards accessibility, some users may still need alternatives to fully participate in Zoom activities.

## Who is responsible for providing accommodations?

* Each meeting organizer or their designee is responsible for providing accommodations for Zoom users with disabilities.

## How does the meeting organizer provide accommodations?

1. Place a standard statement in every meeting invite, such as: “Although Zoom is the most advanced videoconference system available as regards accessibility, some users may still need alternatives to fully participate in Zoom activities. If you need an accommodation, please inform your meeting organizer as soon as possible.” Include the meeting organizer’s contact information.
2. Place the Zoom accessibility features statement <https://zoom.us/accessibility> in every meeting invite.
3. Place a standard statement in every meeting invite that includes a registration request, such as: “Zoom Webinars registration has known accessibility issues including the captcha feature for registration submission. Please email the sessions you would like to attend to xxx@.edu and we will process the registration.”
4. If users need accommodations, consider the steps in Table 1 below.

## Table 1. Zoom features and actions to enhance meeting accessibility

| Features | Description/Resources/What to do |
| --- | --- |
| Keyboard shortcuts | * Share link to [Zoom keyboard short cuts](https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboard-for-Zoom) and [Help Center](https://support.zoom.us/hc/en-us) when sending Zoom meeting invite or upon request |
| Sharing screen content | * Incorporate description of shared content into spoken presentation * Provide another means to access content and URLs shared on screen, such as posting accessible presentation after session |
| Annotation | * Verbally describe the drawing or other visuals shown |
| Dialog/audio/video during session | * Add live closed captions through Zoom or 3rd party. See the [Zoom captioning guide](https://support.zoom.us/hc/en-us/articles/207279736-Getting-Started-with-Closed-Captioning). |
| Record meeting for distribution; create video | * Upload recorded meeting into YouTube. Captions are required if video will be publicly available, used in multiple terms, used for multiple audiences, or if meeting participants need this accommodation. Include captions only after review and editing.   + Note that when video recording, setting the meeting to “speaker view” records only the person speaking, while setting the meeting to “gallery view” will record video of all participants |
| Conducting a poll | * Offer multiple response methods – participate in poll, type response in chat room, or speak over audio/telephone |
| Chat room content | * Include chat room discussion in verbal meeting discussion. This benefits participants using telephone connections, who have no access to chat rooms, or participants using captions or who have difficulty attending to presenter and chat simultaneously. * Save and share chat transcript: At the bottom of the chat window, click on “save chat.” Chat saves as transcript in notepad under Zoom folder. As host, distribute transcript to participants. * Stay on chat for a few minutes after session ends for those who may want to save the chat |
| Breakout Room | Accessibility actions apply to breakout rooms. To use breakout rooms, enable the setting in advanced features. |