



Customer Spotlight

St. Paul College

Empowering faculty to deliver access

Professionals within St. Paul College's Access & Disability Resources are enlisting an **interactive approach** to training and supporting staff and faculty. They collaborate with faculty and staff consistently and creatively to ensure student-facing content and materials meet the necessary measures to be accessible to everyone. More stakeholders are now "in the driver's seat" to provide access and have a deeper understanding that accessibility is a cornerstone of inclusion. With AST, a Verbit company, as their access partner, even faculty members with no-textbook courses - which contain 80-100 videos - are now captioning content seamlessly.

"If a video can't be captioned, Verbit will send me an email back with an explanation as to why, and then I can then let that faculty member know why, which is awesome. I'm able to give an explanation that helps faculty members understand why videos, some can be captioned and some can't be captioned, and then that furthers their knowledge and accessibility, and Verbit helps me do that."

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"Verbit evolves with the times. They're always trying to keep up with what's new in accessibility, what's new with captioning, and what's new in AI technology and how humans can work with that technology to continue to produce ADA compliant captions, and ADA compliant live captions and audio description, and these new things that continue to make more materials and a wide variety of materials more accessible to all the different students we serve."

Amelia Carlson

Accessibility Specialist, Access & Disability Resources, St. Paul College

Technology built for state system contracts



"Verbit's awesome. I like our quarterly meetings because it keeps me on the ball as to our usage, how much we're spending, if we need to update our contract or revise our contract. Saint Paul College is part of a bigger system. We're part of Minnesota state colleges and universities, so we're part of 35 other different colleges and universities across the state."

Helpful features which stand out:

- ▶ **History search** to find out what videos have already been captioned
- ▶ **Different user privileges** and ability to change rights for OOO coverage
- ▶ **Reliable, 1-day or 2-day turnaround** selection
- ▶ **Ability to note spellings** ahead of time for greater accuracy from the get-go

St. Paul is benefiting from:

Dedicated customer success manager

“Verbit has been so accessible in terms of customer support. It’s also very nice that they’ve connected you as a point person to help you go through the nitty-gritty details of setting up services or arising services.”

Immediate support for troubleshooting

“I also love that Verbit has the AI bot, the chat feature, readily available because I’ve used it a few times and it saved me every time. Just for technical issues. I just love that immediate support.”

Reliable, accurate captions

“I work with a lot of deaf or hard of hearing students. I work with a lot of students who just learn better when captions are available to them. In doing so, I work with a lot of faculty and staff to help make sure that their captions not only exist, but that they’re ADA compliant.”

Words of wisdom



“You don’t know who’s in your audience. Students have a right not to disclose. In order to keep students in their seats in your class, we want to make sure that everything is accessible to them and that we think about that proactively and not reactively. We want to make materials that a low vision student can be able to access versus a deaf or hard-of-hearing student can be able to access or a student with a learning disability like ADHD or dyslexia. We want to make sure that we can manipulate these materials for them and how captioning plays into that is, if I were to create a video and have it be captioned, I can have a deaf or hard-of-hearing student watch that video and come out with that same knowledge, that same objective as if a student who didn’t have a hearing impairment.”

Amelia Carlson,
Accessibility Specialist, Access & Disability Resources, St. Paul College

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“A new feature of [our media platform] within the last year is automatic captions. Every time you upload a video, depending upon the length of video, it can take anywhere from 4 hours to 48 hours... that’s just AI. Of course, as we all know, there’s many errors or there’s punctuation, grammar or spelling within that caption file. Then, that will need to be edited. It’s a very tedious task to edit it line by line or word by word. Instead of me doing that for a day, I can send it to Verbit and have Verbit caption the video and know that it’s being taken care of.”

Amelia Carlson
Accessibility Specialist,
Access & Disability
Resources, St. Paul College