Customer Spotlight:

Lewis University

In a Nutshell

To deliver on the accessibility needs for both in-person and online learners, Lewis University's administrators turned to AST as a user-friendly, trusted captioning partner. Officials at the school found that automatic speech recognition (ASR) technology alone was "not accurate enough to give equal access for a student who is Deaf and hard of hearing." AST helps the university meet the strict accessibility requirements of the Americans with Disabilities Act (ADA).

The Challenge

Angie Martinez and her team needed a straightforward solution that was simple to use to provide captions and ensure equity for all students. As someone who uses captions herself, Martinez wanted a partner that provided an easy integration and could scale the school's accessibility efforts. She understood that "a lot more students can benefit than just those students who are Deaf and hard of hearing." The school's international student population recently tripled and could also benefit from access to captions.

> "It's really important to have that 99% percent accuracy because being off by just that 10 percent will really throw everything off for a student. It could possibly change the meaning, and they can be put at a disadvantage compared to their classmates."
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> **Angie Martinez**
> Learning Access Coordinator,
> Lewis University

Lewis University is a private Catholic Lasallian University located in the Chicago suburbs which serves more than 6,000 students. Lewis offers more than 80 undergraduate majors and programs of study, 22 graduate programs and accelerated programs for working adults. The university attracts students from the inner city, surrounding counties, as well as international learners.

The Solution

AST makes it easy for professors to caption their videos and live streamed courses. Integrations with platforms like Panopto create a straightforward, user-friendly experience whether students are in classrooms or learning virtually. AST's professional transcribers ensure that Lewis University is always delivered captions which adhere to ADA standards, as well as:

- A simple captioning submission process
- Accuracy levels essential for comprehension and equity
- Adherence to legal accessibility requirements
- A flexible solution for in-class and online use cases

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> "What I like about AST is how it's really easy to just hop onto the website and make a request."
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> **Angie Martinez**
> Learning Access Coordinator,
> Lewis University

The Results

Helpful integrations for simple processes

"Having integrations with whatever video systems the university is using, I think that is probably the most helpful tool. That's really key for success for universities."

Accuracy that supports student learning

AST's high accuracy is essential when learners are using captions "because just a couple of words off can really change the meaning of a communication in the video for students."

Flexible online and in-person options

AST is supporting students with disabilities, those learning completely online and in-person, as well as being used for high-profile, public facing events like graduation ceremonies.