Customer Spotlight:

Sierra College

In a Nutshell

With an increase in online enrollment, Sierra College needs to caption content for students in its distance learning programs quickly. Its policy requires captioning for videos before courses are approved to be taught online. To provide accessible learning, Sierra College partners with AST for all its captioning and transcription needs to ensure student access without delay.

The Challenge

Sierra College's distance learning department was managing captioning requests for more than 300 online courses in Fall 2020 alone. The college attempted to caption content in-house, but were struggling to meet captioning needs at scale.

> "The accuracy has been impressive. With AST, every video that is shown or posted into an online course is going to be accessible."
>
> **Aimee Colvin**
> Production Technician

SIERRA COLLEGE

Sierra College is one of the 116 public community colleges in the California Community College (CCC) system. It serves over 18,000 students and offers 126 degrees and certificate programs to students across various California campuses.

The Solution

AST meets Sierra College's timely distance learning requests for captioning and offers the flexibility to caption last-minute requests for incoming courses. With hundreds of videos to caption, Sierra College leaders use AST to provide fast and accurate captioning that grants students equitable learning experiences.

AST offers Sierra College:

- Accurate transcription for niche course topics
- Fast & efficient turnaround on captions
- Multi-language captioning
- Dedicated ongoing support & expertise

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"Distance learning touches everything on our campus. We're no longer just offering a few online courses to our students. Now, our process is that all videos have to be captioned—and we use AST to do that."

Suzanne Davenport,
Distance Learning Coordinator

The Results

Distance learning students are benefitting from AST's highly accurate captioning which delivers on both beginner-level and advanced course content. With AST's solutions, Sierra College's remote learners are able to access and participate in their courses with greater ease.

Benefiting from multi-language captioning

"From Spanish to German, the team is able to offer AST's captioning in multiple languages to support student translation needs."

Utilizing AST transcribers with medical course expertise

"I really love the specializations that you can request. We have a lot of nursing and anatomy videos, so having that medical specialization has been super useful."

Creating inclusive remote classrooms

"When a student comes into an online classroom, we don't want them to be scrambling or have to play catch up with the material. We want them to show up, feel welcome and be a part of the classroom community by accessing accessible course content."

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