



Best Practices for Zoom Accessibility

The following **BEST PRACTICES** increase the accessibility of Zoom before, during, and after the event.

GENERAL TIPS:

- Identify a point of contact during the event in case of accessibility issues. Share the contact information before or at the start of the event and ensure this person is able to be responsive to issues that may occur.
- Don't require participants to turn on their cameras; this can create a barrier to participation for a number of disability-related reasons (anxiety, verbal or physical tics, etc.).
- Depending on the length of the event, it may be appropriate to encourage short breaks.
- **Be patient.** It may take some participants longer to participate or access features in Zoom (un-muting, participating in polls, etc.). Allow ample time and be respectful of challenges participants may experience.

SCREEN SHARING

- Read aloud what is on the screen when going over PowerPoints, media, or using the whiteboard feature.
- Ensure all videos are captioned.
- Email materials before or after the meeting for participants to review.

RECORDINGS

- To limit distractions during recordings, use the [Spotlight Speaker](#) setting. You can set up to two additional speakers.
- Provide information on where recordings are located and how long they will be available.
- Participants may not be comfortable being recorded; suggest the option of using the [Show/Hide Non-video Participants](#) feature which can hide participants' name or profile picture on the room display, if their video is turned off.

INTERPRETING AND LIVE CAPTIONING

- **Sign Language Interpreters** will need to join Zoom like any other participant. [Pinning the interpreter](#) will allow the interpreter to be visible in your recordings.
- The Zoom host will need to [Enable Captioning](#). If recordings will be shared, hosts should review captions before distribution to ensure accuracy.
- Do not force mute participant audio. This feature blocks the Deaf and Hard of Hearing participants from being able to pin the interpreters.
- If you choose to mute participants' videos, interpreters will need to be designated co-host status so they can remain on screen.
- Muting video and allowing audio alone will not allow Deaf and Hard of Hearing participants to actively participate.

CHAT

- Make [chat content](#) accessible through additional methods, such as saving and sharing for later use.
- Read chat comments aloud so all participants, including those calling in, can be included in the chat.
- Assistive technology will allow participation in chats, however, some links may not be accessible.
- Send links from the chat by email to all participants before or after the meeting.
- Zoom has the option to [save the chat](#) after the meeting; share how and when this content will be available.

BREAKOUT ROOMS

- Be mindful of accommodations. Participants with live captioning and sign language interpreters will need to be assigned the same rooms. For more information see [Zoom's Breakout Room Guidance](#).

POLLING

- Be aware of limitations when using the [Polling feature](#) since participants who are calling in **will not** be able to use the feature. Participants who use assistive technology **can participate** in polling.
- Notify participants verbally before starting a poll. This is helpful for participants who use assistive technology.
- **Allow enough time.** It may take additional time to access the poll for some participants.

For more accessibility resources visit <https://utrgv.edu/accessibility>

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