

Mediasite Content Accessibility

Technical planner: TP-06

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Mediasite Content Accessibility

This document explains how Mediasite addresses accessibility for both the visually and hearing impaired in the Mediasite Player and for the visually impaired in Mediasite Catalogs. It also includes tips for using two popular screen readers with the Mediasite Player and Catalogs as well as keyboard commands and the navigation order for both applications.

For the hearing impaired, closed captions can be added to Mediasite presentations and displayed in the Mediasite Player.

For the visually impaired, assistive technology (AT) can be used to access Mediasite content and controls in the Mediasite Player and Catalogs. Specifically, the Mediasite Player and Catalogs can be used with screen readers, such as Window-Eyes and JAWS. Both applications have standard and consistent images and controls as well as keyboard access, in the form of keyboard shortcuts, for all operations.

For individuals with partial visual impairment, the Mediasite Player's original slide show size and slide magnifier features can enlarge slide content allowing it to be more easily read.

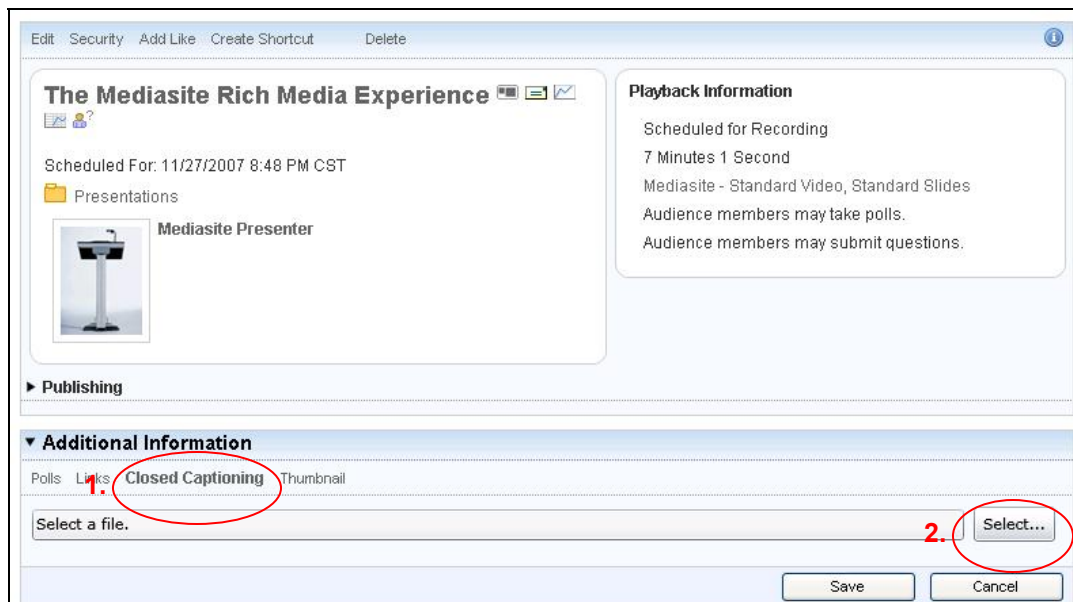
Requirements for creating and playing back accessible Mediasite content

Mediasite Server is required to create Mediasite presentations with closed captioning and/or alternate text for slide images. If adding closed captioning, third-party captioning software is required. If adding alternate text, Mediasite Editor software is required. The Mediasite Editor ships with every Mediasite Recorder.

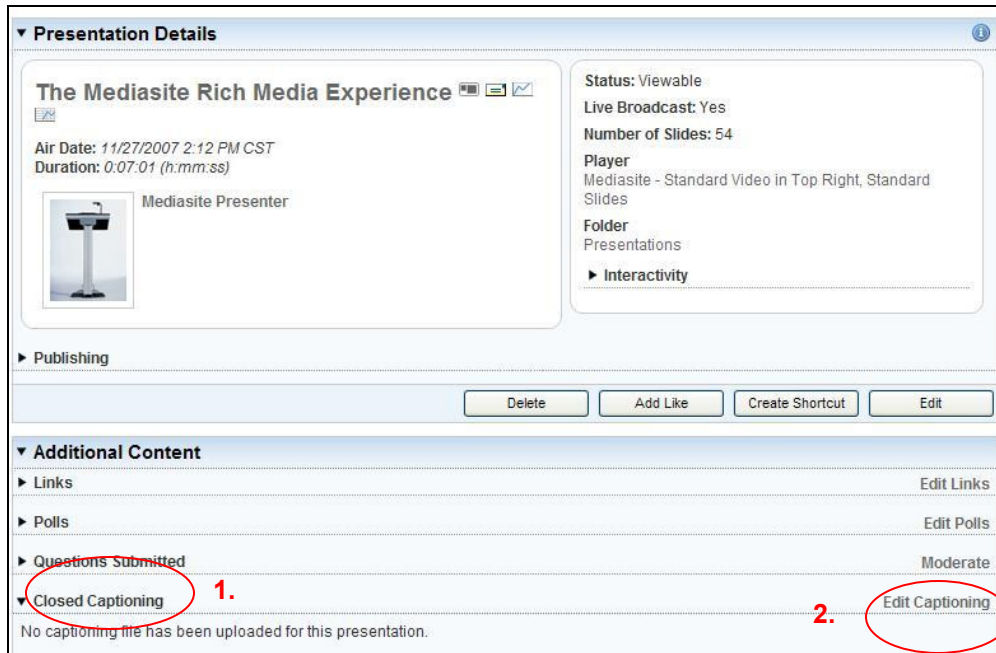
Mediasite supports playback with closed captions in Firefox and Internet Explorer. Windows Media Player 9 or higher is required.

Accessibility for hearing-impaired users

Closed captions are added to an on-demand presentation using a Synchronized Accessible Media Interchange (SAMI) file. A third-party captioning tool is required to author the SAMI file (see below for details). Once authored, the SAMI file is associated with a presentation on its summary page in the Mediasite Management Portal.



Presentation summary page in the Mediasite Management Portal (Hosted customers)



Presentation summary page in the Mediasite Management Portal (On-premise customers)

All Players support presentations with closed-captioning added so no additional configuration is required. Viewers can just display and hide the captions in the Player as needed by clicking on the closed captioning button.



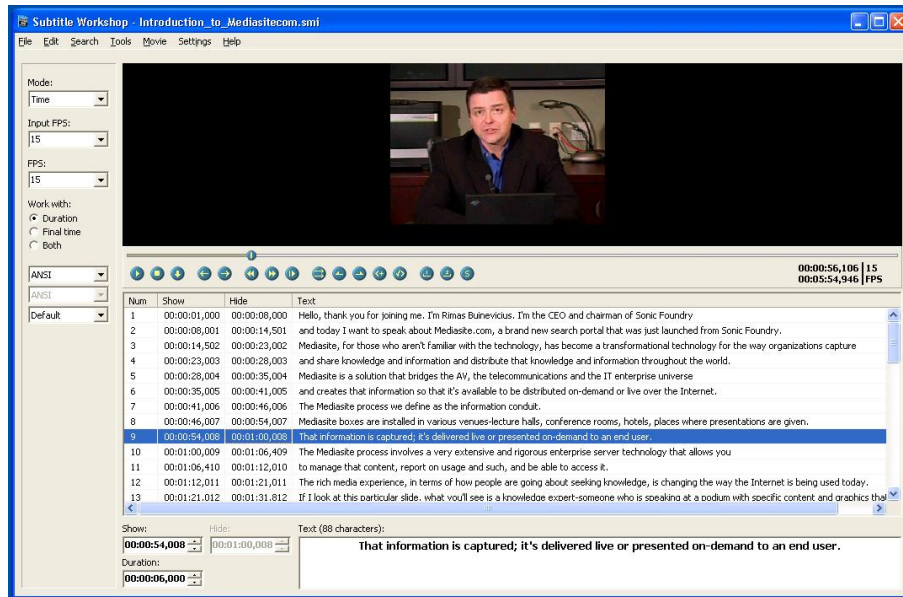
Presentation's captions displayed in Mediasite Player

Authoring SAMI files

There are numerous software tools available for authoring SAMI files including those provided by URUSoft, MAGpie, or HiSoftware. The amount of time it takes to caption a video varies according to the difficulty of the job, skill of the person creating the captions (captioner), and level of excellence required for the final product.

When preparing to create closed captions for an on-demand presentation there are things content managers should consider in advance, for example, caption quality (good, better or best quality)

or the type of captions you will use—roll-up captions (a quick and easy-to-use caption mode) or pop-on captions (a more time consuming caption mode).



URUSoft Subtitle Workshop (Freeware version), tool for authoring SAMI files

Closed captioning for live presentations

Mediasite does not provide captioning support for live presentations inside the Mediasite Player. However, you can support captioning for live presentations by sourcing third-party providers (at a cost).

Here’s how it works: Third-party vendors provide a link to a page that will be updated with real-time captioning. This link is then added in Mediasite for the presentation. When users with hearing disabilities watch the live presentation, they will click this link in the Mediasite Player to see the real-time captioning.

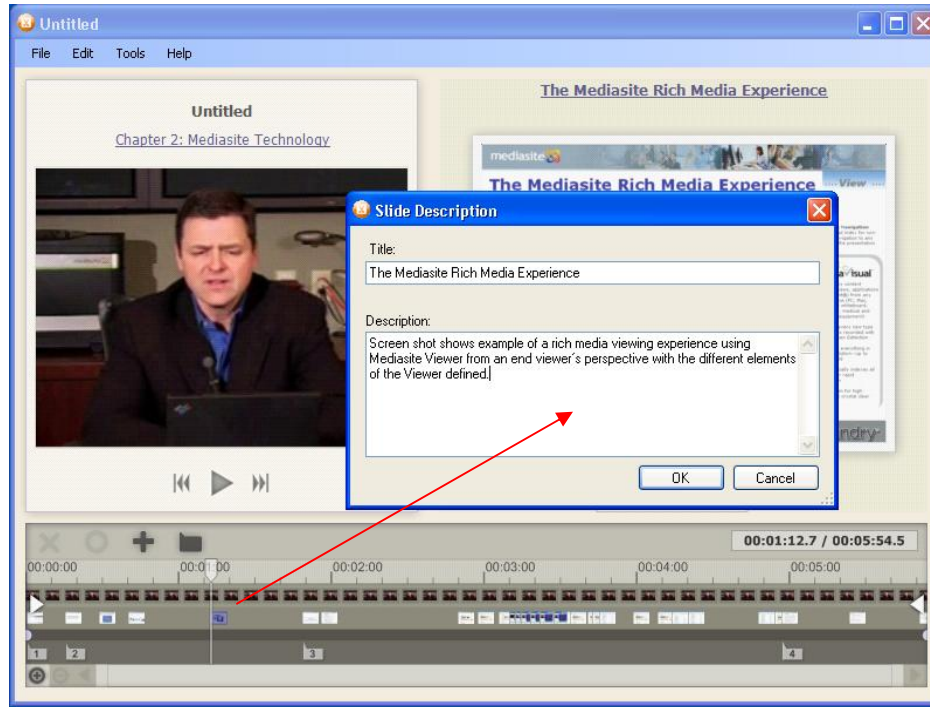
Once the live broadcast has ended and the presentation is published for on-demand viewing, the third-party captioning provider will provide a SAMI file, which you can then associate with the Mediasite presentation using the Mediasite Management Portal.

Accessibility for visually impaired users

Mediasite software includes tool tips throughout the software, support for slide descriptions that work with screen readers, and original slide show size and slide magnifier features for enlarging slide content. When a screen reader is used with the Mediasite Player or Catalog, users can use different keys to access items (controls, links, etc.) in the applications. Tooltips for these controls are voiced as they gain focus. When a control’s tooltip is voiced, users can press the Enter key to select the control.

Adding slide descriptions

Slide descriptions are text representations of slide content that are displayed in place of slide images. Slide titles and descriptions are added to on-demand presentations using the Mediasite Editor. After opening a presentation in the Editor, content managers will right-click on a slide, and select Edit Description. They will then enter the slide’s title and description.



Mediasite Editor—adding a slide title and description

Displaying slide descriptions

All Players support presentations with slide descriptions added so no additional configuration is required. By default, the Player displays the slide image so users will use the Shift+S keyboard shortcut to display the slide description.



Mediasite Player—displaying slide title and description

Considerations when using screen readers

There are some limitations to what slide descriptions can provide visually impaired users. Therefore, it is important when delivering content for rich media presentations to let presenters know they are serving a broad audience and to make the experience better for those using

assistive technology, they must be as descriptive as possible when referring to presentation support materials. For example, presenters should describe the content of each slide or at least make it clear that they are describing the slide at some point in the audio and indicate slide changes.

Here are some additional considerations formulated by Sonic Foundry Engineering when testing various screen readers:

- Screen readers can be used to identify the operations available on the Player user interface.
- If a presentation or catalog is secured, users must log into the Mediasite system before they can view a presentation in the Player or browse the catalog.
- In the Player and Catalog, there are keyboard shortcuts available for all operations. However, the following should be taken into account:
 - Users need to know Mediasite’s keyboard shortcuts in advance. It is very important to provide your audience information (special help page, email, etc.) describing keyboard shortcuts. All keyboard shortcuts are documented and available in the Help files.
 - To use Mediasite’s keyboard shortcuts with the Player or Catalog users must update the default screen reader settings: Window-Eyes users will turn “Browse Mode” off. JAWS users will turn “Navigation Quick Keys” off.
- Even though Mediasite supports text descriptions on slides, the following should be taken into account when they are put to real-world use for the visually impaired:
 - Users need to know how to change the slide area to show descriptions (keyboard shortcut: Shift+S).
 - Some screen readers read only the first line of slide descriptions and in some cases users must move the mouse one line at a time for the screen reader to read the full text.
 - Users do not receive a non-visual indication notifying them when a slide changes and screen readers are unable to detect slide changes.
 - When slide text is rendered, screen readers do not automatically start reading the text. The user must move the mouse over the slide text for the screen reader to start reading.
 - The screen reader audio for slide descriptions could potentially interfere with the presentation’s audio.
 - The Q&A, Email, and Links forms in the Mediasite Player do not work with screen readers.

Note: The considerations above have been set by Sonic Foundry Engineering and have not been verified by the appropriate class of users. However, there are many resources available that provide general considerations when delivering rich media content to those using assistive technology, including the following:

WCAG 2.0 Checklist

<http://webaim.org/standards/wcag/checklist>

WebAIM Section 508 Checklist

<http://www.webaim.org/standards/508/checklist>

Tips for Window-Eyes and JAWS

Below are tips for using Window-Eyes 7.0.1 and JAWS 10.0 to log into the Mediasite system and navigate the Mediasite Player and Catalog. The catalog tips assume that the presentation card display is being used.

Window-Eyes

Logging into the Mediasite system

When the Mediasite Login Form loads, Browse Mode is on. Users must turn Browse Mode off to enter a username and password:

1. Use Ctrl+Shift+A to toggle Browse Mode off.
1. Type your username and press the Tab key to move to the Password field.
2. Type your password and press the Tab key twice to move to the Sign In button.
3. Hit the Enter key to log in.

Navigating the Player

When the Player loads, Browse Mode is on. Users must turn Browse Mode off to use the keyboard shortcuts:

Reading tooltips for controls

1. From the Window-Eyes menu:
 - a. Select Global > Menu Level. Change the select option to Advanced.
 - b. Select the Mouse menu and change the Track Mouse with Focus setting to On.
 - c. Select the General menu and change the Speak Tooltips setting to On.
2. Use the mouse to hover over a particular graphic button (e.g., Polls, Ask a question). The tooltip will be voiced.

Note: Window-Eyes reverts back to its default settings when a new web page is loaded.

Voicing slide descriptions

1. Return focus to the web browser.
2. Press Ctrl+Shift+A to toggle Browse Mode off. This allows you to use Mediasite keyboard shortcuts.
3. Use Shift+S to display slide descriptions instead of images in the Player's slide area.
4. To voice the slide description, hover over each line of text with the mouse.

Navigating the Catalog

When the Catalog loads, Browse Mode is on and the folder tree is given focus. Users must navigate the folder tree using the mouse and turn Browse Mode off to use the keyboard shortcuts:

1. Hover over a folder's name with the mouse to voice it. Click the folder's name to select it.
2. After selecting a folder, press the Tab key to cycle through the controls. When a control gains focus, its tooltip is voiced. If the control is a link, press the Enter key to use it.
3. When the link for a presentation has been read, use the Down Arrow and Up Arrow keys to cycle through the other presentation details.

JAWS 10.0

Logging into the Mediasite system

When the Mediasite Login Form loads, Navigation Quick Keys is on. Users must turn Navigation Quick Keys off to enter a username and password:

1. Use Insert+N to toggle Navigation Quick keys mode off.
2. Type your username and press the Tab key to move to the Password field.
3. Type your password and press the Tab key to move to the Remember Me checkbox.
4. Use Insert+N to toggle Navigation Quick keys mode on.
5. Press the Tab key to move to the Sign In button and press enter to log in.

Navigating the Player

When the Player loads, Navigation Quick Keys is on. Users must turn Navigation Quick Keys off to use keyboard shortcuts.

Reading tooltips for controls:

Press the G key to cycle through the Player controls. Use Shift+ G to return to the previous control. After a control's tooltip is voiced, press the Enter key to use it.

Slide descriptions (display only, no voice)

1. When the Player loads, press the Ctrl key to halt the voicing of all page elements.
2. Use Insert+N to toggle Navigation Quick Keys off.
3. Use Shift+S to display slide descriptions instead of images in the Player's slide area.

Navigating the Catalog

When the Catalog loads, JAWS is in Navigation Quick keys mode and the folder tree is given focus:

1. If there are multiple folders, hit the Down Arrow key twice to navigate to the next folder in the tree. When a folder name is read, use the Enter key to expand its child folders.
2. After selecting a folder, use the Tab key to cycle through the controls. When a control gains focus, its tooltip is voiced. If the control is a link, press the Enter key to use it.
3. When the link for a presentation has been read, use the Down Arrow and Up Arrow keys to cycle through the other presentation details.

Mediasite's keyboard shortcuts

When the Catalog or Player is launched, users will have to update the default settings for Window-Eyes and JAWS to use Mediasite's keyboard shortcuts. In Window-Eyes, users must turn Browse Mode off. In JAWS, users must turn Navigation Quick keys off.

Note: Users may have to turn off Navigation Quick Keys multiple times during a presentation.

Mediasite Player keyboard shortcuts

The following keyboard shortcuts allow users to quickly navigate the Player and use the features and controls.

General keyboard shortcuts

The following keys are available for live, on-demand, and portable presentations:

Keyboard shortcut	Command
Alt+F1	Open the Player Help Menu.
A	Ask a question.
E	Send e-mail invitation for presentation.
L	View links.
P	View polls.
M	Mute the presentation's audio.
S	Toggle between slide show and slide list views.
Shift+S	Toggle between slide image view and slide text description.

On-demand keyboard shortcuts

The following keys are available for on-demand and portable presentations.

Keyboard shortcut	Command
Space bar	Play or pause the presentation.
Left Arrow	Skip back 3 seconds in the presentation.
Right Arrow	Skip forward 3 seconds in the presentation.
Ctrl+Left Arrow	Go to the previous slide.
Ctrl+Right Arrow	Go to the next slide.
Up Arrow	Increase the playback speed (Windows Media only).
Down Arrow	Decrease the playback speed (Windows Media only).

Catalog keyboard shortcuts

The following keyboard shortcuts allow users to navigate the Catalog folder tree:

Keyboard shortcut	Command
Ctrl+G	Activate tree navigation.
Right Arrow	Expand folder.
Left Arrow	Collapse folder.

Keyboard shortcut	Command
Up Arrow	Scroll up folder list.
Down Arrow	Scroll down folder list.

Player navigation order

When a user navigates through the Player using the Tab key, the controls are presented in the following order:

#	Control	#	Control
1	Play/Pause	9	Slide Show
2	Skip Back	10	Slide List
3	Mute	11	Previous Slide
4	Full Screen	12	Next Slide
5	View Polls	13	Help
6	Ask a Question	14	Text Slide List*
7	Share Presentation	15	Small Thumbnails*
8	Presentation Links	16	Large Thumbnails*

Note: Items indicated with an asterisk (*) are read by the screen reader. However, they cannot be selected in the Player because they are hidden below another tab. After the Large Thumbnail control, the slide descriptions are listed sequentially. Slide descriptions also cannot be selected.

Catalog navigation order

When a user navigates through a Catalog using the Tab key, the controls are presented in the following order:

#	Control	#	Control
1	Folder tree	12	Search button
2	Banner	13	Name (sort) link
3	Edit Catalog (if write permission granted)	14	Date (sort) link
4	Display Properties (if write permission granted)	15	Presenter (sort) link
5	Help	16	Type (sort) link
6	Login/Logout link	17	Air Date input
7	Send Email invitation link	18	To input

#	Control	#	Control
	(if enabled)		
8	RSS Feed link (if enabled)	19	Type dropdown
9	Page link (if results paginated)	20	Apply button
10	Page input (if results paginated)	21	Clear button
11	Search input	22	Presentation results for Catalog folder (by item)

Enlarging slide content

Users can enlarge a presentation’s slide content for easier viewing using the slide magnifier original slide size features in the Player. This is useful for users with partial visual impairment.

Original size slide show

Users can click the the Show Original Size Slide Show button in the Player to enlarge the slide view so that the slides are the same size as the presenter’s original slides. When viewing the presentation, users will click the Show Original Size Slide Show button.



Mediasite Player—original size slide show

Slide magnifier

Users can enlarge portions of the slide content using the slide magnifier. The user will select the Slide Magnifier button to enable the feature and use the mouse to view the portions of the slide they want enlarged.



Mediasite Player—slide magnifier