

## Automatic Sync Technologies (AST) Captioning Services Procedure

### I. Review AST Services

The CSU has established a contract for discounted captioning services, with Automatic Sync Technologies (AST), to provide captioning services to all of the California State Universities. To help you determine whether or not you want to use AST's services, AST has prepared an overview of the scope and method of their captioning services.

1. View the AST presentation. To go directly to the video on Automatic Sync discount captioning services try:

<http://calstate.edu/Accessibility/resources/videos/CSU-cc.mov>

If that does not work, go to <http://calstate.edu/accessibility>, select the **Resources** link, then select the movie under **Automatic Sync Captioning Service Training**.

The screenshot shows a Windows Internet Explorer browser window displaying the CSU Accessibility website. The browser's address bar shows the URL <http://calstate.edu/accessibility/resources/>. The website header includes the CSU logo and navigation links for Home and Search. A sidebar on the left contains a navigation menu with links for Instructional Materials, Procurement, Web Accessibility, Section 508, Resources, Accessibility Projects, Events, Newsletter, and Home. A red arrow points to the 'Resources' link in this menu. The main content area is titled 'Accessible Technology Initiative' and features a 'Tools & Resources' section with a list of links: PDFs, Word Documents, PowerPoint Presentations, Mathematics, eLearning Materials, Flash, Forms, Data Tables, and Web Colors. Below this is a 'Training Resources' section with links for Cal Poly's ATI Training Video (20 mins) in high, low, and compressed bandwidth, CSU Accessibility Training List, Web Accessibility Training (CSU Only), and Automatic Sync Captioning Service Training. A red arrow points to the 'Automatic Sync Captioning Service Training' link, which has a sub-link for 'Quicktime (.mov, 8.99MB)'. A dark sidebar on the right contains links for Students, Faculty & Staff, Teaching & Learning, Administration, Alumni, Parents & Donors, Business, Community & Gov't, and Public Affairs.

## II. Get Funding Authorization

If after viewing the AST presentation, you want to get an AST Account so that you can use their services, you must first:

1. Find out who in your department/area/program authorizes expenditures.
2. Record that person's contact information.
3. Provide that person with an estimate of how much funding you need annually to use AST services, based on the following pricing:
  - Captioning only (ie: user provides the transcript): \$36.50 per hr
  - Transcription only (ie: no synchronized captioning): \$79.44 per hr
  - Transcription/captioning (ie: user just supplies the media file and gets back caption files): \$115.94 per hr (36.50+79.44)
4. Have that person send an email message to San Diego State University's AST Administrator at: [ASTadmin@mail.sdsu.edu](mailto:ASTadmin@mail.sdsu.edu), authorizing the expenditures. The email message must include the following information:
  - a. Full name and contact information of the person authorizing expenditure of the funds.
  - b. A valid account number to which the expenditures will be charged.
  - c. Complete contact information for the person authorized to use AST services:
    - i. Full Name
    - ii. Department
    - iii. Telephone Number(s)
    - iv. Location
    - v. E-mail Address
  - d. The dollar amount not to be exceeded within the then-current fiscal year.
5. The SDSU AST Administrator will send an email reply to both the person authorizing the expenditures, and the person who will use the AST account, authorizing the end-user to create an AST Account.

## III. Create an AST Account

After following steps I and II above, create your AST account.

1. Go to: [http://www.automaticsync.com/caption/csu\\_sign\\_up.php](http://www.automaticsync.com/caption/csu_sign_up.php)
2. Complete the brief online application form, an image of which appears immediately below this step.

**AUTOMATIC SYNC**  
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### CaptionSync Account Sign Up for CSU System

CaptionSync is available around the clock -- no software to purchase, no volume to commit to. Just use it when you need it, and the more you use it the cheaper it gets! Simply fill out the account application to get started today...

**Institution**

Which CSU campus?

Department name:

**User**

Person who will be using the system:

Phone number:

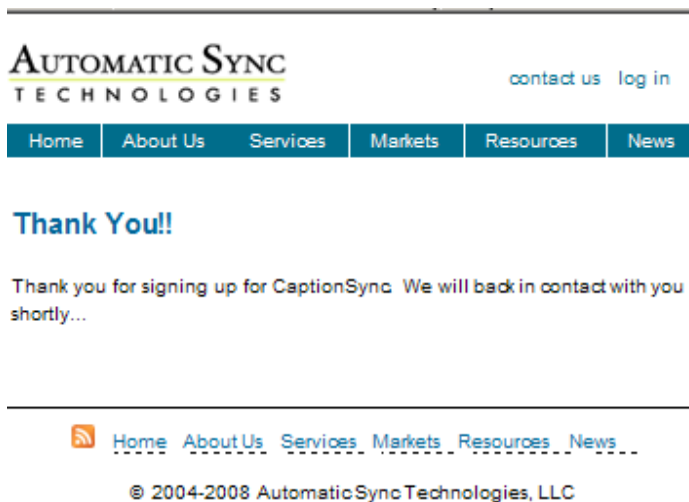
Email address:

Type of account: (check all that apply)

Webcast    Broadcast (DVD/Videotape)    Transcription Only

Do you need transcription?  
 Yes    No

3. You will receive a Thank You!! message, an image of which appears immediately below this step.



#### **IV. AST Account Confirmation**

After following steps I through III above:

1. AST will notify San Diego State University's AST Administrator that you have applied for an account.
2. The San Diego State University AST Administrator will check to see if funding has been authorized for the person requesting the AST account.
3. If funding authorization is verified, the San Diego State University AST Administrator will notify AST that the account is authorized. If not, the Administrator will deny authorization of the account and notify the applicant (if listed in the SDSU Online Directory) that the account has been denied due to lack of pre-authorized funding.

#### **V. Billing and Charges**

The San Diego State University AST Administrator will receive monthly reports, as will all AST Account holders, indicating each account's use and balance. The AST Administrator will process a charge back to the authorized account number for each account. The person who authorized the expenditures will be notified of the charge back date and amount. AST Account holders will be responsible for all charges billed to their accounts. The SDSU AST Administrator will not be able to make adjustments to charges, or to resolve account disputes. The AST Account holder must therefore never share account access information with people who are not authorized by their areas' funding approval personnel to use those funds. Access to AST's services under this contract is exclusively restricted to the personnel of CSU and its auxiliaries.

#### **VI. Contact Information**

San Diego State University's AST Administrator is:

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Accessible Technology Initiative  
Enterprise Technology Services  
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