



case study

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California State University: Monterey Bay

California State University: Monterey Bay is taking Docsoft's products to the next level by testing a system that, once implemented, will post new media to the web. It is a php/mysql-based application. This application will allow professors to submit media to be posted to the web and streamed. This will allow students to access all of their classes and have them closed captioned directly from the web.

The application utilizes a form that streamlines the information about the media and links it to the file. The information is stored in a database. The database administrator is notified and validates the information and then the user can request to have the file transcribed. The input allows a speaker profile to be specified for the uploaded file. The file is sent to the Docsoft:AV appliance and captioned.

The university has also developed a web based transcript editor which is in the beginning stages of implementation. The system will monitor an array of stats about transcription and captioning processes including how much time the user spends editing and how much time is used to correct each transcript.

As an institution with mandated compliance issues, it is important to have transcripts and closed captioning services that are both accurate and timely. By implementing these two technologies, the university will be able to reduce the cost per hour of closed captioning and transcription from \$1,150 an hour to a cost per hour of \$55 and will eliminate the need to outsource.