



# How Innovative Technology Helps Students and Faculty Succeed

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5 Ways Otter Supports Campus Accessibility Programs

# Introduction



The need for innovative technology within campus accessibility programs has never been higher. A [63% increase in mental health diagnoses amongst U.S. college students](#) means more people qualify and could benefit from assistive support than ever before.

Assistive technology (AT) plays an important role in [equalizing access](#) to education, [enabling inclusion](#), and reducing inequalities in higher ed. However, having the right tools in place isn't enough to ensure your AT program actually delivers on its promise of helping students and faculty succeed.

According to one study, published in the Disability and Rehabilitation: Assistive Technology journal, "Inadequate AT training, inadequacies of devices, availability of external support and the challenge of negotiating multiple information sources, can hinder effective AT use and thus restrict engagement in the higher education environment."

To fully leverage the potential of assistive tools like Otter, it's important that you understand the full capabilities of your chosen technologies—as well as how to implement them successfully across campus.

With that in mind, the following are five ways you can use Otter within your college accessibility program. If you have questions about these or other use cases, [reach out to Otter for support with your specific situation.](#)

# Otter Live Note-Taking for Remote Courses & Online Classrooms

Those who are familiar with Otter are already aware of this use case: students and faculty can turn on Otter during remote courses or in online classrooms to record their sessions and create live note transcriptions.

This particular use case takes advantage of multiple Otter features—namely, the ability to highlight, comment, and insert images into class notes, as well as advanced study tools for storing transcripts, searching stored notes, and generating insights from top keywords.

## Benefits

- Real time notes allow students to focus more on the material being shared, rather than keeping up with note-taking
- Otter's live notes provide students and faculty members with an easy-to-access reference of the course's content for post-session studying
- Otter integrates easily with common video conferencing platforms like Zoom and Microsoft Teams for seamless implementation

## Otter In Action

UCLA began offering Otter as a part of its accessibility program wanting to provide a solution beyond peer note takers.



**Dr. Nickey Woods**

USC Gould School of Law Dean of Students and Associate Dean for Student Affairs & DEI

Former Director of the Center for Accessibility at UCLA



**Otter Voice Meeting Notes empowers our students with automated live transcription, removes their dependency on others, and enables them to access the learning environment in a way that's most efficient for them. By enabling students to actively engage in lectures and study groups vs focusing on note-taking, we believe Otter is an important and valuable tool for education.**



# Otter Live Note-Taking for In-Person Courses & Lectures

Not only can Otter fulfill note-taking accommodations during remote or online sessions, but it can also be used to support your in-person courses and lectures.

Either students or faculty can turn on Otter recording during in-person courses, depending on their device access. Faculty members, lecturers, or professors who initiate Otter recordings can easily share links to the corresponding transcriptions with students during each class allowing students to follow along in real time.

## Benefits

- Enables deaf and hard-of-hearing students to participate more fully in live coursework
- Student accommodations can be delivered without the need for paid or volunteer note-takers
- Reduces the impact of in-person distractions on students' ability to hear and retain course material

## Otter In Action

The Student Disability Center at the University of California, Davis initially struggled to fulfill the volume of requests it received for note-taking services. Adding Otter to its AT program made it possible to fulfill 100% of the team's requests for note-taking accommodations, in combination with other services and technologies.

"A majority of our students really preferred that it kept their attention on the lecture, where they were able to read it and listen to it at the same time,"



**Joshua Hori**

formerly an Assistive Technology Analyst at UC Davis



**One of the great things about Otter is that it gives you a live transcription of what was being said, in real time. For our students who might be distracted, they could refer to the captions or highlight them in order to refer to them later on. They didn't have to write so much, because the app was doing all the writing for them.**



# Student Success & Educational Outcomes

It's well-established that people learn in different ways. Having the ability to view live notes—both in the classroom and after class—helps students retain information, improving their educational outcomes.

Otter's bimodal sensory input makes it possible for students to both hear course material being shared and to see the words being transcribed on their screens. When combined with the ability to review course content later on, both comprehension and retention improve, leading to increased student success.

## Benefits

Otter improves outcomes for several distinct constituent groups, among others:

- English as a second language (ESL) students and faculty members
- Students with auditory and language processing disorders that may affect retention of spoken material
- Students with mental health diagnoses that impact focus (including ADHD, anxiety, and depression)

## Otter In Action

Irvine Valley College began offering Otter as a part of its accessibility program shortly after the onset of the COVID-19 pandemic—in part to provide live transcriptions in its online classrooms. Being able to offer live note-taking services through Otter has been particularly impactful for the ESL population Irvine Valley College serves.



**Tim Van Norman**

Instructional Technologist at  
Irvine Valley College



**We have a strong ESL group of students that are being taught in English, but don't necessarily know English very well. So anything that can be written for them—so that they can hear it and see it—is a positive.**

# Faculty & Staff Support

In addition to setting Otter up for in-person and remote courses, making it available to faculty and staff has both productivity and accessibility benefits.

For example, Otter can be turned on for faculty and staff meetings so that attendees can review Otter's live notes after each session, as needed. Faculty can also use Otter as a dictation tool to support their content creation efforts—from preparing course materials to writing articles and working on research.

## Benefits

- Otter provides a centralized record of meeting content that can be searched and referenced easily
- Productivity improves by streamlining content creation and ensuring meeting action items don't fall through the cracks
- Record meeting minutes automatically so everyone can focus on the content of the meeting
- Supports faculty and staff members who benefit from assistive technology in various aspects of their roles

## Otter In Action

Warwick Business School uses Otter's technology for its online MBA program.



**Dot Powell**

Director of Teaching and Learning Enhancement at University of Warwick Business School



**Our teachers are relying on video content to deliver online lessons and Otter.ai gives us the ability to provide accurate transcripts to accompany each video. This is proving to be crucial to the learning experience for our online students as it is helping us to create more useful educational resources for them and receives universally good feedback from students.**

# Live Transcription of Events & Presentations

College accessibility programs are frequently called upon to provide live transcription support for events or presentations. Compared to manual services, Otter can provide faster transcription output, allowing participants utilizing AT to stay more engaged with the session's material.

Attendees utilizing Otter on their own devices can turn on Otter recording as the event or presentation begins, and then view the transcription output as it's produced. Alternatively, Otter can be set up on a separate presentation screen so that the live notes are viewable by the entire audience as they're generated.

## Benefits

- Otter's AI-driven live notes are delivered instantaneously, preventing delays that may frustrate attendees
- Otter can replace manual transcription or supplement it—it's easy to find the right combination of services to support your event
- Otter transcriptions can be made available to attendees after the event

## Otter In Action

Drew Lanni, Founder and Chair of Chief Digital Officer (CDX) Forums turned to Otter to transcribe his events which profoundly enhanced the conference experience for everyone involved.



**Drew Lanni**

Founder and Chair of  
CDX Forums



**It is a game changer in terms of being able to transcribe everything that is said at a conference and the value proposition for both the organizers and the attendees is fantastic.**



# Fully Utilizing Otter's Benefits in Your Assistive Technology Program

Using Otter to support these use cases ensures you receive the maximum value for your investment. However, these aren't the only ways to implement Otter on campus.

[To further extend the impact of Otter's leading note-taking technology, reach out to our team of higher-education specialists for help identifying additional opportunities to improve outcomes for students, faculty, and staff.](#)

## About Otter

Otter.ai is the world's leading meeting transcription and collaboration tool. Teams connect Otter to their calendars and video conferencing apps to capture, store and even collaborate using their notes from every meeting. Otter is used by 100,000s of students and faculty.

