



CUSTOMER SPOTLIGHT

Salt Lake Community College



In a Nutshell

Salt Lake Community College (SLCC) is the largest two-year college in Utah, offering over 200 degree and certificate programs, both on campus as well as online. The college requires all academic programs and activities to be made fully accessible by including video captions. They were looking to transition to a cost-effective and scalable solution that would support captioning requirements from multiple departments.

“Captioning is an integral aspect of making sure our courses meet the highest standards. Verbit’s captioning solution ensures that all learners at SLCC are able to fully engage with course content and achieve the best results.”



Chris Luker, Media Manager, SLCC Online & eLearning Services

The Challenges

SLCC required a solution that would deliver captions quickly and accurately, to provide all students, including those with hearing impairments and those who speak English as a second language, with accessible video materials. They wanted to improve on:



Manual processes



Long turnaround

The Solution

SLCC was looking to transition to a new captioning solution provider to solve their challenges. They selected Verbit's hybrid solution:



The ASR is trained for the higher education domain and is able to recognize terminology and convert spoken words to text with **high accuracy**.



The text from the ASR then goes through a dual human editing process to ensure over **99% accuracy**.



Verbit's transcription and captioning platform is **completely integrated** with SLCC's video streaming and LMS solutions, Kaltura and Canvas.



Verbit ensured open communication with SLCC through a dedicated customer success manager, extensive online knowledge base, and **24/7-manned support chat**.

The Results

With Verbit's dual solution of AI-powered technology and human expertise, SLCC saw:

High accuracy

"The quality we receive is consistently high. There were a few videos that, when I uploaded them I thought 'Wow this one's going to be really tough,' but they always turn out correct."

Chris Luker, Media Manager, SLCC Online & eLearning Service

Faster delivery

"We've seen very quick turnaround on our files. Many of our orders are rushed. Sometimes we'll even request a two or three-hour turnaround. We always receive completed files on time."

Clint Stoker, Universal Accessibility Manager, SLCC

Streamlined workflow

"Verbit fit into our process seamlessly. It's nice to know that once I mark a video for captioning, it will show up directly in Canvas and I don't have to worry about it."

Chris Luker, Media Manager, SLCC Online & eLearning Services

Reduced costs

"Choosing Verbit was a smart financial decision. We're receiving high-quality captions and saving money at the same time."

Chris Luker, Media Manager, SLCC Online & eLearning Services

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Our objective is to provide captions for every video we produce at SLCC. Verbit is instrumental in achieving this goal.

