



Otter.ai

Leveraging AI to Boost Student  
Success and Increase Accessibility

Let's Otter!



# Access session live caption

[go.otter.ai/ahead-accessing-higher-ground](https://go.otter.ai/ahead-accessing-higher-ground)



# Note taking accommodation requests are rising

<https://www.insidehighered.com/news/2022>



# Poll Questions

**How many are noticing this increase at your institutions?**

**Are you familiar with automated note-taking solutions?**

**Do you know what Otter is?**



# Responding to the growing needs

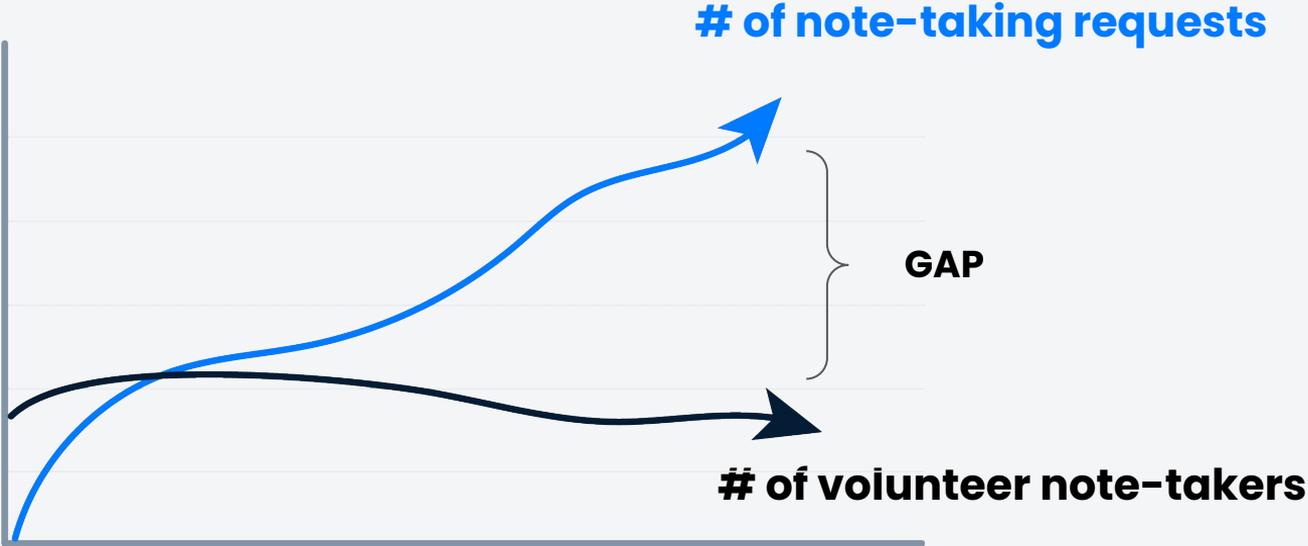


**UC DAVIS**



 **IRVINE VALLEY  
COLLEGE**





# Leveraging technology to expand note-taking accommodations **UC DAVIS**

Successfully accommodate more students with disabilities



Assist students with  
speech or hearing  
disabilities



Support students  
experiencing mental  
health issues



Maintain continuity  
during the  
pandemic





~25%

California community  
college students are English  
Learners and immigrants



# Leveraging technology to increase student success

## Enhance education for English learner students



Hear **and** see what is being said in real time



Review notes after class



Re-listen to class at a slower pace



# Demo



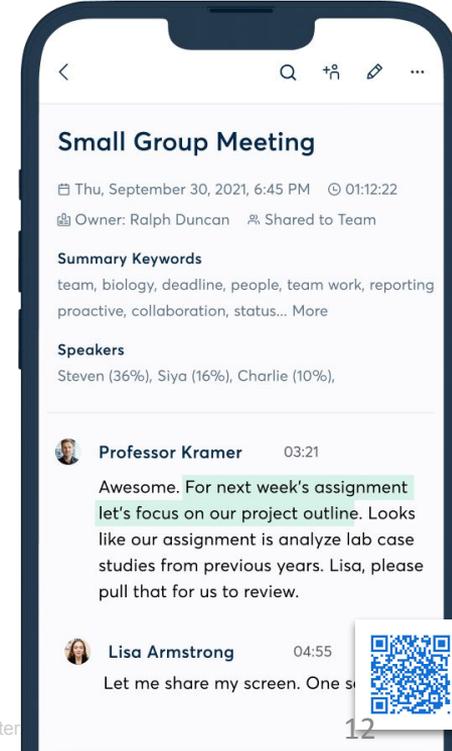
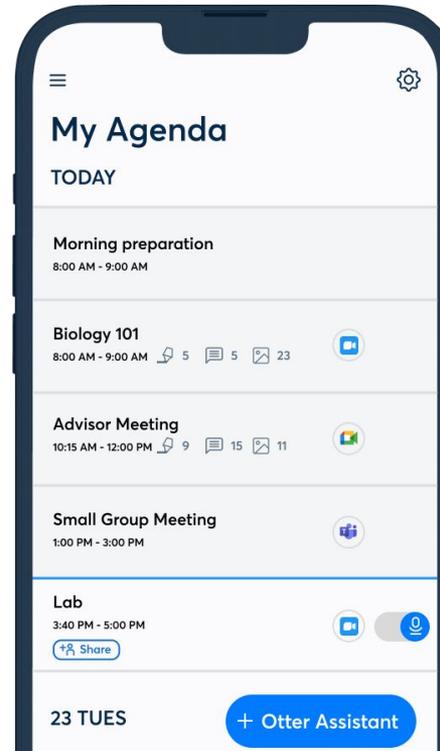
# Using Otter to Improve Accessibility and Student Success



# Otter Lecture and Meeting Notes

Capture, find and remember the important bits of lectures and meetings

- **Record** live to see **real-time transcription** during the lecture
- Review and edit the **AI generated transcript** which includes **synchronized audio playback**
- Search the lecture or meeting notes using **keyword search** and review **summary keywords and highlights**
- Access on **multiple platforms** including **web browser, iPhone or Android device**



# Solving the Hardest Problems at Massive Scale

ACOUSTIC DIFFICULTY ↑



## Smart Home Assistants

far-field • short-form • single-speaker



Otter.ai

## for Live Conversations & Meetings

far-field • long-form • multi-speaker mixed audio



## Digital Voice Assistants, IVR

near-field • short-form • single-speaker



## Dictation Software

near-field • long-form • single-speaker

LINGUISTIC DIFFICULTY →



# A heartwarming review ...

**David Palmer** “It’s like life finally has subtitles ...”



i have an auditory processing disorder amd this app saves me in my class lectures!!!

its like life finally has subtitles and i can understand what others naturally take for granted now!!! LOVE. IT.



# A moving review with a call-to-action ...

Thank you ★★★★★  
by AfiaAkler

**“It is what the deaf and HOH community needs.”**

Thank you for creating this app. It is what the deaf and hard-of-hearing community needs. I wear hearing aids and today, I went to Bible study and discovered that I had left my hearing aids at home. My pastor is soft-spoken so I began to search for real-time transcription apps and came across your app. I wasn't expecting much from it as previous apps I had tried in the past had been terrible. About 5 minutes into using your app, I became convinced that this app is revolutionary: I was blown away by the speed and accuracy of the transcriptions. I used it throughout the two-hour Bible study and the transcription kept up in speed and accuracy. I am very impressed. Please, market this app to the deaf and hard-of-hearing community because it is needed. A potential market for you is to find a way for cellphone calls to be transcribed real-time for deaf and hard-of-hearing people. There is company that offers this service but their transcriptions are very, very bad. Thanks and I am happy to join your customer base.



# Survey tool for blind and partially sighted ...

Testing out quantitative research tools with blind and partially sighted participants

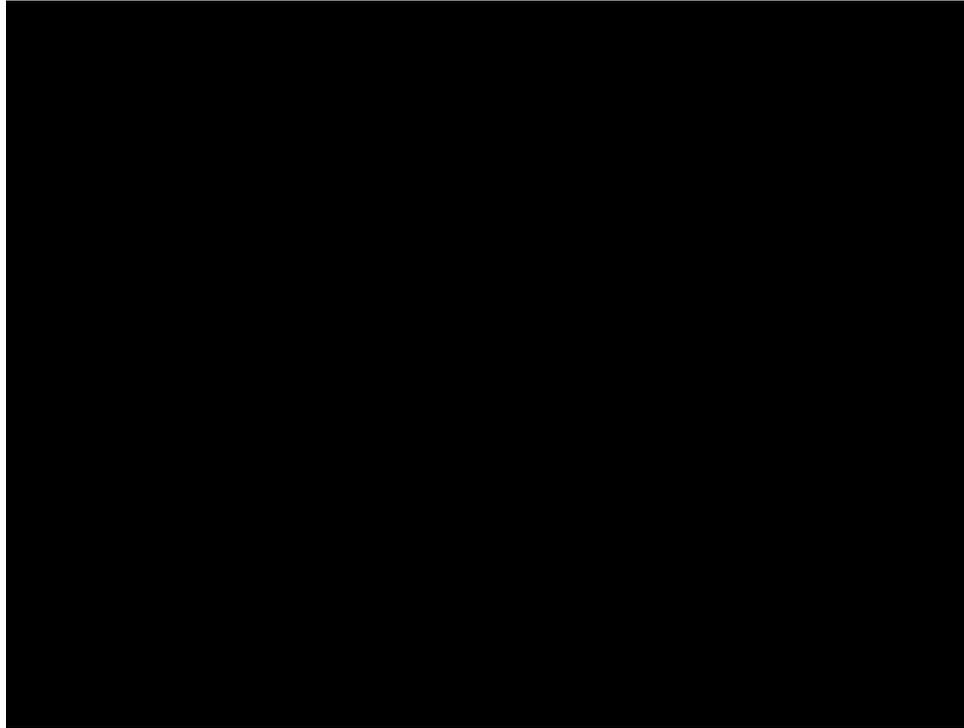


Notes from an evaluator

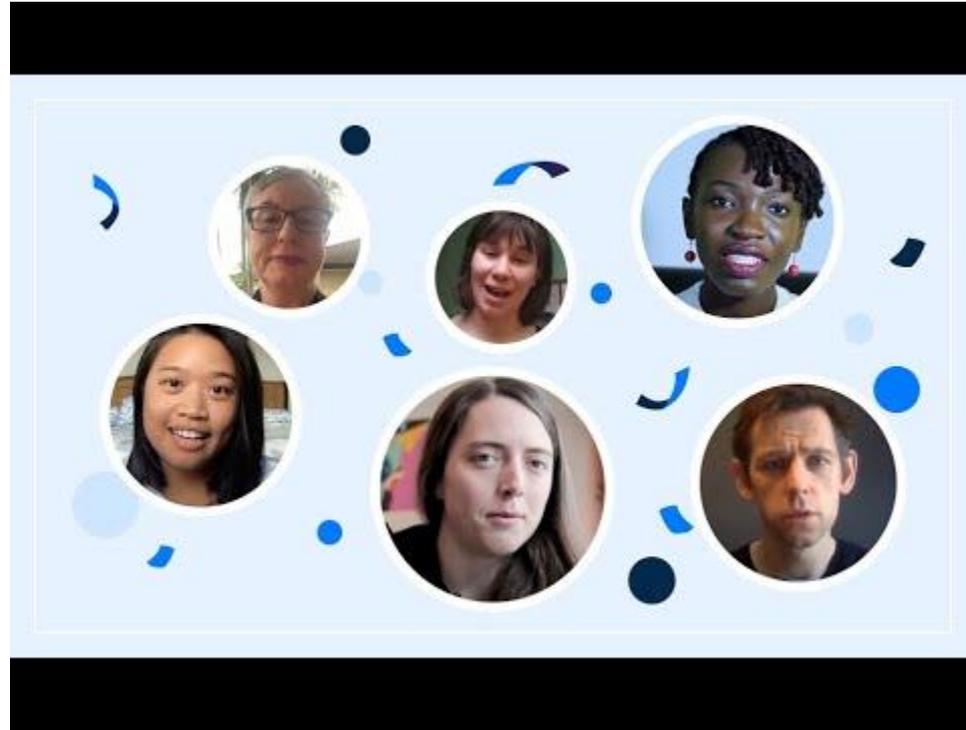
She was much more comfortable providing a verbal response to the questions using Otter (which obviously gave me much richer feedback as well). She needed to be asked the questions, but then could independently locate the 'record' button on the Otter app (by feeling 'above' the iPad home button). The app accurately recorded her response.



# How does a nursing student learn from lecture notes?



# Exploring many more use cases beyond student accessibility



# Thank you



# Abstract

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 for assistive support than ever before and the pressure has never been higher to deliver support for students.

Assistive technology like Otter plays an important role in equalizing access to education, by enabling inclusion and reducing inequalities in higher ed. Powered by artificial intelligence, Otter goes beyond transcribing classes and increases student success with live captions, meeting summaries, and note-taking for the classroom whether remote or in person.

Join this session to see a demo of Otter and hear real-life examples of assistive technology (AT) in action at higher education institutions:

- Tackling classroom distractions with live transcriptions in real time
- Supporting students in a remote or in-person classroom
- Providing support for students with a variety of needs

# Outline

- % of people with disabilities
- Overview
  - Real time notes allow students to focus on material being shared
  - Live notes provide students and faculty members with an easy-to-access and searchable reference of the course's content for post-session studying
  - Integrates easily with common video conferencing platforms like Zoom and Microsoft Teams for seamless implementation
- Accessibility
  - 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
  - Otter reduces the impact of in-person distractions on students' ability to hear and retain course material
- Student Success
  - Students with mental health diagnoses that impact focus
  - Collaboration
  - Access to notes anywhere on mobile app or web
- Meeting - any discussion

# Outline

- Disability accommodations requests are rising with accommodations for psychological disabilities growing faster than almost any other group (group discussion topic?)
  - how many people are seeing this same trend at their schools?
  - How are they managing these requests currently?
- UC Davis
  - Struggled to fulfill note taking accommodations with volunteer-based fulfillment
  - Otter became preferred note-taking services
    - Live transcriptions in real time - **demo**
    - Distracted students can refer to captions or highlight them to refer to later - **demo**
    - Pay more attention in class b/c they didn't have to write notes. Preferred reading the live transcriptions and listening at the same time
    - Help maintained continuity during the pandemic with Zoom integration for remote learning - **demo**
  - Faculty and staff use otter for content production in addition to a note-taking tool
- Irvine Valley College
  - Value retention and student success
  - Help underserved students with technology to help them reach their educational goals
    - Students with disabilities/hard of hearing students and ESL students
  - Zoom integration
- Overview
  - Real time notes allow students to focus on material being shared and participate in the discussion for in-person and virtual environments
  - Live notes provide students and faculty members with an easy-to-access and searchable reference of the course's content for post-session studying
    - Highlight
    - Annotate with your own comments
    - Assign/tag teammates when working on a group project
    - Automated outline to help students navigate to the appropriate section in the discussion
  - Integrates easily with common video conferencing platforms like Zoom and Microsoft Teams for seamless implementation
- Meeting - any discussion