# Request Professional Captions for Kaltura Media

Professional captions are created by a third-party vendor using a human who watches the video and transcribes the audio. Professional captions take 2-5 days to be completed, have a high level of accuracy, and an associated cost per minute.

Mechanical captions can be created automatically by a computer using machine learning algorithms. Mechanical captions are free and have a quick turnaround time but have a significantly lower level of accuracy.

In this article:

* Why choose professional captions
* Cost
* How to request

## Why Choose Professional Captions

* **Save editing time**: They are more than 99% accurate, so require no editing.
* **Save turnaround time**: They are typically returned in less than two business days. It may take you longer to complete the editing of free captions.
* **Provide universal design for learning**: Captions (both professional and free) benefit many learners and are widely used when made available. In a national survey of students with and without disabilities, 98.6% of respondents found closed captions to be helpful. (1)

**PLEASE NOTE**: For a student with a captioning accommodation from the Disability Resource Center (DRC), the DRC will arrange for professional captions for your course videos.

## Cost Of Professional Captions

* $99 per hour of content ($1.65 per minute)
* Billed to the next minute

## How To Request Professional Captions

To request professional captioning, please reach out to your college’s professional captioning approver (see table on next page). They can advise you on the exact process for your school, college, or unit.

* Please contact your professional captioning approver only to request professional captioning.  For all other Kaltura support, please contact [tlt@purdue.edu](mailto:tlt@purdue.edu).
* If you are a decision maker in your school, college or unit and would like a professional captioning approver, please contact [tlt@purdue.edu](mailto:tlt@purdue.edu).

### Professional Captioning Approvers

| **School/College/Unit** | **Captioning Approver** | **Email Address** |
| --- | --- | --- |
| College of Agriculture | Joan Crow | crow@purdue.edu |
| College of Education | Kristyn Childres | kkapetan@purdue.edu |
| College of Health and Human Sciences | Denise Buhrmester | buhrmest@purdue.edu |
| College of Liberal Arts | TBD |  |
| School of Management | TBD |  |
| College of Pharmacy | Mark Sharp | sharpm@purdue.edu |
| College of Science | Nina Haghighi | haghign@purdue.edu |
| College of Veterinary Medicine | Alyx Guadarrama | maxwell5@purdue.edu |
| Dean of Students - Parents and Family | Kelley Stier | kstier@purdue.edu |
| Student Success | Andrea Mattingly | thomas78@purdue.edu |

## Resources:

1. [Student Uses and Perceptions of Closed Captions and Transcripts](https://ecampus.oregonstate.edu/research/projects/3playmedia-student-research-study/), Oregon State University