Jamworks is a thoroughly vetted recording-to-transcription service used by colleges and universities across the country (and now Dickinson) to address the higher-level note-taking assistance needs of certain disabled students. Eligible students who opt to use Jamworks for note-taking would use its app on their phone, laptop, or tablet to do so. This document provides information about Jamworks' use of AI and its data security, the platform's accessibility features, and a list of other schools using this tool.

I. Information Regarding AI & Data Security *(find more at https://jamworks.com/ai-data-security/)*

Jamworks uses AI, but with the following restrictions:

1. **Jamworks does not sell or rent user data to any third parties.**
2. **No user data is used to train third party or in-house AI models.**
3. **Jamworks does not automatically record lectures, seminars or meetings.**
4. **No external AI searches or content is used within the Jamworks platform.**
5. **Recorded content belongs to the original source of the content.** *(GDPR Statement)*
   Neither Jamworks nor users assume ownership of content captured through Jamworks.

II. What AI services are used by Jamworks?

(1) **Deepgram**, which processes audio data and converts speech to text. Deepgram only uses user data to process a transcript and live captioning. Once the data has been processed and returned to Jamworks, Deepgram deletes all user data. (2) **Microsoft Azure OpenAI Services**, whose expertise in data privacy and security is used to protect all user data. Azure processes transcriptions and returns AI outputs to enable students to access lectures summaries and key points, as well as tools for focused reading and self-quizzing. To reiterate, Jamworks' user data is:

- **Not used to train Open AI, Microsoft Azure, or any other models**
- **Not used to improve any third parties' products**
- **Not exploitative or reliant on any human labor**

III. Who owns content captured through Jamworks?

The simple answer is that whoever owns the content originally – so for a lecture, the professor --still owns it. Capturing content through Jamworks does not infer ownership. Students may not download any audio or videos they record in Jamworks, and are required to complete a Recorded Lectures Agreement Form if they use Jamworks for your course.

IV. What is the Jamworks chat bot capable of?

The chatbot will not generate essays or form opinions. It is trained to be an educational assistant and to only convey in different formats the content that was delivered in the recorded class.

Accessibility Features

Fast transcription

Students depending on transcriptions for note-taking need them to be quickly available. Jamworks provides transcriptions the moment a lecture ends, empowering students to get to work straight away if they wish. This is especially helpful for those who, for various disability-related reasons, are likely to be unable to hear or process the entire lecture.

Accurate Transcription

Jamworks provides transcriptions with reportedly up to 95% accuracy. The recorded audio goes through processes that include background noise removal, tonal boosting, and keyword detection to ensure that each transcript is as accurate as possible. The engine is not trained by external input but rather learns by repeated transcriptions of course-specific words and phrases.

Captioning for accessibility

If a professor provides videos of recorded lectures, spoken audio is displayed as subtitles overlaid on the videos. These captions are vital for deaf and hard of hearing students and can be game changers for students with disabilities due to traumatic brain injuries, auditory processing speed limitations, chronic pain, and more.

Playback speed

Jamworks gives students the ability to adjust the playback speed of lecture videos to their liking (0.5x, 0.75x, 1.25x and 1.5x). Students with hearing limitations and those who struggle with reading may appreciate the option of slowing down the captioning or listening at slower speeds, while blind students and those with visual impairments or frequent users of screen readers are often used to listening to digital audio at faster speeds.

Dark mode

Dark mode involves inverting the color scheme. Many students with visual impairments, seizure disorders, or chronic head pain find that white text is easier to read on a black screen. This accessibility feature is also shown to reduce eye strain while reading in the dark or at night.

Colored backgrounds

The ability to choose from different colored backgrounds and different colored text can help some students focus, especially those with conditions such as dyslexia or visual stress.

Keyboard navigation

The Jamworks website can be navigable by keyboard. This is important for students who cannot use a mouse due to motor impairments.

Enlarged text for accessibility

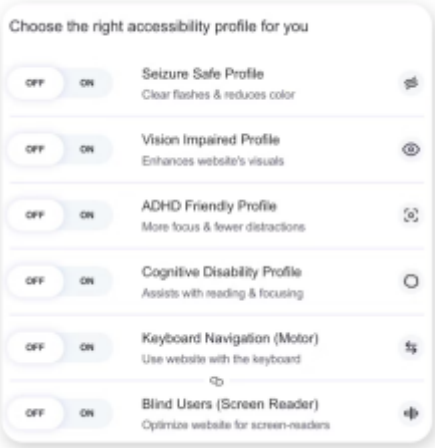
Larger text can provide readability benefits to students with dyslexia and those with visual impairments.

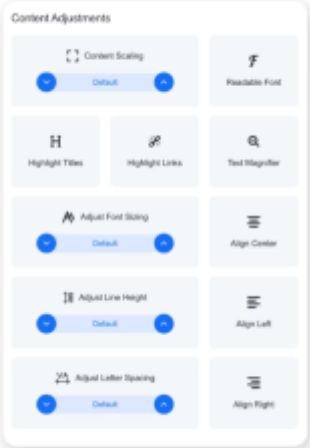
Screen reader compatible

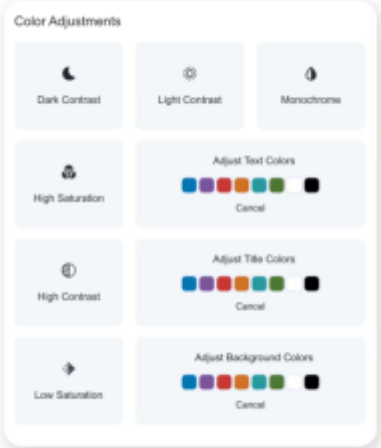
Jamworks works with the screen readers most typically used by students who are deaf, blind and visually impaired students to convert text, images and context-dependent icons into audio or braille.

Fully customizable

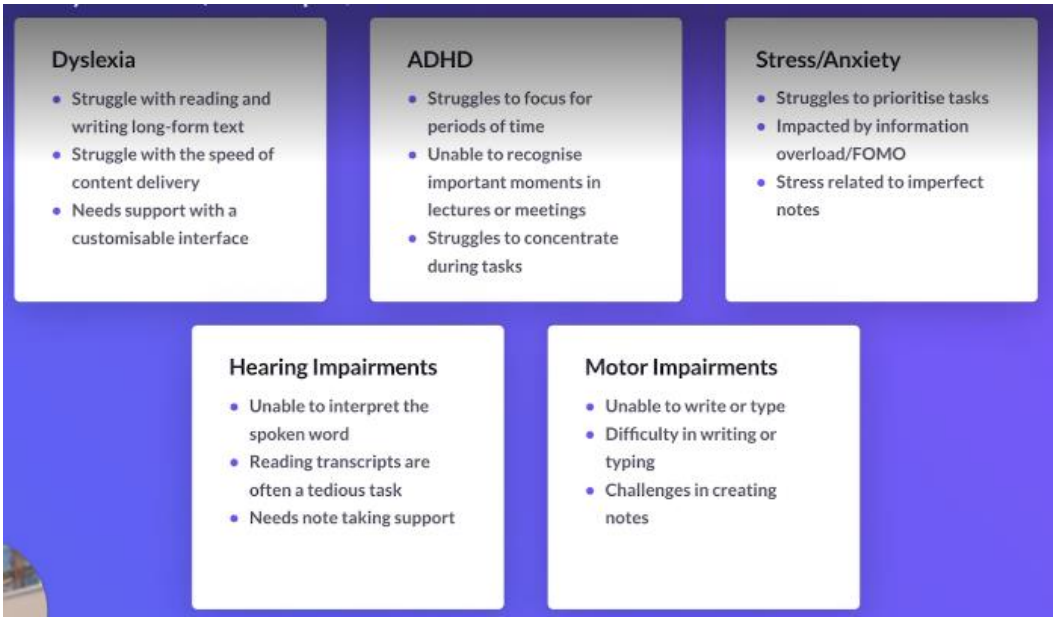
Students can choose from pre-built profiles that are optimized for specific disabilities, or select individual items for a customized experience.







In addition to features to support note taking for the visually impaired, Jamworks has features targeted at supporting students whose note taking and/or reading is impeded by:

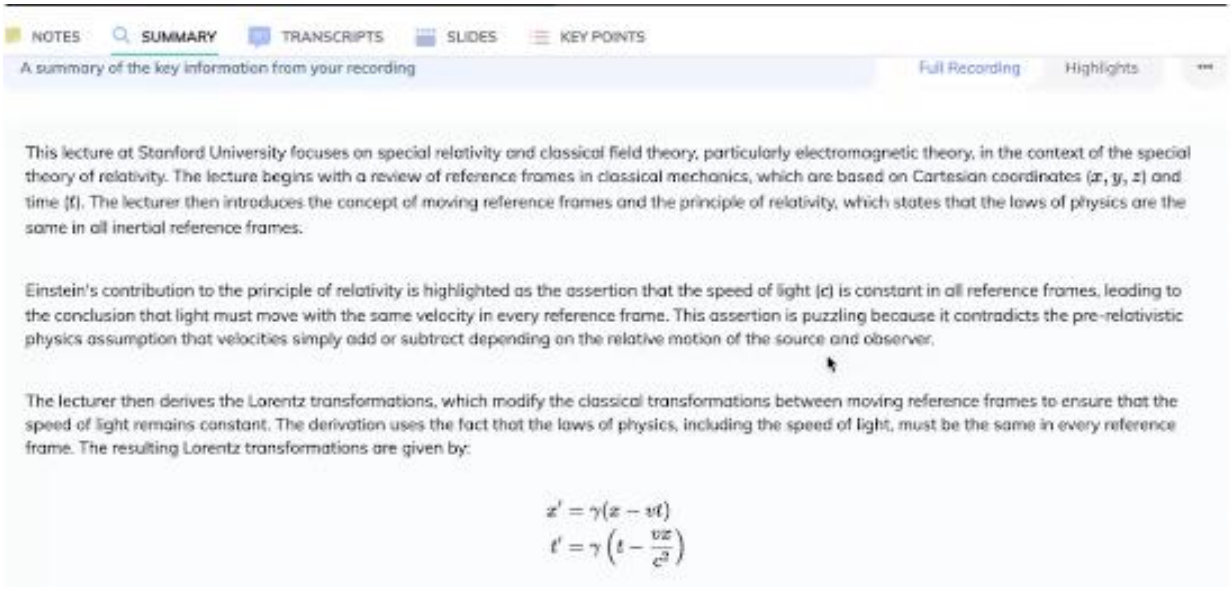


(Accessibility information obtained at https://jamworks.com/accessibility)

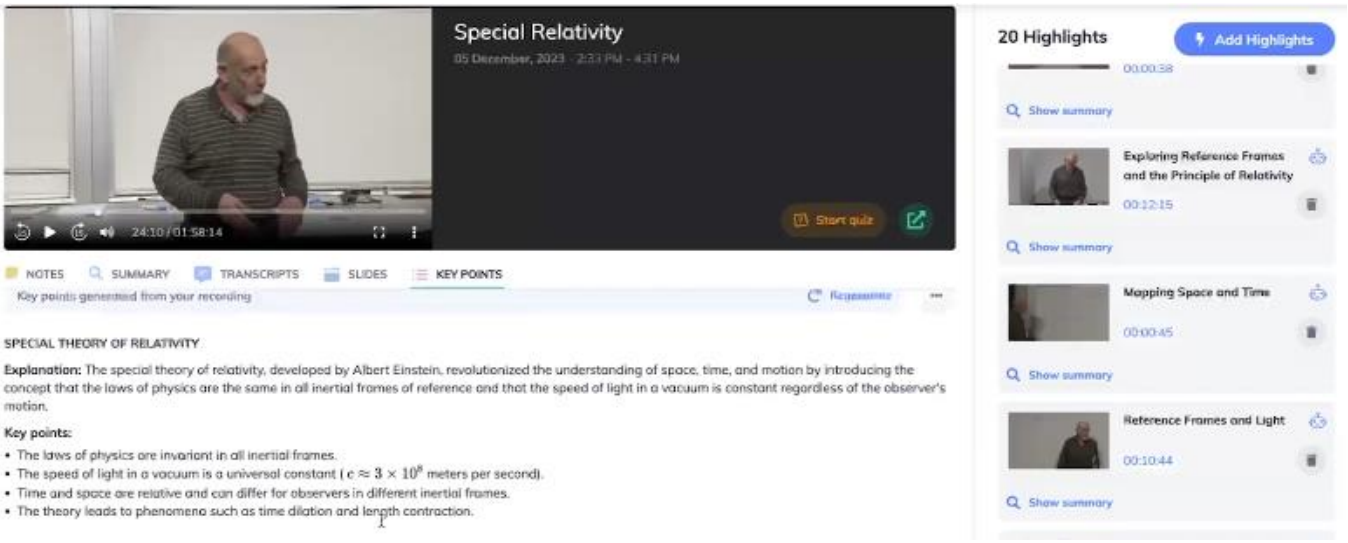
FEATURE SAMPLES

(Apologies for the blurriness!)

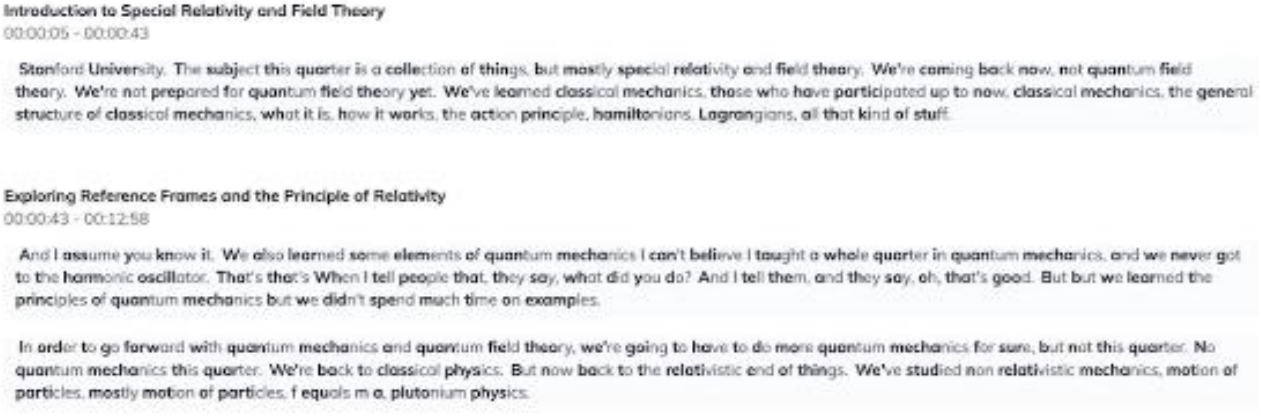
Sample of the transcription “Summary” feature, including verbally presented equations:



Sample of the “Key Points” feature (used with a video recording):



Sample transcription using the “Focus Reader” feature:



Other US Institutions Currently Using Jamworks

(as of Summer, 2025)

Binghamton University, State University of New York
Canadore College
Champlain College
Concordia University
Cornell University
Furman University
Georgia College & State University
Jacksonville State University
Jefferson College
Knightsfield School
Mission College
Nipissing University
North Central College
Pellissippi State Community College
Piedmont Technical College
Queensborough Community College, City University of New York
Rosalind Franklin University of Medicine and Science
Salem State University
Santa Barbara City College
Sonoma State University
St. John's University
St. Mary's College of Maryland
The Citadel, The Military College of South Carolina
The Pennsylvania State University
Thomas Jefferson University
University of Baltimore
University of California, Santa Barbara
University of Central Florida
University of Denver
University of Oregon
University of Pittsburgh
University of Tennessee, Knoxville
University of the Ozarks
University of Toronto
Ventura College
West Chester University of Pennsylvania
Western Oregon University
Wheaton College
Widener University
Wofford College
Yale University

KEY:
Institutions in dark red are frequently recognized for robust disability services, campus accessibility, or innovation in inclusive education.

Schools in blue have a moderate or growing reputation for accessibility.

Send any questions you may have about Jamworks to Erika Salter (notes@dickinson.edu) and CC Marni Jones ((jonesmar@dickinson.edu).