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PEPNet

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ADOBE CONNECT PRO PRESENTATION

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PO BOX 278
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>>DENISE KAVIN: WELCOME TO THE SECOND PRESENTATION ON THE SECOND DAY OF THE PEPNET WEBCAST ONLINE MEDIA.

I WOULD LIKE TO REMIND PARTICIPANTS THAT IN THE INTEREST OF TIME, WE HAVE DECIDED TO TURN TO TECHNOLOGY TO PROVIDE EACH PARTICIPANT AND PRESENTER WITH AN EASY TO USE ENVIRONMENT TO ASK QUESTIONS AND RECEIVE ANSWERS AND STIMULATE DISCUSSIONS AS THEY RELATE TO THE PRESENTATIONS GIVEN OVER THE PAST TWO DAYS. PLEASE REFER TO THE CONFIRMATION EMAIL YOU HAVE RECEIVED WHICH PROVIDES DETAILS WHERE YOU CAN SIGN IN AND ASK YOUR QUESTIONS. THE LEARN CENTRAL SOCIAL NETWORKING SITE IS NOW AVAILABLE FOR YOUR USE.

THIS PRESENTATION WILL FOCUS ON ADOBE CONNECT PRO, A CONTENT DELIVERY SYSTEM.

OUR PRESENTER IS JESSICA HOOPER, JESSICA IS AN INSTRUCTIONAL TECH NOT AT THE WALLACE CENTER AT THE ROCHESTER INSTITUTE OF TECHNOLOGY.

THANK YOU.

>> JESSICA HOOPER: HELLO. TODAY I WILL BE PRESENTING ON ADOBE CONNECT PRO.

I WILL BE TALKING TO YOU ABOUT SPECIFICALLY EXAMPLES RELATED TO RIT'S USAGE OF ADOBE CONNECT AS WELL AS SEVERAL ISSUES RELATED TO ISSUES REGARDING ADOBE CORRECT.

RIT ADOPTED ADOBE CONNECT EARLY ON IN 2004 WHEN IT WAS KNOWN AS MACROMEDIA BREEZE. THE TECHNOLOGY HAS HELPED US FILL A NUMBER OF VOIDS WHEN IT COMES TO SYNCHRONOUS ONLINE COURSES. WHEN WE FIRST ADOPTED THE TECHNOLOGY, WE WERE USING IT TO FILL THE VOID WITH ONLINE COURSES BUT OVER THE YEARS WE HAVE EXPANDED OUR USE OF THE TECHNOLOGY TO ASSIST WITH A VARIETY OF DIFFERENT USES.

SO, WHAT IS ADOBE. CONNECT? ADOBE CORRECT IS A SYNCHRONOUS VIDEO TOOL. IT IS NOT A VIDEO CONFERENCING SYSTEM BUT A WEB CONFERENCING SYSTEM. THE GOAL OF THE TECHNOLOGY IS FOR EASY COMMUNICATION AND COLLABORATION BETWEEN DIFFERENT SITE LOCATIONS. THE FOCUS IS ON A HIGH QUALITY VIDEO, ALTHOUGH ADOBE CONNECT DOES PROVIDE A VIDEO COMPONENT.

SO TODAY WE'LL BE TALKING ABOUT DIFFERENT USE CASES AT RIT AND HOW THE VIDEO COMES INTO PLAY AND HOW THE COMMUNICATION AND COLLABORATION COMES INTO PLAY. RIT CHOSE ADOBE CONNECT DUE TO THREE MAIN REASONS. THEY ARE SMALL WINDOWS THAT ALLOW YOU TO DO A VARIETY OF DIFFERENT THINGS.

THE SECOND REASON IS FOR EASE OF USE. THIS TECHNOLOGY HAD A LOWER LEARNING CURVE THAN SEVERAL OF THE OTHERS THAT WERE EVALUATED. THEREFORE, MADE IT EASIER FOR FACULTY AND STUDENTS TO LEARN HOW TO USE THIS TECHNOLOGY QUICKLY AND EASILY ON THEIR OWN. AS WELL, FACULTY AND STUDENTS ARE ALSO ABLE TO USE THEIR OWN COMPUTERS WITHOUT ANY SPECIAL EQUIPMENT OR THE NEED FOR A LOT OF SOFTWARE DOWNLOADS.

ONE OF THE VERY NICE FEATURES OF ADOBE CONNECT IS THAT IT IS WEBBASED AND IT IS FLASH BASED. 98% OF PEOPLE AT THIS POINT IN TIME DO HAVE FLASH COMPONENTS ALREADY INSTALLED ON THEIR COMPUTERS WHICH MEANS THAT USE OF ADOBE CONNECT IS VERY EASY COMPARED TO ONLY THE OTHER WEBB CONFERENCING VENDORS OUT THERE IN TODAY'S MARKET.

ONE OF THE THIRD REASONS THAT WE ADOPTED ADOBE CONNECT WAS RELATED TO COST. COST RELATED TO WEB CONFERENCING SYSTEMS IS

TYPICALLY LOWER THAN THE COSTS ASSOCIATED WITH VIDEO CONFERENCING. FOR RIT THIS SOLUTION WAS MORE FEASIBLE AND ALLOWED US TO DO SEVERAL OF THE THINGS THAT WE WOULD BE ABLE TO DO WITH A VIDEO CONFERENCING SYSTEM, MAYBE WITHOUT SUCH HIGH QUALITY VIDEO ITSELF, BUT ALSO HAVING THE COMMUNICATION AND COLLABORATION COMPONENTS THAT WE DID WANT TO HAVE.

SO, WHEN A FACULTY MEMBER AT RIT DECIDES THAT THEY WANT TO USE ADOBE CONNECT TO COMMUNICATE WITH AN ONLINE CLASS OR COMMUNICATE WITH AN INDIVIDUAL STUDENT OR PERHAPS A COLLEAGUE THAT'S NOT ON CAMPUS, WHAT HAPPENS IS THEY COME TO THE INSTRUCTIONAL TECHNOLOGY GROUP AT RIT, AND THEY ASK FOR SOME TRAINING AND OUR GROUP PROVIDES THAT TO THEM AND WE BASICALLY ASSIST THEM IN CREATING AN ADOBE CONNECT MEETING ROOM THAT THEY CAN WORK IN.

THE SLIDE THAT YOU ARE SEEING RIGHT NOW SHOWS THE BASIC LAYOUT FOR AN ADOBE CONNECT MEETING ROOM.

YOU WILL NOTICE THERE ARE SEVERAL COMPONENTS INSIDE OF THE ROOM, ONE BEING A CAMERA AND VOICE POD, AND ANOTHER BEING AN ATTENDEES LIST SO YOU CAN ALWAYS SEE WHO IS ACTUALLY IN ATTENDANCE FOR YOUR SESSION, THE THIRD BEING A CHATPOD, SO YOU CAN ACTUALLY TEXT-CHAT BACK AND FORTH WITH THE PEOPLE WHO ARE PARTICIPATING IN THE PRESENTATION, AND ANOTHER IS A NOTES POD SO THAT YOU CAN LEAVE INFORMATION ON ANY IMPORTANT TOPICS THAT YOU MIGHT BE COVERING IN AN UPCOMING SESSION, AND THE THIRD -- THE FINAL AND PROBABLY MOST IMPORTANT IS THE SHARE AREA, THE SHARE POD.

THAT'S THE LARGE WINDOW THAT YOU SEE IN THIS SNAPSHOT.

BASICALLY, WITHIN THAT SHARE POD, YOU CAN SHARE A VARIETY OF COMPONENTS, INCLUDING YOUR DESKTOP, SEVERAL APPLICATIONS OFF OF YOUR COMPUTER, AS WELL AS ANY DOCUMENTS SUCH AS POWERPOINT SLIDES, OR ALSO PDFS NOW WITH THE NEW VERSION OF CONNECT AND IN ADDITION, WHITEBOARDS.

SO, THAT'S THE BASICS OF WHAT YOU WOULD GET IN THE MEETING ROOM.

ADOBE CONNECT HAS THE ABILITY TO GO ABOVE AND BEYOND THE SIMPLISTIC SETUP AND HAVE A SOPHISTICATED CUSTOMER SETUP AS WELL. YOU CAN HAVE A RELOCATION OF PODS AND A VARIETY OF COMPONENTS THAT COME INTO PLAY. AS THE MEETING ROOMS BECOME MORROW BUST AND MORE INTERACTIVE.

SO, NOW WHAT I'D LIKE TO DO AT THIS POINT IS TALK TO YOU ABOUT SOME

OF OUR RIT SPECIAL USE CASES. BASED ON OUR NUMBERS FROM FALL QUARTER AT RIT, WE HAVE OVER 1,151 UNIQUE USERS ON OUR ADOBE CONNECT SERVER. WE DO HOST OUR OWN SERVERS HERE AT RIT.

SO, IT IS SOMETHING THAT WE MAINTAIN INTERNALLY.

THE VARIETY OF DIFFERENT WAYS THAT PEOPLE USE ADOBE CONNECT AT THIS POINT IN TIME INCLUDES FACULTY LECTURES, STUDENT TEAMWORK, STUDENT PRESENTATIONS, GUEST SPEAKERS OR PRESENTERS, THAT ARE BEING BROADCAST FROM REMOTE LOCATIONS ON THIS -- THIS COULD ALSO INCLUDE THOSE WHO ARE BROUGHT IN FROM RIT'S GLOBAL CAMPUSES, SOFTWARE DEMONSTRATIONS, AND ALSO FOR PRE-RECORDED SESSIONS.

SO, IN THE NEXT FEW SLIDES, I'M GOING TO BE SHOWING YOU SOME SNAPSHOTS OF THESE EXAMPLES AND TALKING TO YOU A LITTLE BIT ABOUT THE USE CASE SCENARIOS.

SO, THE FIRST SLIDE THAT YOU ARE LOOKING AT HERE IS A SNAPSHOT OF A TYPICAL FACULTY LECTURE. NOW, WHEN FACULTY GIVE THEIR LECTURES IN ADOBE CONNECT THEY MIGHT GIVE THEM FOR A VARIETY OF REASONS. ONE MIGHT BE TO GIVE A LECTURE FOR AN ONLINE COURSE. THIS GIVES FACULTY A WAY TO CONNECT IN A SYNCHRONOUS FASHION WITH STUDENTS THAT OTHERWISE WON'T BE ABLE TO TALK TO THEM IN THE SAME PLACE AT THE SAME TIME DUE TO THE TYPICALLY ASYNCHRONOUS NATURE OF ONLINE EDUCATION.

ADOBE CONNECT REALLY BRIDGES THAT GAP AND ALLOWS FACULTY TO WORK WITH THE STUDENTS IN A SYNCHRONOUS WAY. WHEN YOU ARE LOOK AT THIS SCREEN SHOT AND DEPENDING HOW YOU ARE VIEWING THIS PRESENTATION, YOU MAY OR MAY NOT BE ABLE TO SEE IT VERY WELL, BUT THE COMPONENTS THAT ARE THERE ARE ALL OF THE ONES THAT I MENTIONED WHEN I WAS TALKING ABOUT THE BASIC LAYOUT.

SO YOU WILL SEE THERE'S AN IMAGE OF THE FACULTY MEMBER GIVING A PRESENTATION AS WELL AS A LIST OF ALL OF THE STUDENTS WHO ARE IN ATTENDANCE FOR THIS PARTICULAR SESSION. AND THE BOTTOM CORNER THERE IS AN AREA WHERE THE STUDENTS CAN ACTUALLY TEXT CHAT INTO THIS SESSION, AND ASK ANY QUESTIONS. AND THEN IN THE MAIN PORTION OF THE SCREEN, THIS FACULTY MEMBER HAS CHOSEN TO SHARE A POWERPOINT PRESENTATION. SUNDAY IS GIVING HIS LECTURE OVER TOP OF THAT POWERPOINT PRESENTATION.

NOW, IN THE EVENT THAT THIS FACULTY MEMBER WERE NOT TEACHING 100% ONLINE COURSE, THEY VERY WELL BE DELIVERING THIS MODE IN CONJUNCTION WITH THE CAMPUS COURSE.

SO, RIT'S FOUND RECENTLY THAT WE HAVE VERY UNIQUE CASES WHERE FACULTY AND STUDENTS ARE TRYING TO CONNECT CAMPUS COURSES AS WELL AS ONLINE COURSES AND TEACH THEM SIMULTANEOUSLY.

SO, IN THOSE SITUATIONS, WE FIND THAT THE FACULTY MEMBER WILL PULL UP AN ADOBE CONNECT SESSION IN THEIR CLASSROOM, THEY'LL PROJECT IT ONTO THE SCREEN IN THE CLASSROOM, AND THEN THE ONLINE STUDENTS WILL HAVE THE ABILITY TO LOG INTO THAT LIVE SESSION, AND COMMUNICATE WITH THE STUDENTS WHO ARE ACTUALLY SITTING IN THE CLASSROOM AS WELL. SO, THIS IS ONE OF THE USE CASE SCENARIOS THAT'S COME UP MORE RECENTLY AT RIT.

ANOTHER POPULAR WAY THAT WE HAVE BEEN USING ADOBE CONNECT AT RIT IS FOR STUDENT TEAMWORK, AND AS YOU CAN SEE FROM THIS PARTICULAR SLIDE, THE LAYOUT OF OUR ROOM HAS CHANGED QUITE A BIT.

ONE OF THE NICE FEATURES OF ADOBE CONNECT IS THAT ABILITY TO CUSTOMIZE AND MOVE THE PODS AROUND IN A VARIETY OF DIFFERENT WAYS. SO, FOR A STUDENT PROJECT OR SOMEBODY WHO IS WORKING ON A TEAM PRESENTATION, YOU MIGHT FIND THAT YOU NEED MORE PODS THAT WILL ACCOMMODATE NOTES THAT YOU ARE KEEPING ON YOUR SESSION OR POSSIBLY A TEXT CHAT. THIS PARTICULAR SESSION HAS A VARIETY OF DIFFERENT VIDEO CAMERA IMAGES, AS WELL AS SEVERAL DIFFERENT NOTES AND CHAT FIELDS. SO, BASICALLY, WHAT WILL HAPPEN IS WHEN THE STUDENTS FINISH ONE PARTICULAR SESSION, THEY'LL BE ABLE TO ARCHIVE THAT SESSION AND ACCESS IT LATER.

ADOBE CONNECT ACTUALLY SAVES THE CONTENT FROM ONE SESSION TO THE NEXT, SO WHEN THE STUDENTS LEAVE THE MEETING ROOM AND RE-ENTER AT THE NEXT TIME, ALL OF THEIR CONTENT WILL STILL BE THERE, AND THEY CAN ACTUALLY PICK UP FROM WHERE THEY LEFT OFF PREVIOUSLY. IN ADDITION, THE STUDENTS ALSO HAVE THE ABILITY TO RECORD THEIR SESSIONS, AS WELL AS WOULD ANYBODY ELSE WHO IS USING ADOBE CONNECT.

IT IS SOMETHING THAT WE CERTAINLY ENCOURAGE AT RIT BECAUSE IT CAN BE A USEFUL STUDY AID AS WELL AS GOOD RESOURCE FOR THE FACULTY MEMBERS TO GO BACK AND LOOK AT TO SEE MAYBE HOW SOMETHING COULD BE IMPROVED LATER ON.

THIS SCREEN SHOT THAT YOU ARE SEEING RIGHT NOW IS AN EXAMPLE OF HOW ADOBE CONNECT HAS BEEN USED FOR STUDENT PRESENTATIONS. OFTENTIMES WE FIND THAT OUR -- AT RIT FACULTY MEMBERS WOULD LIKE THEIR STUDENTS TO WORK WITH CORPORATE PARTNERS, OR OTHER COLLEAGUES OR CUSTOMERS WOULD ARE OFF CAMPUS.

BECAUSE MANY OF THOSE CUSTOMERS ARE NOT ABLE TO COME TO CAMPUS FOR STUDENT PRESENTATIONS BEING WE DID NEED TO FIND A WAY TO ACTUALLY DELIVER OUR CONTENT OUT TO THOSE GROUPS OF PEOPLE WITHOUT MAKING THE STUDENTS HAVE TO GO TO A REMOTE SITE LOCATION AS WELL. THIS HAS COME INTO PLAY IN A VARIETY OF WAYS.

CORPORATE CASES BEING ONE, BUT ALSO WITH OUR GLOBAL PARTNERS BEING ANOTHER ONE. WITH THESE TWO PARTICULAR SCREEN SHOTS, THERE'S A CUSTOMER WHO IS LOGGED IN TO ADOBE CONNECT AND A STUDENT TEAM STANDING IN A CLASSROOM GIVING A PRESENTATION TO THEIR ON CAMPUS CLASS. THIS CUSTOMER OR CLIENT AS WE COULD SAY WAS ACTUALLY IN JAPAN DURING THE TIME OF THE PRESENTATION. SO, OBVIOUSLY, THIS TOOL IS GREAT FOR MAKING THOSE INTERNATIONAL AND GLOBAL CONNECTIONS. ALLOWING STUDENTS TO DELIVER PRESENTATIONS THAT THEY WOULD NOT OTHERWISE HAVE BEEN ABLE TO DELIVER TO THOSE TYPES OF CLIENTELE.

IN ADDITION TO THE METHODS THAT I HAVE ALREADY MENTIONED, WE ALSO USE ADOBE CONNECT TO CONNECT TO GUEST SPEAKERS. THESE COULD BE PEOPLE WHO ARE CLIENTS FROM OFF CAMPUS AND THEY COULD BE RIT FACULTY WHO ARE NOT TEACHING THAT COURSE SESSION OR THEY COULD BE THE GLOBAL PARTNERS. THE SCREEN SHOT THAT YOU ARE DOING, THE GUEST SPEAKER, WHO WAS AT THIS PARTICULAR PRESENTATION, IS ACTUALLY THE WOMAN WHO HAS THE LARGER SCREEN SHOT, CAMERA SHOT ON THE RIGHT HAND SIDE OF THE WINDOW. SHE WAS BASED OUT OF KOSOVO AND WAS ACTUALLY RECEIVING AN AWARD.

SO, THIS USE OF CONNECT ALLOWED OUR PANEL OF JUDGES TO BE ABLE TO COMMUNICATE WITH THAT STUDENT WHEN SHE WAS WINNING HER AWARD, AND THE STUDENT WAS THEN ABLE TO READ A PIECE OF HER POETRY THAT SHE WAS GIVEN THE AWARD FOR OVER ADOBE CONNECT. THE SESSION WAS THEN CAPTURED AND RECORDED AND CAN NOW BE PLAYED BACK FOR FUTURE USE. AS YOU CAN SEE FROM THIS PARTICULAR SNAPSHOT THIS IS ONE OF OUR MORE CUSTOMIZED ADOBE CONNECT MEETING ROOMS.

YOU CAN SEE THAT THE BACKGROUND ACTUALLY HAS A VERY NICE IMAGE OF THE LOCATION WHERE THIS STUDENT WAS FROM, AND WE HAVE MOVED AROUND SOME OF THE PODS INCLUDING THE ATTENDEES LIST AND CHATPOD AS WELL.

ONE OF THE BEST USE CASES FOR ADOBE CONNECT IS PROBABLY FOR OUR SOFTWARE DEMONSTRATIONS. OUR ONLINE LEARNING DEPARTMENT USED TO DO A SERIES OF WEBINARS OR ONLINE WEB DEMONSTRATIONS USING ADOBE CONNECT WHERE WE WOULD ACTUALLY DEMONSTRATE HOW TO USE RIT'S COURSE MANAGEMENT SYSTEM. SO, IN THIS PARTICULAR SLIDE, YOU'RE ACTUALLY SEEING US GIVING ONE OF THOSE WEBINAR-STYLE

PRESENTATIONS. AND IN THE CENTER OF THAT SHARE SCREEN, WE'RE ACTUALLY GIVING A SOFTWARE DEMONSTRATION HERE. SO, AS OUR PRESENTERS ARE ACTUALLY STEPPING THROUGH THAT SOFTWARE PRESENTATION, YOU CAN SEE THEIR CURSOR MOVING AND FOLLOW RIGHT ALONG.

ADOBE CONNECT ALLOWS FOR LIVE DESKTOP SHARING APPLICATION SHARING, AND ALSO JUST SHARING OF A PARTICULAR WINDOW THAT MAY BE OPEN ON YOUR COMPUTER. SO, AS YOU SHARE THOSE DIFFERENT COMPONENTS, YOU WILL HAVE THE ABILITY TO DO DIFFERENT TYPES OF THINGS, AND PRESENT ON DIFFERENT TYPES OF MATERIALS. SO, BASICALLY, THIS IS A WAY FOR US TO GET ACROSS TO STUDENTS, FACULTY AND STAFF ON CAMPUS DIFFERENT WAYS THAT YOU MIGHT USE TECHNOLOGY. SO, HERE WE'RE ACTUALLY USING A TECHNOLOGY TO SHOW ANOTHER TECHNOLOGY, AND ITS USE CASE SCENARIOS.

FOR OUR PARTICULAR COURSE MANAGEMENT SYSTEM, THERE ARE SEVERAL NUANCES IN THERE THAT ARE DIFFICULT TO POSSIBLY EXPLAIN THROUGH AN EMAIL OR THROUGH A PHONE CONVERSATION. SO, HAVING THE ABILITY TO USE A TOOL LIKE ADOBE CONNECT WHERE WE CAN ACTUALLY WALK SOMEBODY THROUGH THE PROCESS OF USING THESE DIFFERENT TYPES OF TOOLS IS CERTAINLY VERY HELPFUL FOR US.

NOW, ONE OF THE THINGS THAT I AM GOING TO GET -- GET INTO IN A FEW MINUTES IS HOW ADOBE CONNECT HANDLES ACCESSIBILITY AND WHAT RIT IS ACTUALLY DOING TO ACCOMMODATE THE ACCESSIBILITY COMPONENTS RELATED TO ADOBE CONNECT AND DELIVERY OF CONTENT THROUGH THIS SOFTWARE.

IN THIS SCREEN SHOT, I WANT TO POINT OUT THAT AT THE VERY BOTTOM PORTION, YOU WILL SEE THAT THERE'S A SMALL POD OR WINDOW THAT ACTUALLY CONTAINS A VARIETY OF DIFFERENT TEXT, AND WHAT THAT IS AN ACTUAL CAPTIONING FEED, A REALTIME CAPTIONING FEED USING CART-STYLE CAPTIONING THAT GOES RIGHT INTO THE ADOBE CONNECT MEETING ROOM. THIS PARTICULAR CAPTIONING POD WAS ACTUALLY DEVELOPED BY A THIRD PARTY VENDOR, AND IS USED ACROSS A VARIETY OF DIFFERENT CAMPUSES TO ACCOMMODATE ACCESSIBILITY WITHIN ADOBE CONNECT.

SO, WHAT ARE SOME OF THE WAYS THAT WE CAN USE TO MAKE ADOBE CONNECT ACCESSIBLE TO STUDENTS HERE AT RIT AND OTHER CAMPUSES. THIS IS CERTAINLY A CHALLENGE FOR US, BUT THIS METHOD OF COMMUNICATION USING THE ADOBE CONNECT TECH NOTHING DOES ALLOW US TO ACCOMMODATE ACCESSIBILITY IN A VARIETY OF DIFFERENT WAYS.

SO, I'M GOING TO TALK ABOUT SOME OF THOSE DIFFERENT WAYS RIGHT NOW

AND HOPEFULLY EXPLAIN TO YOU HOW WE HAVE KIND OF OVERCOME SOME OF THE OBSTACLES. FOR FACULTY WHO ARE DELIVERING ARE COURSE LECTURE, IT'S NOT FEASIBLE FOR THEM TO TEXT CHAT THE ENTIRE LECTURE OR FOR STUDENTS TO RESPOND COMPLETELY IN TEXT CHAT.

THE FIRST BULLET THAT I HAVE ON THE SLIDE IS TEXT CHAT FOR EASY COMMUNICATION. WHAT THIS RELATES TO IS THE FACT THAT WE HAVE A VARIETY OF FACULTY WHO ARE TRYING TO ACCOMMODATE DIFFERENT TYPES OF OFFICE HOUR SESSIONS FOR THEIR STUDENTS. WITH THE ABILITY IN ADOBE CONNECT TO USE TEXT CHAT FOR COMMUNICATION, THAT GIVES US THE CAPABILITIES OF COMMUNICATING WITH OUR DEAF AND HARD OF HEARING STUDENTS. IT ALSO GIVES US THE ABILITY FOR ANY DEAF OR HARD OF HEARING FACULTY MEMBERS TO COMMUNICATE EASILY WITH HEARING STUDENTS AS WELL. SO, THIS IS A COMPONENT THAT HAS COME INTO PLAY QUITE A BIT AT RIT'S CAMPUS. ONE OF OUR BIGGEST USE CASES IS THE REAL-TIME CAPTIONING WHICH IN FACT IS WHAT I SHOWED RIGHT HERE ON THE PREVIOUS SLIDE. SO, AT THE BOTTOM OF THE SLIDE, AGAIN, OUR REALTIME CAPTIONING WOULD BEGIN ROLLING AS THE PRESENTERS BEGAN SPEAKING. AND THEN AT THAT POINT, OUR REAL TIME CAPTIONIST WOULD CONNECT TO THE ADOBE CONNECT SYSTEM AND WOULD BEGIN TYPING.

THERE ARE SOME CONSIDERATIONS OR FOR THE REAL-TIME CAPTIONIST BECAUSE ADOBE CONNECT OBVIOUSLY DOES OPERATE ON A WEB-BASED SYSTEM AND THERE ARE BANDWIDTH RELATED ISSUES. WE NEED TO MAKE SURE THAT THE CAPTIONIST IS HEARING THE AUDIO AT A RATE THAT'S FAST ENOUGH THAT WHEN THEY CAPTION, THE CAPTIONS ARE ACTUALLY STAYING IN SYNC WITH THE PRESENTATION MATERIAL. SO, WHAT WE DO IS WE OFTENTIMES WILL RECOMMEND THAT OUR CAPTIONIST USE A SECONDARY PHONE LINE IN ADDITION TO THE VOICE OVER IP AUDIO DELIVERY SOURCE, SO THAT THEY CAN HELP STAY IN SYNC WITH ALL OF THE ACTIVITY THAT'S HAPPENING IN THE MEETING ROOM. AND FOR THE MOST PART, WE HAVE FOUND THAT THIS IS VERY SUCCESSFUL.

AS FAR AS THE REAL TIME CAPTIONING IS CONCERNED, WE HAVE HAD A VARIETY OF GREAT FEEDBACK FROM OUR STUDENTS, IN PARTICULAR, THE DEAF AND HARD OF HEARING STUDENTS DO LIKE THE REAL TIME CAPTIONING. THE INTERNATIONAL STUDENT AUDIENCES THAT WE HAVE IN SOME COURSES HAVE ALSO COMMENTED THAT THEY LIKE TO HAVE THAT REAL IT TIME CAPTIONING. THE SERVICE PROVIDE THEY'RE WE'RE CURRENTLY USING FOR OUR REALTIME CAPTIONING SERVICES FOR MOST OF OURS COURSES IS CAPTION FIRST. AND THEIR SERVICES ALSO PROVIDE US RIGHT NOW WITH A TEXT TRANSCRIPT FROM THAT REALTIME CAPTIONING SESSION THAT WE CAN THEN ALSO SEND OUT AND MAKE AVAILABLE TO OUR DEAF AND HARD OF HEARING STUDENTS AS WELL AS THE ENTIRE COURSE, SO THAT IF WE DO HAVE INTERNATIONAL OR OTHER STUDENTS WHO WOULD LIKE TO HAVE THAT TRANSCRIPT FOR STUDY PURPOSES, IT IS EASILY

ACCESSIBLE TO THEM.

THE THIRD BULLET AND ITEM THAT I HAVE ON THIS LIST IS CAPTIONED VIDEOS.

OUR VIDEO QUALITY AS I MENTIONED BEFORE, IS NOT TO THE POINT WHERE IT IS CONSIDERED VIDEOCONFERENCING, HIGH QUALITY VIDEO, BUT IT DOES STILL ALLOW US TO CAPTURE INTERPRETERS AS WELL AS OTHER SCIENTIFIC ACTIVITIES THAT MAY BE HAPPENING INSIDE OF A VIDEO CAMERA POD WITHIN THE ADOBE CONNECT MEETING INTERFACE. SO, IN SEVERAL SCENARIOS WE HAVE EXPERIMENTED WITH THE USE OF A CAPTIONIST AND ALSO AN INTERPRETER BEING CAPTURED IN A VIDEO CAMERA SITUATION.

AT THIS POINT IN TIME, WE'RE FINDING THAT THE QUALITY OF THE VIDEO MIGHT NOT BE QUITE WHERE WE WOULD LIKE IT TO BE IN ORDER TO USE THE VIDEO AS THE SOLE WAY OF ACCOMMODATING ACCESSIBILITY IN ADOBE CONNECT MEETING ROOMS BUT WE ARE CONTINUING EXPERIMENTATION WITH THAT, AND WE DO HOPE THAT THE VIDEO QUALITY WILL GET BETTER GOING FORWARD AS WE SEE MORE AND MORE UPGRADES TO THE ADOBE CONNECT SYSTEM.

HERE AT RIT, WE HAVE ACTUALLY PURCHASED A THIRD PARTY TOOL THAT GIVES US THE ABILITY TO MANAGE VIDEO BEYOND WHAT IS AVAILABLE ON ADOBE CONNECT. SO, THIS PARTICULAR TOOL WILL ALLOW US TO UPGRADE THE QUALITY OF THE VIDEO TO A POINT WHERE WE'RE HOPING THAT IT WILL MAKE IT EASIER FOR STUDENTS AND FACULTY AND OTHER PEOPLE VIEWING THE PRESENTATIONS TO BETTER SEE THE INTERPRETING THAT'S GOING ON INSIDE THE WINDOWS.

ONE OF THE BIGGEST ISSUES IS FINDING THE ABILITY WITHIN THE REAL ESTATE INSIDE THE ADOBE CONNECT MEETING ROOM TO SHOW EVERYTHING THAT YOU NEED TO SHOW AND TO NOT DISTRACT OR DETRACT FROM THE STUDENTS' ABILITY TO FOCUS ON THE PRESENTATION AS WELL AS ON THE INTERPRETING OR THE CAPTIONING THAT'S TAKING PLACE. SO, THAT IS A CHALLENGE FOR THIS PARTICULAR TECHNOLOGY IS THAT THERE ARE A VARIETY OF DIFFERENT WINDOWS INSIDE OF THE FIELD THAT NEED TO BE FOCUSED ON.

ONE OF THE NEXT BULLETS THAT I HAVE GOT ON THE LIST IS OUR SPEECH TO TEXT DRAGON NATURALLY SPEAKING. NOW, I WANT TO MENTION THAT WE ARE NOT CURRENTLY USING DRAGON NATURALLY SPEAKING ACTIVELY TO DO SPEECH TO TEXT INSIDE ADOBE CONNECT, BUT WE HAVE BEGUN EXPERIMENTATIONS WITH IT. UP UNTIL THIS POINT, IT LOOKS AS THOUGH THIS TECHNOLOGY MAY DEFINITELY OPEN SOME NEW DOORS FOR CAPTIONING INSIDE OF ADOBE CONNECT. IF WE WERE HAVING THE ABILITY TO USE DRAGON NATURALLY SPEAKING IN PLACE OF A CART/CAPTIONING

SERVICE, THIS WOULD ALLOW US TO KIND OF PLAN A LITTLE BIT LESS IN ADVANCE FOR SOME OF OUR PRESENTATIONS.

ONE OF THE CHALLENGES THAT WE'RE FINDING HERE AT RIT IS BECAUSE WE ARE USING AN EXTERNAL VENDOR TO PROVIDE OUR REALTIME CAPTIONING SERVICES FOR ADOBE CONNECT IS THAT WE HAVE TO PLAN FAR IN ADVANCE THESE LECTURES THAT NEED TO BE CAPTIONED. SO, THERE IS A SCHEDULING COMPONENT THAT COMES INTO PLAY. IF WE HAD THE ABILITY TO USE A TOOL LIKE DRAGON NATURALLY SPEAKING MORE FREQUENTLY, THEN WE PROBABLY WOULD NOT HAVE THE ISSUES THAT WE HAVE EXPERIENCED IN THE PAST. WITH THAT PARTICULAR SCHEDULING MANAGEMENT PROBLEM.

ONE OF THE THINGS THAT I DID WANT TO MENTION IN REGARDS TO THE NUMBER OF DEAF AND HARD OF HEARING STUDENTS, AND ALSO COURSES WITH DEAF AND HARD OF HEARING STUDENTS REGISTERED IN THE RIT, IS BASICALLY SOME NUMBERS HERE. IN OUR FALL QUARTER THIS YEAR WE HAD APPROXIMATELY 85 COURSE SESSIONS THAT WERE USING ADOBE CONNECT IN SOME WAY, SHAPE OR FORM IN GENERAL. ON TOP OF THAT, IN THOSE COURSES, WE HAD 14 OF THOSE SECTIONS IN THE FALL QUARTER THAT HAD DEAF OR HARD OF HEARING STUDENTS THAT WERE ENROLLED, AND ACTUALLY PARTICIPATING IN LIVE SESSIONS. OF SOME SHAPE OR FORM.

A THIRD FIGURE THAT I'D LIKE TO GIVE OUT IS THAT IN THE FALL QUARTER OF 2009, WE HAD APPROXIMATELY 334 UNIQUE DEAF AND HARD OF HEARING STUDENTS THAT WERE LOGGING IN, AND USING ADOBE CONNECT IN A LIVE CLASS SESSION. SO, AS YOU CAN SEE, WE ACTUALLY HAVE A VARIETY OF STUDENTS WITH DEAF AND HARD OF HEARING NEEDS THAT ARE ACCESSING ADOBE CONNECT FACULTY LECTURES, COURSE MEETINGS, AND ALSO TEAM PROJECTS. SO, ACCESSIBILITY IS CERTAINLY A BIG ISSUE FOR US.

NOW, SO, BASICALLY, YOU HAVE HEARD ABOUT SOME OF THE USE CASE SCENARIOS WE HAVE HERE AT RIT AND SOME OF THE ACCESSIBILITY ISSUES. SO, I'M GOING TO SPEND THE NEXT SEVERAL MINUTES TALKING ABOUT SOME OF THE BEST PRACTICES THAT WE HAVE DEVELOPED HERE AT RIT, AND BASICALLY WHAT OUR SUPPORT STRUCTURE IS LIKE IN ORDER TO MAKE THIS TECHNOLOGY RUN SMOOTHLY, ACROSS THE CAMPUS.

THIS LIST HERE, THE BULLETS MIGHT BE SLIGHTLY SMALL, SO I'M NOT SURE HOW WELL YOU WILL BE ABLE TO SEE, BUT I HOPE THAT YOU CAN. I WILL RUN DOWN QUICKLY HERE. ONE OF OUR BIGGEST PUSHES IS TO START OUT SIMPLE.

IN THE BEGINNING OF MY PRESENTATION, I SHOWED THE VERY BASIC MEETING LAYOUT AND YOU SAW THAT THERE WAS NOT A WHOLE LOT TO IT, YOU HAD THE VIDEO POD, YOU HAD THE ATTENDEES, YOU HAD THE CHAT

ABILITY AND YOU HAD THE SHARE SCREEN. THAT'S PROBABLY THE MOST SIMPLISTIC APPROACH TO STARTING OUT.

AS YOU BUILD ON TO ADOBE CONNECT, IT CAN BECOME MORE AND MORROW BUST AND YOU CAN ACTUALLY CHANGE WILL WHAT YOU ARE DOING, ADJUST THE PODS AND ACCOMMODATE ADDITIONAL CONNECTIVITY IN THE SESSION. FOR FACULTY AND STUDENTS WHO ARE STARTING OUT FOR THE FIRST TIME WITH THE TECHNOLOGY, WE DEFINITELY RECOMMEND KEEP IT SIMPLE. DON'T TRY TO DO EVERYTHING ALL AT ONCE AND THAT'S SOMETHING THAT I WOULD PUSH TO ANYBODY OUT THERE WHO IS INTERESTED IN ADOPTING A WEB CONFERENCING TECHNOLOGY LIKE THIS. AS WAS MENTIONED IN OUR VIDEO CONFERENCING PRESENTATION THIS MORNING, PRACTICE, PRACTICE, PRACTICE.

TEST, TEST, TEST, TEST.

THE MORE THAT YOU CAN PRACTICE AND THE MORE THAT YOU CAN TEST WITH THE TECHNOLOGY, BEFORE YOU ACTUALLY GET IN THAT LIVE USE CASE SCENARIO, THE MORE LIKELY YOU'RE GOING TO BE WITH A SUCCESSFUL DELIVERY OF YOUR SESSIONS. AS WITH ANY TECHNOLOGY, INEVITABLY SOMETHING COULD GO WRONG. WE ALL LOVE IT WHEN IT WORK, BUT WHEN IT DOESN'T, WE ALL KNOW IT'S NOT FUN. SO, IT'S ALWAYS A GOOD IDEA TO PRACTICE WITH THE TECHNOLOGY SO THAT YOU ARE FEELING COMFORTABLE WITH THE WAY THE TECHNOLOGY WORKS.

THE WAY THINGS ARE SET UP IN THE ROOM, AND THEN AT THE -- AT THE TIME OF THE LIVE EVENT, YOU'RE NOT WORRIED ABOUT THE LITTLE THINGS LIKE, OH, MY GOSH, IS MY MICROPHONE PLUGGED IN, AM I ON THE CAMERA, THOSE TYPES OF THINGS YOU DON'T WANT TO BE STRUGGLING AND WORRYING THROUGH AT THE VERY LAST MINUTE. SO, PRACTICE.

WE ALSO RECOMMEND CREATING A CHECKLIST FOR THE DAY OF THE LIVE EVENT. THIS IS SOMETHING THAT WE HAVE ACTUALLY IN THE WALLACE CENTER GENERATED FOR SOME OF OUR FACULTY, AND POSTED IT AS A RESOURCE ON OUR WEBSITE. SO, THERE ARE A VARIETY OF THINGS THAT WILL STEP -- THAT WE'LL STEP THROUGH ON THE CHECKLIST, INCLUDE DOING YOU HAVE YOUR CAMERA PLUGGED IN, IS YOUR MICROPHONE PLUGGED IN?

ARE YOU CONNECTED TO A WIRED INTERNET CONNECTION. THE WIRED CONNECTION WITH ADOBE CONNECT IS SO CRUCIAL BECAUSE THIS IS A WEB-BASED SYSTEM, IS DEFINITELY RELIES ON YOUR NETWORK. SO, IT'S VERY IMPORTANT TO HAVE THAT STABLE NETWORK CONNECTION. AND SO, WE COULD PUSH TO FACULTY TO USE THE WIRED INTERNET CONNECTION WHENEVER THEY CAN. SO, FACTOR IN SOME SETUP TIME. SO, WHENEVER YOU ARE GOING TO DO A LIVE SESSION, I WOULD TYPICALLY RECOMMEND TO ANY FACULTY OR STAFF MEMBER THAT I'M, WORKING WITH, THAT THEY

FACTOR IN AT LEAST 30 MINUTES OF PREPARATION AND SET-UP TIME FOR THEIR LIVE SESSION TO TAKE PLACE. SO, BY DOING THIS, BASICALLY, YOU'RE ALLOWING FOR SOME OF THAT PRACTICE TIME THAT I MENTIONED BEFORE.

BUT THEN, ALSO, IN CERTAIN USE CASE SCENARIO, YOU MIGHT FIND THAT YOU HAVE INVITED IN A NUMBER OF GUEST SPEAKERS. THERE MAY BE NOT SO COMFORTABLE WITH THE TECHNOLOGY OR HAVEN'T HAD THE ABILITY TO PREPARE LIKE YOU DID PREVIOUSLY. SO, THAT EXTRA 30 MINUTES WILL GIVE YOU THE TIME TO ACTUALLY PREP, MAKE SURE THAT THINGS ARE WORKING PROPERLY, AND THEN BE PREPARED FOR -- TO START RIGHT ON TARGET, ON TIME. WHEN YOUR PRESENTATION IS SCHEDULED.

ONE OF THE MOST IMPORTANT THINGS THAT WE RECOMMEND FOR FACULTY WHO ARE DELIVERING LECTURES IN ADOBE CONNECT IS TO ORIENT YOUR STUDENTS VERY EARLY ON TO THE TECHNOLOGY. FROM THE FACULTY DELIVERY END, THERE'S A LOT MORE BELLS AND WHISTLES ON THE TECHNOLOGY TO LOOK AT, AND TO FUMBLE THROUGH. BUT FROM THE STUDENT-END, THE TECHNOLOGY IS FAIRLY STRAIGHTFORWARD.

SO, MOST OF THE STUDENTS ARE ABLE TO LOG IN TO THE SESSION, AND THEN JUST SIT THERE AND WATCH THE ACTIVITY AS IT HAPPENS, AND TO PARTICIPATE AND COMMUNICATE WHEN THEY NEED TO. BUT, ASSUMING THAT THE STUDENTS KNOW THE TECHNOLOGY IS NOT A GOOD IDEA BY ANY MEANS, SO WE WOULD RECOMMEND TO FACULTY WHO ARE USING ADOBE CONNECT OR OTHER TYPES OF WEB CONFERENCING, OR SYNCHRONOUS COMMUNICATION TECHNOLOGY, THAT YOU INTRODUCE THOSE TECHNOLOGIES TO YOUR STUDENTS EARLY ON, SO THAT THEY CAN BECOME COMFORTABLE WITH IT, BEFORE YOU ACTUALLY GET INTO THE GUTS AND CONTENT OF YOUR COURSE.

ONE OF THE BIGGEST THINGS IS TO ACKNOWLEDGE YOUR REMOTE STUDENTS. IN THOSE USE CASE SCENARIOS THAT I MENTIONED WHERE WE HAVE A CAMPUS COMPONENT AND ONLINE COMPONENT BEING TAUGHT TOGETHER IN ONE SINGLE MERGED OR BLENDED STYLE COURSE, OFTENTIMES IT'S EASY FOR A FACULTY MEMBER WHO IS PRESENTING TO A CAMPUS CLASSROOM TO FORGET ABOUT THOSE ONLINE PARTICIPANTS.

SO, ONE OF THE THINGS THAT WE TRY TO MAKE SURE THAT PEOPLE KEEP ON TOP OF IS KEEPING COMMUNICATION AND ACKNOWLEDGEMENT OF THOSE REMOTE PEOPLE WHO ARE LOGGED IN TO THAT LIVE WEBINAR STYLE SESSION BUT WHO ARE NOT SITTING IN THE CLASSROOM WITH YOU. ONE OF THE TIPS AND TRICKS THAT WE OFTENTIMES TEND TO PASS OUT IS FOR FACULTY TO APPOINT ONE OF THE STUDENTS WHO ARE SITTING IN THE CLASSROOM, AS SOMEBODY WHO CAN ACTUALLY MONITOR THE TEXT CHAT IN THE ONLINE SESSION, AND LET THE FACULTY MEMBER KNOW IF THERE ARE ANY QUESTIONS COMING UP FROM THE ONLINE AUDIENCE.

AND THAT HAS WORKED OUT VERY WELL IN MOST CASES.

ESTABLISHING GROUND RULES FOR COMMUNICATION, AND HOW THE STUDENTS ARE ACTUALLY GOING TO COMMUNICATE BACK TO YOU EARLY ON IS VERY IMPORTANT. ADOBE CONNECT, BECAUSE OF ITS COLLABORATION ABILITIES, AND THE DIFFERENT METHODS THAT IT HAS FOR COMMUNICATION HAS A VARIETY OF DIFFERENT OPTIONS OUT THERE. YOU CAN CHOOSE TO HAVE YOUR STUDENTS COMMUNICATE BACK TO YOU USING THE TEXT CHAT, YOU CAN CHOOSE TO HAVE YOUR STUDENTS COMMUNICATE BACK TO YOU USING THE VOICE OVER IP WHICH IS THE BUILT-IN AUDIO COMPONENT, INSIDE OF ADOBE CONNECT, AND YOU CAN ALSO HAVE THEM COMMUNICATE WITH YOU USING A BUILT-IN OR SYNCED UP SPEAKER PHONE OR PHONE CONFERENCE COMPONENT.

SO, THERE ARE DIFFERENT CONSIDERATIONS FOR EACH ONE OF THOSE DIFFERENT COMMUNICATION MODES, AND IT'S IMPORTANT TO CONSIDER WHAT ALL OF THOSE ARE IN ADVANCE AND THEN MAKE SURE THAT YOUR STUDENTS UNDERSTAND WHICH ONE OF THOSE COMMUNICATION MODES THAT YOU WILL BE USING AND WHICH ONE OF THOSE MODES THEY WILL BE USING TO COMMUNICATE BACK TO YOU. BECAUSE IT'S CERTAINLY POSSIBLE THAT YOU WILL BE USING VOICE OVER IP TO COMMUNICATE TO THEM, BUT THEY MAY BE ONLY USING TEXT CHAT TO COMMUNICATE BACK TO YOU. SO YOU DON'T HAVE TO BE ON THE SAME COMMUNICATION MODE IN ORDER TO COMMUNICATE IN THE SYNCHRONOUS FORMAT IN ADOBE CONNECT. THERE ARE A VARIETY OF OPTIONS.

ONE OF THE BIGGEST STRUGGLES FOR USING THIS TYPE OF A TECHNOLOGY IN THAT BLENDED MODE THAT I JUST MENTIONED, IS TO KEEP YOUR STUDENTS ENGAGED. OFTENTIMES, WE'LL FIND THAT LECTURING IN THE CLASSROOM, YOU'RE TALKING OUT TO YOUR AUDIENCE IN FRONT OF YOU, BUT YOU'RE NOT REALLY CONSIDERING THAT ONLINE AUDIENCE. SO, KIND OF HAVING A CHECKPOINT WITH THEM ONCE IN A WHILE MAY BE SPEAKING FOR 15 OR 20 MINUTES, AND THEN TOUCHING BASE AND ASKING IF ANYBODY HAS ANY QUESTIONS IS ONE OF THE RECOMMENDATIONS THAT WE WILL PUSH OUT TO FACULTY FREQUENTLY.

AS FAR AS FOR TEAMS AS WELL WHO ARE IN THOSE MODES WHERE THEY'RE WORKING TOGETHER, COLLABORATING ONLINE, THEY WANT TO BE THINKING ABOUT THAT COMMUNICATION MODE AS WELL. SO, WHEN WE TALK ABOUT ACCESSIBILITY IN THOSE TYPES OF CONSIDERATIONS, FOR TEAMS WHO ARE WORKING TOGETHER, AND WOULD BE WORKING ON KEEPING EACH OTHER ENGAGED, AND COMMUNICATING EFFECTIVELY, YOU MIGHT NOT BE NECESSARILY ABLE TO USE THE VOICE OVER IP AUDIO AND USE A TEXT CHAT. FIGURING OUT HOW TO USE YOUR TEAMWORK ACTIVITIES COMES INTO PLAY.

AS I'M GOING DOWN THE LIST, YOU CAN SEE PLANNING COMES INTO PLAY WHEN USING THIS TECHNOLOGY. YOU DEFINITELY WANT TO THINK ABOUT ALL OF THESE THINGS IN ADVANCE. THE MORE PLANNING AND TESTING THAT YOU DO, THE MORE SUCCESSFUL YOUR SESSIONS ARE REALLY GOING TO BE.

ONE OF MY OTHER BULLET POINTS ON THE LIST IS AVOID UNNECESSARY DISTRACTIONS. THE WORST THING THAT YOU CAN HAVE IS HAVE YOUR CELL PHONE OFF OR TECHNOLOGY OR SOME OTHER TECHNOLOGY DISRUPTING YOU WHEN YOU ARE DELIVERING A LIVE SESSIONS. ANY WAY THAT YOU CAN ELIMINATE THOSE THINGS. TURN OFF CELL PHONES. IF YOU ARE AT HOME GIVING A PRESENTATION AND YOU HAVE KIDS, TRY TO CLOSE YOURSELF INSIDE YOUR HOME OFFICE. OR -- YOU KNOW, LIVING ROOM, BEDROOM, WHATEVER YOU CAN DO. TO AVOID THAT BACKGROUND NOISE BECAUSE IF YOU ARE IN A SITUATION, YOU WILL SEE COMPLAINTS FROM YOUR STUDENTS, AND IT'S VERY DISTRACTING IN THE RECORDING. THAT'S SOMETHING TO DEFINITELY KEEP IN MIND.

AFTER KEEPING STUDENTS ENGAGED ALONG WITH THAT IS TO INFLUENCE STUDENTS WISELY WITH THE TECHNOLOGY. JUST REMEMBER YOUR SITUATION. IF EVERYTHING IS 100% ONLINE AND ADOBE HAS THE ABILITY FOR YOU TO USE BREAKOUT ROOMS WHICH WILL ALLOW TO YOU DIVIDE YOUR STUDENTS UP INTO DIFFERENT GROUPS SO THEY CAN COMMUNICATE WITH ONE ANOTHER. IF YOU ARE IN A CAMPUS SITUATION, USING A BREAKOUT ROOM SCENARIO MIGHT NOT WORK. THAT'S WHERE YOU NEED TO MAKE SURE THAT YOUR PLANNING THESE ACTIVITIES WISELY.

RECORDING YOUR SESSIONS. WE ALWAYS RECOMMEND RECORDING THE SESSIONS, OBVIOUSLY FOR PLAYBACK REASONS. BUT ALSO HELPS US EVEN TO TROUBLESHOOT SOME OF THE TECHNICAL ISSUES THAT MAY ARISE WITH THE TECHNOLOGY. SO, WHEN RECORDING YOUR SESSIONS YOU'RE CREATING A GREAT ARCHIVE THAT YOU CAN REFERENCE LATER.

YOU'RE CREATING A GREAT RESOURCE THAT STUDENTS CAN STUDY OFF OF LATER, BUT THEN YOU'RE ALSO CREATING THIS RECORD OF YOURSELF THAT WILL HELP YOU LOOK BACK TO SEE, GEE, WERE THERE TECHNICAL PROBLEMS DURING MY SESSION. SHOULD I MAYBE HAVE SPOKEN UP. SHOULD I HAVE BEEN PRESENTING A LITTLE BIT SLOWER? MAYBE I WAS MOVING THROUGH THE SLIDES TOO QUICKLY AND THE TECHNOLOGY WASN'T FOLLOWING ALONG. RECORDING YOUR SESSION WILL ALLOW YOU GO BACK AND DO ALL OF THOSE THINGS. IT'S SOMETHING THAT WE CERTAINLY RECOMMEND.

ON OUR FINAL LIST OF BEST PRACTICES HERE IS TO HAVE A BACKUP PLAN.

AS I MENTIONED IN THE BEGINNING WITH ANY TECHNOLOGY, SOMETHING COULD INEVITABLY GO WRONG OUT OF NOWHERE. ADOBE CONNECT IS A

FABULOUS TECHNOLOGY. WE HAVE HAD A LOT OF SUCCESS WITH IT HERE AT RIT. IT'S BEEN A GREAT COLLABORATION TOOL.

IT'S ALLOWED STUDENTS, FACULTY AND CORPORATE CLIENTS, GLOBAL SITES A VARIETY OF DIFFERENT PEOPLE, TO CONNECT, COMMUNICATE WITH EACH OTHER, AND COLLABORATE WITH EACH OTHER, SHARE A LOT OF DIFFERENT INFORMATION, BUT IN THE EVENT THAT SOMETHING GOES WRONG WITH THE TECHNOLOGY, ALL OF THOSE CAPABILITIES ARE TAKEN AWAY. HAVING A BACKUP PLAN IN PLACE FOR WHAT YOU WILL DO AS A FALL-BACK IN THE EVENT THAT THE TECHNOLOGY IS NOT WORKING IS ALWAYS A VERY IMPORTANT ASPECT.

SO, FINALLY, ONE THING THAT I WANTED TO MENTION TO THOSE OF YOU OUGHT THERE WHO ARE INTERESTED IN WEB CONFERENCING TECHNOLOGY, AND YOU DO LIKE THE SOUND OF ADOBE CONNECT PRO AND THINK IT MIGHT BE GOOD FOR YOUR INSTITUTION OR PERSONAL USES. THERE IS A TOOL CALLED ADOBE CONNECT NOW. YOU CAN SIGN UP FOR AN ACROBAT.COM ACCOUNT AND BEGIN USING ADOBE CORRECT NOW AT ANY POINT IN TIME.

IT ALLOWS YOU TO DO ALL OF THE THINGS WE TALKED ABOUT TODAY WITH THE EXCEPTION OF THE NUMBER OF PEOPLE WHO ARE ACTUALLY BE PRESENT IN THOSE MEETS. THERE ARE THREE MAXIMUM -- MAXIMUM OF THREE PEOPLE WHO CAN USE ADOBE CONNECT NOW AT A TIME.

SO, ON MY SLIDE HERE, I HAVE LISTED THE URL FOR ADOBE CONNECT NOW, SO HOPEFULLY, YOU CAN ALL SEE THAT, AND IT'S BASICALLY [WWW.ADOBE.COM SLASH ACOM SLASH CONNECT NOW](http://WWW.ADOBE.COM/SLASH/ACOM/SLASH/CONNECT/NOW), I WOULD ENCOURAGE TO YOU CHECK THAT SITE OUT IF YOU ARE INTERESTED IN LEARNING ABOUT ADOBE CONNECT, AND WITNESS YOU HAVE HAD THE OPPORTUNITY TO DO THAT, YOU MIGHT BE ABLE TO GET A BETTER HANDS-ON FEEL FOR HOW THE TECHNOLOGY ACTUALLY WORKS, AND WHETHER IT'S SOMETHING THAT WILL WORK FOR YOU IN YOUR INSTITUTION.

SO, AT THIS POINT, I AM FINISHED WITH MY PRESENTATION, AND THANK YOU VERY MUCH FOR WATCHING, AND GIVING ME THE OPPORTUNITY TO PRESENT TODAY AT PEPNET.

THANK YOU.