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PEPNET
THINK TANK 2
MARCH 24, 2010

GoToMeting PRESENTATION

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PO BOX 278
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>> Denise Kavin: Welcome to the fourth and final 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, receive answers, and stimulate discussions as they relate to the presentations given over the past two days. Please refer to the confirmation email you received which provides details where you can sign in to ask your questions. The LearnCentral social networking site is now available for your use.

This presentation will focus on GoToMeeting, a desktop sharing application. We have a panel of three presenters for this session. Barbara Keefe who is an assistive technology specialist with the Maine state assistive technology program known as CITE. Barbara is also an Outreach Specialist with PEPNet-Northeast. The second member of this panel is Shari Majeski who is a certified provider of Computer Assisted Real Time transcription, CART services. And the third member of the panel is Stephen Angell who is the technology administrator for the Maine Education Center for Deaf and Hard of Hearing.

>> GoToMeeting is a shared web -- a desktop application and one that is probably one of the most frequently used in the general marketplace.

When we were looking at possible programs for presentation during these two days of our event we really wanted to ensure that all of the solutions that are being used in the mainstream were included. And that meant looking at programs that were not totally accessible. And GoToMeeting clearly falls into that category.

Each of the panelists who have used GoToMeeting have used it in a different capacity. We are not experts. I have received some training on GoToMeeting. Shari has had the experience of actually embedding captioning into GoToMeeting. And Steve has used it on a regular basis for technical assistance in his job.

I think the persons that we really want to involve in this process are people who, like Teresa Wilkham at the university of New Hampshire, Teresa uses it all the time with her assistive technology staff and she trains on this particular application. When I spoke with Teresa Wilkham I asked if there was any way this could be accessible and she tried to explain this -- she's an engineer actually by background, there were adaptations that could make it a little more friendly. So she sent us a video clip where she was using an automatic speech recognition program with the Dragon nuance base as part of the GoToMeeting presentation, but unfortunately that was a little bit busy for this kind of presentation. That will be on our bulletin board and will be accessible to you.

The reason this is so popular in the mainstream is that it really is a very low cost solution for people to gather, be at their desktops and for someone to actually interact with the desktop. The problem is that it's very hard to embed the captioning and that's an issue. We're going to have I think our friend Shari is going to talk a little bit about how she was able to actually use the captioning with this particular program.

Shari, do you want to share how your desktop is able to be part of this program?

>> Good afternoon. My name is Shari Majewski, I'm a Certified CART Provider and hold a certification as a broadcast captioner. And I want to say good afternoon to all of the participants here and acknowledge the work of the captioner who's providing service from a remote location and also acknowledge the ASL interpreters here working on the site here in the room with us.

GoToMeeting wasn't designed to be accessible but in order to use it to display captions it couldn't be any more simple. If you're not familiar with GoToMeeting, all you would do is simply use -- using GoToMeeting's control panel, click on the button that says share my screen. I would be the captioner. You would see my laptop and the captions on my laptop. I would be at a remote site writing the captions, using GoToMeeting. It's a screen share application and there you would see it. The same way this can be used with any text-based communication access program, be it Typewell, C-print, CART, broadcast captioning software. And the provider, like myself, could communicate with the consumer of the service through the chat window.

Say that maybe for the consumer he or she needs a bigger font, he or she could type a chat message to the provider and say could you please enlarge your font for me? Sure, we can do that. Or the color scheme is not comfortable for the consumer's eyes

and the provider and consumer could work out what text and background color would be the most comfortable for the consumer.

The audio is always a piece that I as a CART provider or captioner, I'm always concerned about because if we cannot hear well we can't deliver a good product. So GoToMeeting has its own audio component. We could use that audio piece. GoToMeeting allows you to use another VoIP program like Skype and sometimes the Skype sound is a bit better. Perhaps none of the VoIP audio is doing the trick and if on your end, if you can provide the captioner audio over a landline phone, telephone, perhaps that's a better sound. And perhaps the room needs additional microphones. It depends upon how big your meeting is and the very best scenario is to test beforehand.

If you have attended the seminars earlier today, then you've heard I think every presenter talk about testing and test multiple times. That's -- every setting is so different. Every room's acoustics are very different. So the very, very optimal is to test, test your setup beforehand to ensure good audio to the provider.

And my colleague, Stephen Angell, our IT person is going to explain to you in far more detail how to incorporate these features. Thank you.

>> Well, Shari, I won't say far more detail but I'll definitely give more detail.

As you've heard Barbara say, I've used this application quite a bit. Usually on the receiving end. For example, the way GoToMeeting says it's, it's good for team collaboration, sales calls, consultation, training, and online support. Now, I know us three actually used it for team collaboration in this past week, playing with it, being on this team to present here to you today. We obviously wanted to really immerse ourselves in the product so we ended up using GoToMeeting at least -- well, one time, but it was really a good team collaboration effort and we really got to exercise the application quite well.

I myself have received sales calls through the use of GoToMeeting. Salesmen are often trying to show me their -- their products and GoToMeeting is generally a nice, easy way for that to happen. I'm sitting in my office, you know, I can actually have the presentation say during my lunch break and doesn't really take much time out of my day. I don't have to drive anyplace. So I have used it on the receiving end of sales calls. Not so much on consultation myself but, you know, you can understand the benefits, if you have a consultant that wants to share some documents with you, they can share with you on GoToMeeting before they come on location, share a lot of information before the meeting.

Also for training, I've received training by the use of GoToMeeting. Often, as you know, networks change and often we technicians have to learn new things quickly. So usually vendors will use GoToMeeting to start training sessions with us, technician like myself or people in my organization who are learning new software programs. And it works very well that way.

My favorite way to use GoToMeeting is actually online support. Being the network administrator often I just can't let anyone come in and do what they have to do. I really have to know what technicians are doing when they come in. Not just physically but when they come in remotely as well. The beauty with GoToMeeting is that this technician using GoToMeeting outside my network can access my desktop and I can be sitting there taking notes, making sure he or she isn't doing something I don't want them to do, and they often are keeping -- well, they are, they are always in voice contact with me so they're always asking permission, may I access this? May I do that? And I like that. It gives me real clear understanding of what people are doing inside the network I'm responsible for and it gives me some opportunity to learn as well. So that -- maybe I won't need them the next time.

So these are the general overview about what is so important about GoToMeeting and why it's used so much. There are two basically, to my understanding, two flavors of GoToMeeting. There's the one that we've been playing with which is the web-based one which is there in any web browser. You can start a meeting, as long as you have a name and password, you can create a meeting right from a web interface.

Now, for the more often for the more frequent user, there's what's called the corporate or multi-user version of GoToMeeting. Generally that's for firms that have several people that are going to be using the account, the GoToMeeting account and you can sign the administration to a person and that person can set up all the meetings beforehand and have it be installed and run as an application on each desktop which is good for the frequent users. It sends reminders and integrates with various programs, which I shall show you. The screen you're seeing now is basically the first screen after you sign in. This is before any of your attendees have shown up, as you can see. It's a basic -- a control panel that Shari was talking about. And there's that blank screen about getting ready to invite people to the meeting. And again, here's the GoToMeeting control panel in more detail. It runs on both PC and Mac. This is the key to the kingdom. This is where all the work is done.

On here there's you can use full audio conferencing so it's part of it. You can use a phone as an option. You can use an external phone like our landline phones or phone line in your business. Or the built-in audio feature of your computer as well.

There's full desktop sharing which Shari mentioned. That's how she was able to share her caption software with the other people in the meeting. I myself have used that as well. I share my desktop so that a technician remotely can come in and control it and hence access all the resources on my network. There's application sharing right down to the application level. So I can give say that remote technician access to one application only, which further gives me -- which gives me more control over what's going on.

You can record each session, which would really beneficial I'd say in training, training environments. And also for me as well because I like to know what these technicians are doing in my network. So I have it recorded, I can then, you know, refer to it later if I need to do the same thing again.

You can also invite people right on the fly, right in the middle of a meeting. Let's say, you know, some of -- we should invite so-and-so to the meeting. You can send an email right from this control panel and hopefully, should the person answer it at the other end, they can join right in the meeting without any really need to register or anything like that.

You can change presenters with this software through this control panel. You can make someone's desktop who's in the meeting the presentation screen. Now, in the case of Shari showing the captions, now we wouldn't want to change it. But the ability is there. Let's say you -- you do want to leave her streaming text stream for a moment you can and you can always go back again. You can also transfer just the keyboard and mouse control rather than just sharing desk tops. There are drawing tools, support for multiple monitors, and as I said Mac and PC support and as Shari said before, there's chat features as well, which is always helpful.

This next screen really talks about the screen sharing in more detail. This is the one that we probably use the most in order for -- to show captions. It's as simple as the play and stop button on your DVD player. And again, some information about showing your screen. Click the play button to show your screen. It is that simple.

A little bit more detail now about the attendee list and all the things you can do with the people that are in this meeting. As you can see, it displays a number of attendees, their role and what drawing tool they're using. You can mute them or unmute them. You can mute everyone. And you can promote somebody to a presenter, as I mentioned before, sharing keyboard and mouse, I've mentioned that. And chatting is important. And even copy email addresses to clipboards and sending chat messages directly between each other, all through this control panel which is very, very powerful.

Now, some of the preferences that as a technician I like to see is some of the recording preferences. So these are things that you can choose before your meeting about how to -- you know, what do you want to record? Do you want to record the audio? Do you want to record the video? Do you want to use your own audio service? What format do you want to save the video at? What format do you want to save it in? As you can see, there's the Windows Media Player is an option of course. And you can even tell you where you want to save it. And some of the other integrations we have is with outlook or Lotus Notes. And that way you can send emails through your own Outlook program on your computer and you can put toolbar integrations with Word, Excel and PowerPoint.

Right through these applications you can start a meeting or control it right from there as well. And the one thing that we do have here is quick launch buttons for things like Skype or Google Talk or Yahoo. This is, as Shari mentioned earlier, some of the enhanced features of using GoToMeeting. If the audio of GoToMeeting isn't quite up to snuff, pull up Skype and use that. Use the audio features of Skype. When we tested it we actually tried to even use the video portion of Skype as well. While it was there, we could see each other through Skype, the video portion of Skype, it really wasn't clear

enough for fluent communication, let's say in ASL, but the audio was very clear and to me it was good to see the person at that time other end. You can see it has several other integrations with Microsoft Messenger, Yahoo Messenger and things like that. All in all it is a good application for sharing.

However, like Barbara Keefe mentioned with Teresa, I believe her name is, what she was doing, she was using Dragon Speak. As she was speaking it was typing the words in Word. You could see that in one half of her screen and the other half of her screen you could see her PowerPoint that she was sharing. For me it was too much information on the screen and her Dragon Speak didn't have the accuracy that we like to see, particularly when professionals like Shari do it. It was not the best solution. However, I'm sure she uses a lot to a great degree of success.

I'm sure there could be other really good ideas out there on how to make a program like this more accessible for the deaf and hard of hearing, but for me, you know, I can't really think how because you can only share one desktop at a time and without any video integration, I see its limitations in that way.

So thank you very much.