Lecture Capture & Web-based Conferencing Faculty Open Forums

Distance Education Committee Report

INTRODUCTION:

The Distance Education Committee conducted three *Listening Sessions* during the 2012 Fall semester to hear from Faculty their prior experiences and needs for the use of lecture capture and web-based conferencing at Missouri State University.

Experienced users and technical support staff were present to provide an overview of how these technologies were being used at MSU and to also answer questions about the current systems. Having the technical staff attend all three of these sessions was a valuable methodology for understanding faculty needs and also making recommendations for the use of these technologies.

The following questions were asked at each session:

- *How are you currently using or how would you like to use this technology in your teaching?*
- *What features would best support your instruction?*
- *How well are the current systems meeting your needs?*
- *What is not working or what needs improvement?*
- *How can the university be more supportive with these technologies?*

FACULTY FEEDBACK:

Comments and feedback from faculty during these sessions were consistent with the following themes:

Synchronous communication tools in the classroom and out of the classroom.

> *Include synchronous communication in classrooms to replace ITV. This would allow moving out of 30 seat ITV studio into regular size class and deliver to West Plains. Would also be a plus to add students with high speed network from other locations.*

> *Want to bring guest speaker into the classroom.*

> *Want to meet synchronously with distance students.*

> *Want students to access live sessions from home.*

> *Want ability to hold synchronous meetings with distance students.*

> *Connect 2 classrooms or groups of students using web-conferencing. Students in two different rooms (not ITV room) need to come together for occasional meeting or listen to the same guest lecturer.*

> *Need a better white board feature for virtual meetings.*

> *Students should be able to initiate their own group meetings.*

Classroom lecture capture

There is a problem with colleges having access to resources without funding.

Want to be able to do lecture capture in the classroom rather than a studio. Situations where have live sessions that could be made available to distance students.

Need ability to start and stop recording in the classroom so capturing specific points of the live classroom session.

MediaSite Studio

Difficult scheduling time in FCTL and going to the Library.

Need more studio availability around campus.

Ability to create lecture capture from office or home computer

Need campus-wide tool that is easy to use and would allow for "impromptu" creation of tutorials for students. Also need the ability to edit these sessions.

Need easier access to MediaSite and ability to post videos from my office.

Enterprise License Agreements (i.e. Adobe Education Enterprise License Agreement)

Would like university to provide software for faculty or provide at minimal cost. I gave up my travel money to purchase software.

Need tools such as Camtasia in our offices.

Digital Media Management

Need permanent archival or local storage space to save Camtasia videos and other digital media. Cloud storage is often for limited time and need permanent location behind our firewall.

Would like catalog system of video assets that have been created to share assets.

Need way for students to save student created videos.

Keyword searches of faculty created videos. This would increase student access of video if they could search for keywords.

Want students to be able to download mp4 files to their own devices.

Need to be able to convert from other formats.

Want to be able to edit lecture capture on my computer.

Student created videos – where can these videos go and protect student's privacy and intellectual property rights?

Faculty Support and Training

I would like workshop on what makes a good lecture capture or recorded lecture.

Would like training on how to use Adobe Connect.

How do I get an account for Adobe Connect?

There is a lack of evening support for Adobe Connect.

Would like to know what the best practices for using lecture capture are.

Need to provide more training and local support.

Do not know who to call for help. Can the DUS in my college help with this?

Can Adobe Connect be accessed through Blackboard?

How can I get access to Adobe Connect? Do I need to request an account?

Currently using Adobe Connect to create desktop presentations – what other tools are available?

Technology Support

Need tablet computer rather than Bamboo tablet to write formulas, etc.

Need infrastructure support for technology. Have used Adobe Connect on campus during the evening and had bandwidth issues.

Need good equipment to support creating videos – good stylus pen, microphone, etc. can this be provided or put in each office?

Lots of bandwidth issues when used Adobe Connect. Used Google + and Skype and did not have the same issues.

Tools should be easy to use and available on multiple devices.

Should be integrated or easily accessed through Blackboard.

Need infrastructure on campus that can handle audio and video in real time.

User Support needs to provide faculty training and troubleshooting on these technologies.

Students need technical support between 5:00 – 11:30 pm and on Saturday.

RECOMMENDATIONS:

Comments and feedback from faculty attending these sessions indicate that issues are not about what tools are being used but rather the lack of support for using these technologies. The following recommendations are suggested to positively impact the student and faculty experiences with using these technologies.

Network and Hardware Support

- Provide network provisions and bandwidth to support day and evening use of the current lecture-capture and web-conferencing systems. The campus infrastructure should be capable of handling audio and video in real time.
- Provide integration for these and any future tools for student and faculty use through Blackboard.
- Provide server space or capability for students to save audio and video work for classes.

Faculty Support and Training

- Provide faculty training and support for using Adobe Connect.
- Provide training on best practices for using lecture-capture and synchronous communication in online instruction.
- Provide more local support in the colleges for these technologies.
- Provide evening support of these technologies for faculty and students.

Access to the Technology

- Update MediaSite so faculty can have the desktop version.
- Provide access to Adobe Educational software or other digital media tools such as Camtasia for faculty to use at no cost or minimal cost to create instructional content.
- Provide the ability to convert video from other formats and archive such content on the university network and servers.
- Provide pilot lecture hall which is built for lecture capture and streaming interaction.
- Provide walk-in MediaSite Studios around campus.
- Provide equipment check-out system for faculty to borrow cameras, tablet computers, or other technology they need to support the creation of digital media and instructional content.