

Captions

(M11D)

Popular Electronic Conferencing Use and Comparison

James R. Mallory

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National Technical Institute for the Deaf

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>> GOOD MORNING. THANK YOU FOR COMING. I WOULD LIKE TO

INTRODUCE TO YOU OUR PRESENTERS THIS MORNING. THIS SESSION IS

BEGINNING AT 11:00. IT WILL CONTINUE FOR 30 MINUTES WITH TEN

MINUTES LEFT AT THE END FOR QUESTIONS AND ANSWERS. OUR

PRESENTERS THIS MORNING ARE JAMES MALLORY. JIM IS AN ASSOCIATE

PROFESSOR IN THE APPLIED COMPUTER TECHNOLOGY DEPARTMENT AT

N.T.I.D. DR. GAIL ROTHMAN MARSHAL, AN ASSOCIATE PROFESSOR IN

LIBERAL ARTS AND PSYCHOLOGY HERE AT N.T.I.D. R.I.T.

>> AND DR. RICHARD FASSE AN INSTRUCTIONAL TECHNOLOGY
SPECIALIST IN THE TECHNOLOGY CENTER. OUR INTERPRETERS THIS
MORNING ARE JOHN MARXESMAY AND VALERIE RANDLEMAN. AND
OUR CART
REPORTER THIS MORNING IS JANET MAHONEY.

AT THE END OF THE SESSION, WE WILL DISCUSS SOME
EVALUATION PROCEDURES. THANK YOU VERY MUCH.

>> JAMES MALLORY: I'M GOING TO GO AHEAD AND RELY ON THE
INTERPRETERS TO KEEP THE COMMUNICATION SMOOTH, AND AT THE
END,
FOR ONE-ON-ONE QUESTIONS I'LL GO AHEAD AND SIGN FOR MYSELF
TO

KEEP THINGS MOVING ALONG SMOOTHLY. WOULD YOU RAISE YOUR
HAND,
PLEASE, IF YOU HAVE NOT GOTTEN THE PAPER YET? RICHARD, THERE
ARE SOME PEOPLE IN THE AUDIENCE. WOULD YOU MAKE SURE THEY
GET A
HANDOUT, AND THEY'RE COMING IN LATE, TOO. SO WE'LL GET...

>> I'LL DO THAT.

>> JAMES MALLORY: OKAY, THANKS, PAT.

OKAY, THE TITLE OF OUR PERSONS IS ELECTRONIC CONFERENCE
USE AND COMPARISON. RICHARD, GAIL, AND I ALL HAVE
EXPERIENCE, 2

BOTH IN TRADITIONAL ON-CAMPUS COURSES AND WITH DISTANCE
LEARNING

COURSES. ALSO CALLED ON-LINE DISTANCE LEARNING AND ON-LINE
ARE

USED INTERCHANGEABLY HERE ON CAMPUS TO MEAN REMOTE COURSES. SO

WE'RE JUST GOING TO SHARE SOME OF OUR EXPERIENCES WITH THESE

FROM A TEACHER'S PERSPECTIVE, STUDENT'S PERSPECTIVE. AND

RICHARD'S GOING TO WRAP UP WITH SOME SURVEYS, SOME STUDENT

SURVEYS THAT WE HAVE.

BASICALLY, THERE'S TWO CATEGORIES OF CONFERENCING

SOFTWARE. FAT CLIENT AND THIN CLIENT. FAT CLIENT IS WHERE YOU

ACTUALLY HAVE THE CLIENT SOFTWARE ON YOUR COMPUTER. YOU NEED

THE CLIENT SOFTWARE IN ORDER TO DOWNLOAD IT. IT'S USUALLY A LITTLE BIT EASIER TO WORK WITH.

THIN CLIENT WOULD BE PURELY WEB BASED. YOU CAN GO TO THE WEB, ACCESS IT ANYWHERE, AND USE IT. EXAMPLE WAS THIN CLIENT,

BLACKBOARD, PROMETHEUS, WEB CT. AND WE'RE GOING TO TALK ABOUT

FIRST CLASS HERE IN THIS PRESENTATION, AND ON YOUR HANDOUTS

THERE ARE LINKS TO THESE DIFFERENT WEB AREAS. BENEFITS OF ELECTRONIC CONFERENCING, TRADITIONAL AND ON LINE CLASSROOMS, I

STARTED OUT USING THESE IN THE ON LINE CLASSROOM, BUT MORE AND

MORE PEOPLE NOW IN A TRADITIONAL ON-CAMPUS CLASSES ARE FINDING A

TREMENDOUS ADVANTAGE FOR THE STUDENTS WHO ARE PARTICIPATING IN

THOSE. THERE'S ALSO HYBRID. HYBRID IS A COMBINATION OF ON LINE

AND LIVE TEACHER. YOU MAY HAVE SOME CLASS INTERACTIONS WITH THE

TEACHER AND YOU HAVE A NUMBER OF YOUR ASSIGNMENTS WHERE YOU DO

IT INDEPENDENTLY. WHERE IS IT, RICHARD, IN FLORIDA THAT DOES THAT QUITE A LOT? 3

>> CENTRAL STATE IN FLORIDA.

>> JAMES MALLORY: THEY DO A LOT OF HYBRID TYPES OF COURSES.

TRADITIONAL CLASSROOM BENEFITS: I'M GOING TO ASK JAIL TO GAIL TO JUMP IN AND OFFER SOME FEEDBACK, TOO. WE FOUND IF YOU'RE DEVELOPING SOME -- I TEACH COMPUTER PROGRAMMING. IF YOU'RE GOING THROUGH A LESSON PLAN AND SOMEBODY HAS A QUESTION

AND YOU LAUNCH OFF OR ARE DEVELOPING OTHER EXAMPLES OR THINGS

WOULD HELP CLARIFY, YOU CAN IMMEDIATELY POST THOSE TO THE CONFERENCE AND THEN THE STUDENTS CAN ACTUALLY ACCESS IT LATER

AND THEY'RE NOT TAKING UP THEIR TIME TRYING TO TAKE NOTES OR

TRYING TO DOCUMENT WHAT YOU'RE GOING THROUGH. SO IT'S A NICE

SNAPSHOT OF WHAT HAS OCCURRED IN THE CLASSROOM. THEY CAN GO IN

AND DO A HISTORY OF THAT.

IT ALLOWS YOU TO SHARE INFORMATION. I FOUND TEACHING

DISTANCE LEARNING AND ON-CAMPUS BOTH, THEY REALLY COMPLEMENT

EACH OTHER, THAT SOME OF THE THINGS THAT COME UP IN CLASS I POST

THEM AND THE REMOTE STUDENTS BENEFIT FROM THAT TRADITIONAL

CLASSROOM INTERACTION. IT REALLY LEVELS OUT THE COMMUNICATION,

THE PLAYING FIELD. I THINK GAIL WILL COMMENT A LITTLE ON THAT

ALSO, THAT IF YOU HAVE A TYPICALLY SHY STUDENT OR VERY PASSIVE

PERSONALITY, MAYBE IN A GROUP SETH LIKE THIS, THEY MIGHT BE MORE

RESERVED. WHERE ON LINE, SOME OF THESE STUDENTS BLOOM, SO

REALLY LEVELS OF PLAYING FIELD, AS FAR AS COMMUNICATION.

AND I FOUND THERE'S A LOT MORE INTERACTION, BECAUSE IN A

50-MINUTE CLASS YOU'RE LIMITED TO HOW MUCH YOU CAN GO THROUGH, 4

SO THAT DIALOGUE CAN CONTINUE. GAIL, DO YOU WANT TO ADD

SOMETHING TO THIS, TOO?

>> JUST A FEW MORE THINGS. AS FAR AS COMMUNICATION IN

THE CLASSROOM, WE HAVE A LOT OF STUDENT HERE'S AT N.T.I.D.
WHO

ARE ORAL OR WHO CAN AM HERE FROM MAINSTREAM
ENVIRONMENTS WHO

NEVER SIGNED IN THEIR LIFE, AND THEY ARE IN CLASS WHERE'S ALL
DEAF STUDENTS. AND I FIND THAT THIS MEDIUM ALSO ENCOURAGES
COMMUNICATION BETWEEN THOSE STUDENTS AND OTHERS IN THE
CLASS,

WHERE NORMALLY THEY MIGHT BE A LITTLE RETICENT TO
PARTICIPATE.

SO THIS HELPS IN THAT AREA. ANOTHER THING THAT MY

CLASSES REALLY ENJOY IS HAVING ACCESS TO ALL THE COURSE
MATERIALS 24/7. IN A STUDENT MISSES THE CLASS, AND WHAT
WERE

THE HANDOUTS? I DON'T HAVE TO DEAL WITH THAT A LOT ANYMORE
BECAUSE ALL THE MATERIAL IS THERE.

AND ALSO, THE EXPECTATION FOR THE COURSE ARE VERY CLEAR

BECAUSE THE HOMEWORK, EVERYTHING THAT THEY HAVE FOR THE
WHOLE

QUARTER IS THERE FOR THEM TO SEE AT THE VERY BEGINNING OF
THE

COURSE.

THAT'S ANOTHER THING I ENJOY.

>> JAMES MALLORY: THANKS.

I WOULD SAY, FOR ON-LINE CLASSES, DISTANCE LEARNING,

CRUCIAL. I CAN'T IMAGINE TRYING TO IMPLEMENT A DISTANCE

LEARNING CLASS WITHOUT USING GROUP WEAR CONFERENCING.
EVERYTHING -- MOST EVERYTHING YOU SEE NOW WITH DISTANCE
LEARNING ON LINE IS GOING ASYNCHRONOUS. WE SHARE FILES. IF
A

STUDENT HAS A QUESTION FOR ME, I CAN ANSWER THEM, SEND
THEM A 5

SAMPLE FILE THAT ACTUALLY ANSWERS THEIR QUESTION INSTEAD
OF

DEPENDING ON ENGLISH LANGUAGE. DROP BOX SUBMISSION,
THAT'S

CRUCIAL. FOR SUBMITTING ASSIGNMENTS, IT'S VERY
CONFIDENTIAL. I

KNOW WHAT TIME THEY SUBMITTED THEM. THEY'RE VERY SECURE.
AND

AGAIN, THE DISTANCE AUDIENCE BENEFITS FROM MY ON-CAMPUS
DIALOGUE

WITH MY TRADITIONAL STUDENTS.

THE NEGATIVES: FROM TEACHER -- THE ON-LINE RESPONSE,

STUDENTS, IF YOU DON'T ANSWER IN 24 HOURS, THEY'RE GETTING
A

LITTLE MIFFED BECAUSE THEY FOUND IT VERY DEMANDING THAT
EVEN ON

A WEEKEND -- IF I WENT FROM FRIDAY AFTERNOON TO MONDAY
MORNING

WITHOUT CHECKING THAT CONFERENCE, "WHERE WERE YOU? HOW
COME YOU

DIDN'T ANSWER ME?" I FOUND IT'S MORE DEMAND PENTAGON FROM
THE

TEACHER'S PERSPECTIVE, THE TEACHER HAS TO LOG IN MORE OFTEN AND

KIND OF KEEP UP, BECAUSE THEY'RE MORE DEMANDING. AND THE SETUP

TIME, OF COURSE, IT TAKES A LITTLE BIT MORE TIME UP FRONT TO PREPARE, BUT THAT'S JUST PART OF WHAT'S INVOLVED WITH THAT KIND

OF A THING.

I'M TRYING NOT TO SIGN BUT IT'S HARD.

LET ME SHOW YOU FIRST CLASS REAL QUICK, A FIRST CLASS DEMO.

THIS IS WHAT MY DESKTOP LOOKS LIKE HERE. YOU SEE THE DIFFERENT THINGS, AND WE'RE GOING TO FOCUS ON THE COURSE IN THE

UPPER RIGHT-HAND CORNER. THE RED FLAG MEANS THERE'S A MESSAGE

THERE THAT HASN'T BEEN READ YET. THIS IS A COURSE I TAUGHT IN WINTER QUARTER. IF YOU PULL IT UP, THIS AREA HERE IS THE DESKTOP, AND EACH OF THOSE IS A SUBCONFERENCE. YOU CAN SEE THEY 6

HAVE LITTLE ICONS THAT YOU CAN CHANGE, AND THEY EACH HAVE DIFFERENT TOPICS. AND FIRST CLASS IS VERY POWERFUL. AND WE'RE

GOING TO BASICALLY LOOK AT THREE PRIMARY CONFERENCING TOOLS

TODAY.

BUT FIRST CLASS WAS AMONG THE FAVORITES. HERE, IN THIS

COURSE, I HAD A CLASS OF DISTANCE LEARNING. THIS WAS HEARING

STUDENTS WHO WERE LOCATED IN PITTSBURGH, 15 PITTSBURGH TELEPHONE

COMPANY TECHNICIANS. I COMBINED THIS WITH AN ON-CAMPUS DEAF

CLASS AND IT WORKED OUT WONDERFUL. A DIVERSE POPULATION, BUT IT

REALLY WORKED OUT WELL. THEY REALLY KIND OF HELPED EACH OTHER.

INTRODUCTION, HERE'S A STUDENT, THEY INTRODUCE THEMSELVES AND YOU CAN READ IT.

AND THERE'S FEATURES SUCH AS HISTORY. YOU WANT TO SEE

WHO'S READ IT, I RIGHT CLICK MY MOUSE, GO TO HISTORY. I CAN SEE

WHO ACTUALLY READ THAT MESSAGE AND WHAT TIME. SO IF STUDENTS

COME TO ME AND SAY, "I DON'T UNDERSTAND IT." "DID YOU READ THAT

ASSIGNMENT?" YEAH. CLICK, "I DON'T SEE THAT THERE. MAYBE YOU

SHOULD READ THAT FIRST AND SEE WHAT HAPPENS." OH, YOU CAN SEE

IF THEY DOWNLOADED THE ASSIGNMENT. SO IT FOLLOWS VERY CAREFULLY

WHAT THE STUDENTS ARE DOING, SO IT'S A WONDERFUL KIND OF CHASE

TOOL TO SEE.

I LIKE THE FLEXIBILITY WITH CONFERENCES WITHIN FIRST

CLASS. HERE'S A DROP BOX OF ALL MY ASSIGNMENTS.
ASSIGNMENTS

ONE THROUGH 13 AND THE EXAMS. I CAN FILE THINGS AFTER I
LOOK AT

THEM. YOU CAN TELL WHEN A STUDENT SUBMITTED THEM.

YOU CAN TELL WHAT TIME THEY SUBMITTED IT. IT'S VERY 7

SECURE. AND I CAN RUN IT DIRECTLY FROM -- DIRECTLY FROM THE
MESSAGE. SO NOW IF I WANT TO RUN -- OKAY, THIS IS A PROGRAM

THAT AVERAGES THREE GRADES. SO I CAN CHECK OUT HIS
PROGRAM VERY

EFFICIENTLY.

LET'S SEE... SO THERE'S A LOT OF ADVANTAGES. CAN YOU

THINK OF ANYTHING ELSE, RICHARD, I MIGHT WANT TO MENTION
HERE,

PERMISSIONS. LET ME SHOW PERMISSIONS.

FIRST CLASS ALSO LETS YOU SET THE PERMISSION. SEE THESE

DIFFERENT COLOR CODES HERE? IT TELLS YOU WHO CAN GET IN
AND WHO

CAN'T. IT ALLOWS YOU TO CONTROL ACCESS. FOR EXAMPLE, THE

DISTANCE LEARNING CONFERENCE, I WANT THE ON-CAMPUS
STUDENTS IN

THERE, THERE WERE SOME THINGS SPECIFICALLY FOR THEM. THE
OTHER

CONFERENCE, THE ON CAMPUS, I WANTED SPECIFICALLY FOR THEM.
THE

ON-CAMPUS COURSE, WE HAD A QUIZ EVERY WEEK. THE DISTANCE

LEARNING COURSE, WE ONLY HAD THREE TESTS DURING YEAR. SO I WANT

TO KEEP SOME THINGS SEPARATE, BUT SOME THINGS, LIKE THE

EXAMPLES, I WANTED THEM ALL TO SEE AND SHARE IT.

SO THAT'S KIND OF AN OVERVIEW, A QUICK OVERVIEW OF FIRST

CLASS. IT'S VERY VALUABLE AND POWERFUL. ONE NEGATIVE: YOU

HAVE TO KEEP A VERY FLAT FILE STRUCTURE. THAT RED FLAG HERE,

FOR EXAMPLE, YOU SEE IN CLASS PROGRAMS, HERE'S AN UNREAD MESSAGE

RIGHT HERE THAT I POSTED. IF I HAVE ANOTHER CONFERENCE HERE

WITHIN THERE, THE RED FLAG ONLY SHOWS UP ONE LEVEL. YOU CAN'T

HAVE MY ORIGINAL STRUCTURE WAS VERY DEEP, AND IT ONLY PROPAGATES

UP ONE LEVEL. SO YOU NEED TO KEEP A VERY FLAT STRUCTURE FILE.

OKAY, NOW I'LL TURN IT OVER TO GAIL FOR BLACKBOARD. 8

>> GAIL: I WON'T SIGN FOR MYSELF.

>> JAMES MALLORY: IT'S TOUGH, THOUGH, IT'S TOUGH.

>> GAIL: I KNOW.

OKAY, SINCE I ONLY HAVE A VERY SHORT TIME, I WON'T BE

ABLE TO SHOW YOU ALL OF THE THINGS FROM BLACKBOARD.
BLACKBOARD

SAY MUCH MORE COMPREHENSIVE KIND OF THING. IT HAS A LOT IN IT

THAT DOESN'T EVEN REALLY PERTAIN TO THE COURSE, AND I'LL JUST

POINT THEM OUT TO YOU. THIS MY R.I.T., FOR EXAMPLE, HAS A LOT OF MATERIALS ON IT THAT WOULD BE USEFUL. NOTICE IT'S MY 57th BIRTHDAY.

(APPLAUSE)

SO IT HAS A CALENDAR. IT HAS RESULTS OF POLLS THAT YOU CAN TAKE. ET CETERA, ET CETERA.

BUT WE'RE GOING TO CONCENTRATE -- I'LL ALSO TALK ABOUT THIS ACADEMIC WEB RESOURCES. BLACKBOARD GIVES YOU A LOT OF

RESOURCES. SO, FOR EXAMPLE, MY AREA IS PSYCHOLOGY. I CAN GO THERE, PICK SOCIAL SCIENCES, AND THEY WILL HAVE CURRENT ARTICLES, HOT TOPICS, THINGS THAT ARE OF INTEREST, ACCESS TO RESEARCH ARTICLES, FULL-TEXT ARTICLES, ET CETERA, AND THEY HAVE

-- FOR ALL DIFFERENT LEVEL WAS -- ALL DIFFERENT SUBJECT AREAS. WE DON'T HAVE ENOUGH TIME, SO I'LL JUST FOCUS ON THE COURSE ITSELF.

IT HAS ALL THE COURSES THAT YOU WOULD TEACH IN THESE --

I'M GOING TO GO TO THE COURSE THAT I TAUGHT SPRING QUARTER, FOR

EXAMPLE.

THIS IS THE INTRODUCTORY PAGE. IT'S CALLED THE 9

ANNOUNCEMENTS PAGE. IT'S LIKE THE HOME PAGE. I'M ALSO GOING TO

OPEN UP... ALL OF THESE DIFFERENT THINGS... COURSE MAP IS

BASICALLY A LITTLE EXPANDABLE MENU OF EVERYTHING THAT'S OVER

THERE, AND AS SOON AS IT COMES UP, HOPEFULLY IT WILL -- THERE IT

IS. IT ALLOWS THE STUDENT TO KIND OF LOOK INSIDE TO SEE WHAT'S

THERE. I'M GOING TO JUST OPEN UP COURSE DOCUMENTS, FOR EXAMPLE,

YOU'LL SEE THAT EACH ONE OF THESE HAS A LOT. SO THE STUDENT NOT

ONLY NEEDS TO KNOW WHAT'S UNDER ALL THE LITTLE BUTTONS, BUT THEY

ALSO CAN EXPAND THEM TO SEE WHAT'S IN THERE. AND I'LL DO THAT

FOR YOU SO THAT YOU CAN GET KIND OF AN OVERVIEW OF WHAT I HAVE

IN HERE. UNDER COURSE DOCUMENTS, I HAVE A SYLLABUS. I HAVE ALL

MY POWERPOINT PRESENTATIONS I USE IN CLASS, SO IF A STUDENT DOES

MISS CLASS, THEY CAN GO BACK, AND A LOT OF STUDENTS ENJOY HAVING

THAT TO REVIEW, BECAUSE IT KIND OF REMINDS THEM OF WHAT HAPPENED

IN CLASS. I HAVE ALL THE WORKSHEETS, HANDOUTS, ANY EXPLANATIONS

OF THE RESEARCH PROJECT PAPER, ET CETERA; ARTICLES, CHAPTER

OUTLINES, SUPPLEMENTAL MATERIALS. ALL THESE THINGS ARE THERE

FOR THEM TO USE AT WILL. AND A LOT OF THE STUDENTS ENJOY HAVING

ALL THIS MATERIAL. ALL THEIR ASSIGNMENTS ARE THERE.

ASSIGNMENTS IS ANOTHER AREA.

WE HAVE... LET ME SEE... WHAT I'M GOING TO KIND OF SHOW

YOU JUST A LITTLE BIT IS THE ASSIGNMENTS AREA.

IN THE ASSIGNMENTS AREA, WE HAVE ALL THE REQUIRED

HOMEWORK, LIKE I SAID, FOR THE QUARTER. IT HAS, LIKE, A FOLDER

AND -- WHAT DO YOU CALL THE OTHER ONES?

I DON'T KNOW. PAPERS, WHATEVER, INDIVIDUAL PAPERS. SO 10

YOU COULD HAVE A FILE FOLDER, AND IN THAT, YOU COULD HAVE A LOT

OF MATERIALS, OTHER FILE FOLDERS THAT ARE FULL OF MATERIALS. SO

IT'S KIND OF LIKE A KIND OF FILING SYSTEM THAT YOU USE. BUT I

HAVE ALL THE HOMEWORK HERE, AND I USUALLY HAVE A LITTLE

EXPLANATION, AND IF THEY CLICK THIS, THEY WOULD ACTUALLY GET THE

HOMEWORK ASSIGNMENT. THE FIRST HOMEWORK ASSIGNMENT I DO IS

BASICALLY HAVING THEM EXPLORE BLACKBOARD, SO I'M SURE THAT

EVERYONE KNOWS HOW TO USE THE SYSTEM BEFORE WE GET STARTED.

THERE'S ALSO THE VIRTUAL CLASSROOM, WHICH IS AN

INTERESTING... THING IN THE PROGRAM. THE VIRTUAL CLASSROOM

ALLOWS YOU TO -- I'M IN THE GOING TO DO A LOT WITH THIS BECAUSE

WE DON'T HAVE TIME, BUT IF I TYPED IN ANY URL IT WOULD BRING UP

A WEB PAGE. THE WEB PAGE COMES UP IN THAT WINDOW, AND YOU CAN

WRITE ON IT, IT HAS DRAWING TOOLS, YOU CAN PRINT OVER IT, YOU

CAN SAVE IT, YOU CAN MAKE A SLIDE SHOW OUT OF ALL THE WEB PAGES.

SOMETIMES WE HAVE USED THIS AS AN OUT OF CLASS, EXTENDED CLASS

ACTIVITY WHERE A GROUP OF STUDENTS CAN GET TOGETHER. IT'S

CALLED TUTORNET BECAUSE IT ALLOWS YOU TO TUTOR STUDENTS ON

MATERIALS OUTSIDE OF CLASS, OR THEY CAN GET TOGETHER IN GROUPS

AND WORK ON THAT.

IT'S HARD TO DO THIS IN A SHORT PERIOD OF TIME.

SPEAKING OF GROUPS, MY CLASS HAD SMALL LITTLE GROUPS THAT

WERE STUDY GROUPS, RESEARCH PROJECT GROUPS, AND WITHIN EACH

GROUP, THE STUDENT HAD THEIR OWN PERSONAL DISCUSSION BOARD,

VIRTUAL CLASSROOM, FILE EXCHANGE WHERE THEY HAD TO A DROP BOX.

I REQUIRE ALL THE STUDENTS TO SUBMIT THEIR PAPERS, ET CETERA, 11

ELECTRONICALLY, AND I WOULD CORRECT THEM ELECTRONICALLY,
DROP

THEM BACK IN THEIR DROP BOX. BUT AS JIM MENTIONED, THERE'S A
LOT OF PRESSURE ON YOU TO DO THINGS VERY QUICKLY BECAUSE
IT'S

ELECTRONIC.

BUT IT STILL TAKES A LONG TIME TO CORRECT PAPERS,
RESEARCH PAPERS, AS WOULD IN ANY OTHER SITUATION.

SO THESE STUDENTS HAVE THEIR OWN LITTLE E-MAIL LISTS, ET
CETERA. SO EVERY GROUP HAS THEIR OWN, AND THE ONLY ONE
WHO HAS

ACCESS TO THESE SMALL-GROUP FUNCTIONS OF THE PROGRAM IS
ME AND

THE STUDENTS IN THAT GROUP. NO ONE ELSE, SO THEY HAVE THEIR
OWN

LITTLE PRIVATE AREAS.

I ALSO HAVE EXTERNAL LINKS. WHAT I'M GOING TO SHOW YOU
REAL QUICKLY IS THE TEACHER CONTROL PANEL. THIS IS WHAT THE
STUDENTS DON'T HAVE, BECAUSE I WANT TO POINT OUT SOME
OTHER

THINGS.

THERE IS THIS WHOLE ASSESSMENT AREA. YOU CAN BASICALLY,
WITH THE POOL MANAGER, I'LL JUST HIT THAT REAL QUICK, CREATE
A

POOL OF ALL OF YOUR SUBJECT AREAS AND JUST HAVE TEST ITEMS,
AND

YOU CAN DEVELOP A LARGE TEST ITEM BASE, AND THEN GO BACK IN AND

CHANGE QUIZZES THAT YOU WANT TO GIVE. NOW, YOU CAN PRINT OUT

QUIZZES AND GIVE THEM BY HAND, OR YOU CAN GIVE THEM ON LINE. I

DO GIVE ON-LINE QUIZZES, AND WHEN STUDENT FINISHES THE QUIZ,

IT'S AUTOMATICALLY GRADED AND PUT IT IN A GRADE BOOK, AND THE

STUDENTS HAVE ACCESS TO THEIR GRADE BOOK. ANOTHER FEATURE THEY

REALLY ENJOY IS BEING ABLE TO SEE HOW THEY'RE DOING ON AN

ONGOING BASIS, SO I NEVER HAVE TO SHOW THE STUDENTS THEIR GRADE 12

BECAUSE THEY ALWAYS HAVE ACCESS TO IT AT ANY TIME.

SO I HAVE -- BASICALLY, THIS IS HOW YOU ACCESS -- YOU

INPUT MATERIALS INTO YOUR PROGRAM, AND WHAT ELSE... I WANT TO

MAKE SURE THAT YOU SEE ENOUGH SO THAT YOU CAN ASK ME QUESTIONS

LATER BECAUSE I KNOW I DON'T HAVE ENOUGH TIME TO SHOW THIS ALL

TO YOU. HERE'S WHAT THE DIGITAL DROP BOX LOOKS LIKE.

BASICALLY, WHAT THE STUDENT DOES IS THEY TYPE SOMETHING, LET'S

SAY IN WORD OR A WORD PROCESSING PROGRAM, THEY HIT "SEND FILE"

PICK IT UP FROM THEIR HARD DRIVE, AND IT SHOWS UP IN MY DROP

BOX. THEN WHEN I WANT TO GIVE THEM FEEDBACK, I DO THIS. THE ONLY WAY I KNOW WHETHER IT'S COMING IN OR COMING OUT, SOMETIMES

I HAVE TO WRITE THESE THINGS, BUT IT SAYS "SUBMITTED BY... " SO

THAT WAY I KNOW IT'S SOMETHING THAT I SUBMITTED TO THEM. AND

THIS IS WHEN THEY SUBMIT IT TO ME. SO I KNOW WHICH WAY THE MATERIALS ARE GOING.

I ALSO HAVE A VARIETY OF EXTERNAL LINKS, SO YOU CAN GO OUT THE WAY I SET IT UP -- YOU CAN SET THIS UP -- THERE'S A LOT OF TEACHER FLEXIBILITY IN HOW YOU SET THIS UP. I SET IT UP SO WHENEVER YOU OPEN SOMETHING, IT OPENS AN EXTERNAL WINDOW, WHICH

MAKES IT EASY -- THIS IS ACCESS TO THE LIBRARY. AND THEN THEY JUST CLICK THE WINDOW AND THEY CAN STAY IN THE PROGRAM. SO NAVIGATING AROUND CAN BE FAIRLY EASY.

LET ME SEE, LET'S GO BACK TO HERE.

A FEW OTHER THINGS ABOUT -- I'LL JUST LEAVE THAT THERE.

A FEW OTHER THINGS ABOUT SETTING UP THE PROGRAM. WHEN YOU'RE

DOING THINGS LIKE THE EXAMS, FOR EXAMPLE, YOU CAN SET IT UP SO 13

THAT THEY'RE TIMED, SO THAT YOU CAN ONLY TAKE THEM ONCE, SO THAT

YOU CAN TAKE THEM MULTIPLE TIMES, SO THAT YOU CAN FEEDBACK. I

LET MY STUDENT GOES BACK IN AFTER THEY'VE TAKEN IT AND SEE WHAT

HOW THEY'VE DONE AND WHAT'S CORRECT OR INCORRECT, BUT YOU CAN

SET IT UP ANYWAY YOU WANT. THAT'S KIND OF IT VERY QUICKLY.

I HOPE YOU KIND OF HAVE SOME QUESTIONS LATER. RICHARD,

WE DO ALT-TAB, AND THEN WHAT?

JUST ENTER? THERE YOU GO.

>> RICHARD: IT'S REALLY HARD TO KEEP TRACK OF ALL THIS,

SO ONE OF THE THINGS WE'VE DONE IS I'VE MADE A HANDOUT THAT ANY

OF YOU CAN GO AND ACTUALLY CREATE AN ACCOUNT AND USE ANY THREE

OF THESE PRODUCTS THAT WE HAVE HERE AT R.I.T., AND YOU'LL BE

GOING IN AS A STUDENT, NOT AS A FACULTY PERSON, SO YOU DON'T

HAVE ALL THE CONTROL, BUT IF YOU DO WANT TO EXPLORE ANY OF THOSE

FURTHER, THIS HANDOUT HAS ALL THE INFORMATION THAT YOU NEED ON

IT.

I'M GOING TO GIVE YOU A SIMILAR QUICK TOUR OF PROMETHEUS.

AND IF YOU REMEMBER 10% OF IT WHEN IT'S ALL OVER, YOU'RE DOING

PRETTY GOOD.

NOW, BLACKBOARD IS SORT OF THE CHEVROLET. IT'S BEEN

AROUND FOR SEVERAL YEARS NOW. IT CAME OUT OF ITHACA, CORNELL.

IT'S ABOUT 1350 SCHOOLS THAT ARE USING BLACKBOARD. IT IS THE NUMBER ONE, MAINSTREAM PRODUCT FOR THIS KIND OF A THING.

NOW, PROMETHEUS IS THE NEW KID ON THE BLOCK. IT'S ONLY

ABOUT 35 INSTITUTIONS USING PROMETHEUS RIGHT NOW. IT COMES OUT

OF GEORGE WASHINGTON UNIVERSITY. BLACKBOARDS A DOT-COM AND 14

THEY'RE ACTUALLY DOING REASONABLY WELL. THEY MAY BE PROFITABLE

NEXT YEAR. YOU HAVE A BIG 1350 KIND OF THING, AND THEN YOU HAVE

THIS NEW KID ON THE BLOCK. WHAT'S SO GOOD ABOUT THE NEW KID ON

THE BLOCK? WELL, UNDER THE HOOD, THERE'S SOME TECHNICAL

ADVANTAGES RIGHT NOW THAT GIVES IT A SLIGHT EDGE IN TECHNOLOGY

OVER BLACKBOARD.

FOR EXAMPLE, FOR SOME SCHOOLS, YOU CAN STREAM DIRECTLY

FROM THE PROMETHEUS SERVER. YOU DON'T HAVE TO HAVE A SEPARATE

STREAMING SERVER. IT HAS MATH FONTS. IT HAS A FEW OTHER

THINGS. I'LL SHOW YOU THOSE REAL QUICK, AND THEN I'LL SHOW YOU

SOME SURVEY DATA WE HAVE.

SO THIS IS THE PROMETHEUS LOG-IN SCREEN. I ACTUALLY

DON'T TEACH DISTANCE LEARNING COURSES. I WORK WITH DISTANCE

LEARNING FACULTY, SO I CREATED A SHELL COURSE IN HERE FOR US TO

LOOK AT.

WHEN YOU USE THAT HANDOUT, THE FIRST THING YOU WOULD

ACTUALLY DO IS CREATE A NEW STUDENT ACCOUNT HERE. I ALREADY

HAVE ONE, SO I'LL LOG IN REAL QUICKLY.

OKAY, I CREATED A COURSE, AND THIS IS THE ONE YOU'LL BE

ABLE TO GO INTO CALLED N.T.I.D. SYMPOSIUM. IT STARTS OFF WITH

AN AREA CALLED THE SYLLABUS. UNLIKE GAIL'S SYSTEM THAT SHE

SHOWED YOU WHERE THERE'S A CONTROL PANEL THAT FACULTY GO TO

CREATE CONTENT, PROMETHEUS USED A DIFFERENT MODEL. THEY'RE

USING A "WHAT YOU SEE IS WHAT YOU GET." IN OTHER WORDS, THIS IS

THE SAME THING THE STUDENTS WOULD SEE HERE, BUT I'VE GOT A

COUPLE OF EXTRA BUTTONS. I CAN EDIT THE SYLLABUS, FOR EXAMPLE. 15

NOW, THE SYLLABUS IS PROMETHEUS IS SORT OF A TEMPLATE, AND

THAT'S SORT OF A GOOD THING. IT KIND OF GETS FACULTY TO THINK

ABOUT ALL THE MAJOR SECTIONS THAT YOU MIGHT WANT TO INCLUDE IN A

SYLLABUS.

BUT A LOT OF FACULTY ALREADY HAD A SYLLABUS IN A WORD

DOCUMENT, AND YOU CAN ALSO JUST ATTACH THAT IF YOU WANT TO. BUT

IT IS TEMPLATED OUT, AND STUDENTS HAVE A FAMILIAR-LOOK SYLLABUS

FORMAT AS THEY GO FROM ONE COURSE TO THE NEXT. THAT'S THE THEORY BEHIND IT. RIGHT NOW WE'RE ONLY PILOTING THIS PRODUCT.

WE HAVE ABOUT 12 ACTIVE FACULTY USING IT. MOST OF THEM ARE IT

FACULTY. LET ME SHOW YOU WHAT ONE OF THE DIFFERENCES IS.

YOU'LL NOTICE IT HERE. ALONG THE TOP, YOU'LL SEE, AMONG

OTHER THINGS, THERE'S MATH. I CAN ENTER A MATHEMATICAL SYMBOL

HERE. AND I ALSO HAVE SOME CONTROL OVER THE FORMAT. THIS IS ONLY ON THE PC SIDE. SO I CAN ACTUALLY CREATE A REASONABLY ATTRACTIVE-LOOKING... ALSO TRY SOME MATH.

OOPS, I FORGOT SOMETHING THERE. BUT YOU GET THE IDEA.

SO, ALL THROUGH THIS COURSE, WHETHER I'M IN THE SYLLABUS OUTLINE

OR WHETHER I'M IN THE PROJECTS AREA, YOU'RE GOING TO HAVE A SECTION WHERE YOU CAN USE MATH FONTS, WHICH IS ONE OF THE THINGS

THEY BRAG ABOUT. OR YOU CAN USE SOME HTML FORMATTING OUT OF

THIS WINDOW. IF YOU WANT TO ATTACH A FILE, YOU WOULD GO TO YOUR

FILE FOLDER. YOU WOULD HAVE PREVIOUSLY UPLOADED IT, AND YOU CAN

ATTACH A FILE IN HERE OR YOU CAN LINK OUT TO SOMEWHERE ELSE
IN

THE COURSE.

BUT IN THE INTEREST OF TIME, I'M GOING TO STOP MY 16

PROMETHEUS DEMO. TAKE MY WORD FOR IT, THEY'RE ALL PRETTY
MUCH

THE SAME AS YOU GO IN. THE DIFFERENCES ARE IN THE DETAILS,
AND

IT'S REALLY HARD TO DISCERN THOSE, BUT I CAN MENTION THE --
THIS

FORMATTING THING IS ONE OF THE THINGS THAT DISTINGUISHES IT
FROM

BLACKBOARD. AND THE OTHER THING IS UNDER THE HOOD, IT WAS

DEVELOPED WITH COLD FUSION, AND WE USE SEQUEL SERVER, SO
IT'S

CUSTOMIZABLE. NOW, IT IS OPEN SOURCE, LIKE LINUX, IS THE
MODEL

THAT'S BEING USED. SO THOSE 35 UNIVERSITIES USING
PROMETHEUS

ARE IN A COLLABORATIVE DEVELOPMENT GROUP, SO IF SOMEONE
COMES UP

WITH A MUCH BETTER GRADE BOOK, IT BECOMES AVAILABLE TO
EVERYONE

ELSE IN THAT COMMUNITY.

AND IT'S VERY MUCH A HIGHER EDUCATION FOCUS. IT CAME OUT
OF HIGHER EDUCATION, AND IT'S STAYING IN HIGHER EDUCATION.

WHEREAS BLACKBOARD IS STARTING TO GET SOME COMMERCIAL
TRAINING,

SOME CORPORATE TRAINING KINDS OF THINGS GOING, AND SO THEY HAVE

A SLIGHTLY DIFFERENT TACT. THEY'RE ALSO A DOT-COM, AND SO, IT'S

KIND OF A COIN TOSS WHICH ONE YOU'D WANT TO PICK. WE'RE VERY

FORTUNATE AT R.I.T. TO HAVE ALL THREE RIGHT NOW IN PRODUCTION.

SO IF YOU DON'T MIND, I'M GOING TO SWITCH OVER TO THAT

SURVEY. BECAUSE WE HAVE ALL THREE, WE WERE ABLE TO SURVEY OUR

STUDENTS IN WINTER QUARTER. ABOUT 1,000 STUDENTS USING BLACKBOARD, 1,000 STUDENTS USING PROMETHEUS, ROUGHLY. AND

ACTUALLY ON CAMPUS, WE HAVE ABOUT 6,000 FIRST CLASS USERS, 3,000

OF THEM SURVEYED. I'M GOING TO SHARE WITH YOU SOME OF THAT INFORMATION.

WE GOT 113 RESPONSES FROM THE PROMETHEUS PEOPLE, AND 17

YOU'LL NOTICE 43% ARE DISTANCE LEARNING. IT JUST SO HAPPENS THE

WAY WE DID THE SURVEY AND THE WAY THE FACULTY ARE USING IT, THEY

ARE BEING USED IN IT DEPARTMENT, INFORMATION TECHNOLOGY, AND

DISTANCE LEARNING COURSES. WHEREAS BLACKBOARD, HAD FEWER

DISTANCE LEARNING, MORE ON-CAMPUS STUDENTS, AND IT HAD A MIX OF

COURSES FROM LIBERAL ARTS TO SOCIOLOGY TO MATH, ET CETERA.

SO WE HAVE A VERY FOCUSED GROUPED STUDENTS HERE WHO ARE TECHNOLOGY STUDENTS AND A MORE GENERAL GROUP OF STUDENTS USING

BLACKBOARD. AND THAT'S GOING TO TAIN THE SURVEY, BUT I DO WANT

TO SHARE WITH YOU SOME OF THE INFORMATION ABOUT THAT.

THE OTHER THING WAS, THE PROMETHEUS STUDENTS, A LOT OF THEM HAVE ALREADY USED FIRST CLASS, SO THEY'RE VERY FAMILIAR

WITH THIS TOOL ON THIS CAMPUS WE'VE BEEN USING FOR FIVE YEARS

NOW CALLED FIRSTCLASS. THEY WEREN'T VERY FAMILIAR WITH ANYTHING

ELSE. AND ONLY 27% OF THE BLACKBOARD STUDENTS HAD USED CLASS SO

AGAIN, TECHNICAL STUDENTS WHO ARE FAMILIAR WITH FIRSTCLASS,

GENERAL STUDENTS WHO DON'T HAVE A LOT OF EXPERIENCE WITH OTHER

GROUPWARE.

WHEN WE LOOK AT WHAT THEY USE, THESE SYSTEMS HAVE

FEATURED LISTS THIS LONG, AND MOST OF THE TIME YOU'RE TRYING TO

PICK ONE BASED ON THE FEATURE LIST. IT TURNS OUT THERE'S ONLY A

HANDFUL OF FEATURES USED CONSISTENTLY IN EVERY COURSE. SO

ANNOUNCEMENTS, OBVIOUSLY; HANDOUTS; GRADE BOOK, AND THE

CONVENIENCE OF E-MAILING YOUR STUDENTS OR E-MAILING EACH OTHER

IN THE CLASS ARE THE THING THEREAS JUMP OUT AS THE MOST COMMON

TOOLS. 18

IF SOMEONE MADE A REAL SIMPLE VERSION OF THESE THINGS

WITH A HANDFUL OF FEATURES, A LOT OF PEOPLE MIGHT SIGN UP FOR IT

BECAUSE THAT'S ALL THAT EVERYONE IS USING. TO MARKET THESE

THINGS THEY PUT IN A LOT OF STUFF TO ATTRACT THESE PEOPLE. LIKE

MATH SYMBOL IN PROMETHEUS. NO ONE ON CAMPUS HAS USED IT YET.

IT'S THERE AND IT LOOKS REALLY COOL AND IT AMAZES YOU AND NO ONE

ELSE HAS IT, BUT THE QUESTION IS, IS IT REALLY THAT IMPORTANT.

THE LEAST-USED FEATURES, CHAT/WHITEBOARD WAS USED MOST

OFTEN. GROUPS, WE THINK THEY'RE FANTASTIC, WE PROMOTE THEM ALL

THE TIME. STUDENTS STILL HATE THEM. IT'S HARD TO GET USED TO

USING THEM WITH THESE TOOLS.

PEOPLE IN PROMETHEUS, THEY LOVE THAT GRADE BOOK. AND

THEY LIKE THE CONVENIENCE OF THE HANDOUTS. AND IN BLACKBOARD,

THEY LIKE THE CONVENIENCE OF E-MAILING EACH OTHER AND THE

FACULTY ANNOUNCEMENTS. GRADE BOOK, YOU'LL NOTICE, SHOWS UP IN

BOTH. GRADEBOOKS FROM THE STUDENTS, BEING ABLE TO GET THEIR

GRADES AND WALK BACK TO THE OFFICE AND LOOK FOR THE THING ON THE

DOOR AND IT'S NOT THERE YET AND WALKING BACK THE NEXT DAY, BEING

ABLE TO CHECK GRADES ON LINE IS SAY HUGE STUDENT THING THAT THEY

TALK ABOUT A LOT.

AGAIN, LOWEST RATED IN TERMS OF FEATURES IS WHITEBOARD AND GROUPS.

THESE ARE JUST SOME COMMENTS FROM STUDENTS. THEY LOVE THAT GRADEBOOK.

THE PROMETHEUS STUDENTS HATED PROMETHEUS. THEY LOVED FIRST CLASS. THEY'RE USED TO FIRSTCLASS, AND OUR CONCLUSION IS 19

THAT IF YOU'RE A POWER USER, SUCH AS A DISTANCE LEARNING STUDENT, LOGGING IN EVERY DAY AND INFORMATION TECHNOLOGY STUDENT, YOU'RE PROBABLY GOING TO WANT THE POWER OF WHAT JIM

CALL A FAT CLIENT PROGRAM LIKE FIRSTCLASS. IT IS THE MOST POWERFUL, FASTEST, FULLY FEATURED PRODUCT WE HAVE IN THIS LINE.

BUT IT'S KIND OF HARD TO GET USED TO. NOT UNTIL ABOUT THE SECOND OR THIRD WEEK OF CLASS BEFORE YOU MIGHT BEGIN TO APPRECIATE IT, AND YOU MIGHT NEVER APPRECIATE IT. IT'S A LITTLE

HARD TO GET USED TO. BUT AGAIN THE TECH STUDENTS ARE SAYING

LOVE THAT FIRSTCLASS, DON'T LIKE THAT PROMETHEUS.

SO OUR CONCLUSION IS THAT FOR DISTANCE LEARNING, WE'RE STILL RECOMMENDING FIRST CHOICE TO BE FIRSTCLASS. ON CAMPUS,

IT'S A TOSS-UP, BUT NEXT FALL, WE'RE GOING TO BE SUPPORTING AND

OFFERING BLACKBOARD. BLACKBOARD AND FIRSTCLASS. PROMETHEUS

WE'RE GOING TO CONTINUE piloting. IT'S JUST TOO NEW. IT MAY ULTIMATELY PROVE TO BE AS SUCCESSFUL AS BLACKBOARD HAS BEEN, BUT

FOR THE TIME BEING, WE'RE GOING TO CONTINUE JUST piloting IT.

WE DID ASK OUR DISTANCE LEARNING STUDENTS TO RESPOND TO A SURVEY. 199 ANSWERED THE FIRSTCLASS. ONLY 14 -- NOW, THESE ARE

PURE DISTANCE LEARNING STUDENTS -- WERE USING BLACKBOARD, AND 38

PROMETHEUS. BUT YOU'LL NOTICE, THE FIRSTCLASS STUDENTS USING

FIRSTCLASS SAID THIS IS BETTER THAN OKAY. IT'S NOT OKAY. IT'S BETTER THAN OKAY. SO AT LEAST 70% OF THESE STUDENTS WHO ARE

TAKING COURSES EVERY DAY, THEY'VE GOT TO GET SIX COURSES TO FINISH A CERTIFICATE, I DON'T KNOW HOW MANY COURSES TO FINANCE A

CLASS, THEY LOVE FIRSTCLASS: FAST, SPEEDY, BETTER THAN OKAY.
20

WHEREAS, BLACKBOARD, IT'S SORT OF A NORMAL DISTRIBUTION,
SOME LOVE IT, SOME HATE IT. THESE ARE PROBABLY THE TECH
STUDENTS WHO HAVE SEEN SOMETHING ELSE. THESE ARE THE
STUDENTS

WHO REALLY DON'T HAVE ANYTHING TO COMPARE TO AND LIKE IT
FOR ITS

BASIC FEATURES. AGAIN, PROMETHEUS, I THINK PROMETHEUS FROM
THE

STUDENT POINT OF VIEW LOOKS A LITTLE SKEWED HERE. BUT,
AGAIN,

THE ENDS ARE PRETTY SMALL FOR THESE TWO HERE. I THINK THAT'S
IT.

>> JAMES MALLORY: WE WANT TO SAVE SOMETIME AT THE END
FOR QUESTIONS SO WE CAN KIND OF FOLLOW YOUR INTEREST. DO
YOU

HAVE ANY QUESTIONS OR COMMENTS RELATED TO WHAT WE'VE
COVERED SO

FAR? DO YOU WANT MORE IN DEPTH ON ANY ONE TOPIC?

>> AUDIENCE: WHY DID YOU CHOOSE TO TRY OUT THREE

DIFFERENT PRODUCTS? ARE THERE ANY PROBLEMS WITH SUPPORT
OF ALL

THESE OF THEM? AND WHAT ABOUT THE LEARNING CURVE ON THE
STUDENTS' PART AS THE FACULTY MEMBERS' PARTS?

>> I'LL GIVE YOU MY POINT OF VIEW, THERE ARE A NUMBER OF

POINTS OF GREW FROM THE -- VIEW FROM THE GROUP I WORK WITH. I

JUST CAME FROM A MEETING WITH BLACKBOARD. AND THE IDEAL IS TO

HAVE ONE, PICK JUST ONE, THAT'S PERFECT, EVERYTHING IS SIMPLE.

AND BLACKBOARD, IF WE HAD TO PICK ONE, IT PROBABLY WOULD BE

BLACKBOARD, FOR A LOT OF DIFFERENT REASONS, BUT YOU LOOK AT

STUDENTS TODAY, AND THEY'RE USING WIDER, YAHOO, GOOGLE, NAPSTER,

NO ONE IS SAYING THEY SHOULD ALL LOOK ALIKE AND PICK JUST ONE,

SO IF YOU FOCUS ON THE STUDENTS' POINT OF VIEW, IT SEEMS THE STUDENTS ARE MORE TECHNICALLY SOPHISTICATED, BUT I'M NOT 21

CONCERNED ABOUT HAVING THREE. I THINK IT'S VIVA LA DIFFERENCE.

IN THE IT DEPARTMENT, THERE WAS AN ONGOING DISCUSSION AMONG THE

STUDENTS -- STUDENTS WERE COMPLAINING ABOUT TAKING ONE COURSE

WITH FIRSTCLASS, AND TAKING ANOTHER QUARTER WITH PROMETHEUS.

AND THE STUDENTS SAID THIS IS A TECHNICAL UNIVERSITY. YOU

SHOULD CONSIDER YOURSELF VERY FORTUNATE THAT YOU ACTUALLY GET

THIS LEARNING EXPERIENCE OF ALL THREE OF THESE. SO I THINK

WE'RE KIND OF LUCKY FROM A RESEARCH POINT OF VIEW AND ALSO FROM

AN EVALUATION POINT OF VIEW TO USE ALL THREE OF THESE, BECAUSE

THE MATRICES WHERE YOU PICK ALL THE FEATURES, THAT DOESN'T WORK.

HAVING THE SALESMAN PITCH DOESN'T WORK WELL, EITHER. WE HAVE

ALL THREE, AND WE'RE SORT OF JUST WAITING TO SEE WHICH ONE

MERGES, IF ANY, AS THE BEST. IN THE MEANTIME, SUPPORT IS A

PROBLEM. AND SO FOR BLACKBOARD AND PROMETHEUS, IT'S ABOUT 50

FACULTY INVOLVED IN EACH ONE, AND WE'RE SUPPORTING AS BEST WE

CAN. AND WE'LL CONTINUE NEXT YEAR WITH SORT OF A MODEST

CONTINUATION OF THAT PROGRAM. BUT, YOU'RE RIGHT, ONE WOULD BE

NICE. I JUST DON'T KNOW WHICH ONE IT IS.

>> AUDIENCE: I DIDN'T KNOW IF I GOT THE NOD OR NOT. WE

USE WEB-CT, WHICH KIND OF COMPARES TO BLACKBOARD IT. HAS A LOT

OF NICE FEATURES, BUT I THINK IT'S KIND OF IMPORTANT ABOUT THE

CONSISTENCY BECAUSE THE STUDENTS ARE STARTING TO COMPLAIN AFTER

A WHILE ABOUT, YOU KNOW, THEY'VE LEARNED ONE, AND THEY'RE TRYING

TO LEARN THE OTHER ONE. HOW DO YOU THINK BLACKBOARD COMPARES TO

-- I KNOW THEY'RE SORT OF IN COMPETITION, WEB AND BLACKBOARD.

>> BLACKBOARD REVENUE THIS YEAR WAS 40 MILLION, WEB TV 22 WAS EIGHT. READING WHAT I DID, THE HALF LIFE OF WEB MIGHT BE A

LITTLE LOWER THAN EXPECTED. IT IS NUMBER TWO, BUT IT'S A FAR-DOWN NUMBER TWO IN TERMS OF REVENUE. IN TERMS OF NUMBER OF

SCHOOLS USING IT, IT'S UP THERE.

SO I DON'T KNOW, I'M KIND OF BETTING THAT BLACKBOARD WILL EAT UP BEFORE IT'S ALL OVER WITH.

>> AUDIENCE: I WONDER.

>> IN TERMS OF FEATURE, BLACKBOARD IS A LITTLE BEHIND RIGHT NOW. THEY HAD A BIT OF A PROBLEM LAST FALL, SO THEIR FEATURES, IF YOU GO AND LOOK, IN WEB CT THERE'S A THING CALLED

LEARNING MODULES WHERE YOU CAN'T SEE THIS --

>> AUDIENCE: CONTENT MODULE.

>> YOU CAN'T SEE SOMETHING UNTIL YOU'VE COMPLETED SOMETHING ELSE. BLACKBOARD IS CLEARLY LOOKING AT WEB CT AND PROMETHEUS AND IT'S MAKING ITS LIST OF THINGS IN THE NEXT ROUND, BUT THEY'VE GOT VERY DEEP POCKETS, VERY WELL FUNDED, VERY CONNECTED WITH PUBLISHERS. IT'S LIKE A STEAMROLLER, AND SO I

GUESS IF I WAS MAKING A DECISION TODAY, BLACKBOARD WOULD HAVE

THAT SORT OF COMMERCIAL SUPPORT EDGE.

>> AUDIENCE: DO YOU THINK WE'RE GOING TO GET TO A POINT WHERE -- I'M SORRY. I WON'T ASK ANY MORE QUESTIONS. IF THE STUDENT CAN GO TO, SAY, YOUR HOME PAGE, AND I WANT TO TAKE THIS

COURSE IN BLACKBOARD OR I WANT TO TAKE THIS COURSE IN WEB CT, OR

I WANT TO TAKE IT IN PROMETHEUS, ARE WE GOING TO GET TO THAT

POINT WHERE WE HAVE TO PROVIDE ALL THESE?

>> THERE'S A THING CALLED SCORM AND PROMETHEUS IS 23

PROBABLY THE FIRST OUT TO BE ABLE TO DO THAT. THESE ARE

REUSABLE CONTENT MOD USE, AND A LOT OF PEOPLE WOULD LIKE TO BE

ABLE TO MOVE THEIR COURSE ENTIRELY FROM BLACKBOARD TO PROMETHEUS

AND BACK AND FORTH. WELL, THAT'S SORT OF AN IDEAL THAT PEOPLE

ARE LOOK AT RIGHT NOW. I DON'T THINK IT'S GOING TO HAPPEN. I

URGE ALL FACULTY TO ORIGINATE ALL THEIR DOCUMENTS IN WORD ON

THEIR HARD DRIVE, SO IF YOU WANT TO SWITCH TO PROMETHEUS, YOU

KNOW, THE CONTENT PART OF THE COURSE, YOU KNOW, IT'S A NUISANCE,

BUT IT'S UP THERE, AND THEN YOU HAVE TO LEARN HOW TO COMMUNICATE

WITH THEM.

SO KEEP EVERYTHING ON YOUR HARD DRIVE AND BE ABLE TO JUMP BACK AND FORTH. WHO KNOWS WHAT WILL BE HOT ON THE LIST IN A FEW

YEARS?

>> JAMES MALLORY: ANOTHER THING IS EVEN THOUGH THE FAT CLIENT, THE STUDENTS LOVE THE FEATURES OF FIRSTCLASS AND EVERYTHING, THERE IS A CONVENIENCE FACTOR. IF YOU'RE IN THIS LAB OR IN THIS LAB OR HOME OR AT WORK, YOU'RE A DISTANCE STUDENT, THE THIN CLIENTS HAVE THE ADVANTAGE, TO GET IN AND WORK

WITH THEM. BUT IT'S KIND OF A PAIN FOR SOME STUDENTS HAVING TO

HAVE THE CLIENT PROGRAM ON EACH COMPUTER SET UP. SO I THINK THE

TREND MAY BE TOWARDS THIN CLIENT, WOULD YOU AGREE, RICHARD?

>> FIRSTCLASS YOU CAN GET INTO FROM THE WEB.

>> AUDIENCE: SO DOES WEB CT.

>> JAMES MALLORY: BUT THERE'S NOT AS MANY FEATURES AS THE FAT CLIENT PART. I THINK THAT'S THE WAY IT'S GOING.

>> I THINK THE BALANCE BETWEEN FACULTY CHOICE BECAUSE -- 24 GAIL PICKS BLACKBOARD AND SHE'S A HAPPY CAMPER. HER STUDENTS

MAY HAVE JUST COME FROM JIM'S COURSE USING FIRSTCLASS OR SOMETHING ELSE, SO IT'S SORT OF FACULTY PREFERENCE AND CHOICE

BALANCED AGAINST CONFUSION AMONG THE STUDENTS. I DON'T THINK

THE CONFUSION IS AS LARGE AS SOME OF YOU THINK IT IS, FROM MY

EXPERIENCE. AND, AGAIN, WE'RE A TECH SCHOOL HERE, AND A LOT OF

OUR PROGRAMS DEAL WITH TELECOMMUNICATIONS AND IT, SO MAYBE WE

HAVEN'T HIT THE STUDENT WHERE'S THAT WILL BE A BIG ISSUE.

YOU KNOW, FACULTY WEB PAGES ARE ONE DIFFERENT FROM THE

OTHER. GOOGLE, WIRED, THEY'RE ALL DIFFERENT.

>> AUDIENCE: I WAS JUST GOING TO SAY I'M FROM THE

UNIVERSITY OF MAINE. WE HAPPEN TO USE SOME, THE FACULTY AND

ADMINISTRATION, BUT FIRSTCLASS STARTED WITHIN THE STUDENT

POPULATION. IT CONTROL THE ENTIRE CAMPUS NOW.

>> RICHARD: GIVEN THE CHOICE, AN INFORMED CHOICE, I

THINK ALL THINGS CONSIDERED, FOR POWER USERS -- PEOPLE WHO ARE

GOING TO USE IT EVERY DAY FOR THEIR E-MAIL -- IT'S AN E-MAIL

CLIENT AS WELL -- THEN IT BECOMES REALLY A POWERFUL TOOL IF YOU

ADOPT IT AS YOUR MAIN, EVERYDAY THING, AND THE MORE PEOPLE WHO

DO IT, THE MORE POWERFUL IT GETS. SO UNIVERSITY OF MAINE
USED

THE STEALTH CAMPAIGN. WE AREN'T ABLE TO DO THAT HERE.
ALTHOUGH

NEXT FALL WE MAY BE ABLE TO ALLOW ANYONE WHO WANTS TO USE
FIRSTCLASS USE IT, AND TELL HAPPEN LIKE THE UNIVERSITY OF
MAINE,

ONCE YOU GET USED TO IT, IT MIGHT SPREAD.

>> AUDIENCE: I'M NOT FAMILIAR WITH THE TERMS THIN CLIENT
AND THICK CLIENT. 25

>> JAMES MALLORY: IT'S LIKE RICHARD AND I. THE THIN
CLIENT YOU ACTUALLY HAVE TO HAVE A COPY OF YOUR SOFTWARE
ON YOUR

LAPTOP. LIKE WHEN I CAME IN HERE I HAD TO ASK RICK RIZZO TO
LOAD THIS --

>> AUDIENCE: BACKWARDS.

>> JAMES MALLORY: THIN CLIENT MEANS YOU HAVE THE
SOFTWARE RIGHT ON YOUR COMPUTER, SO WHATEVER COMPUTER
YOU'RE ON,
YOU HAVE TO HAVE THAT SOFTWARE, IN ADDITION TO BEING ABLE
TO

LINK TO THE INTERNET.

AS OPPOSED TO, JUST LIKE GAIL WITH BLACKBOARD, AS LONG AS
YOU CAN ACCESS THE WEB WHEREVER YOU ARE, YOU CAN GO
DIRECTLY TO

THERE AND GET INTO THE COURSE WITH YOUR PASSWORD.

>>> RICHARD: SO YOU HAVE TO DOWNLOAD IT LIKE NAPSTER. THE ANALOGOUS I USE A LOT, WHY WOULD SOMEONE WANT TO INSTALL FIRSTCLASS? WELL INTERNET EXPLORER AND NETSCAPE ARE GOOD PROGRAMS. DO YOU USE THEM TO WRITE YOUR PAPERS? NO, YOU USE

MICROSOFT WORD. YOU DOWNLOAD AND INSTALL A SEPARATED PROGRAM

THAT GIVES YOU A LOT OF FEATURES AND SPEED AND POWER FOR WORD

PROCESSING. FIRST CLASS IS LIKE A WORD PROCESSOR FOR DISTANCE

LEARNERS. THAT'S SORT OF THE WAY WE LOOK AT IT.

AGAIN, IT CAN BE VERY HARD FOR TO YOU COME TO ANY SENSIBLE CONCLUSION ABOUT WHAT TO USE.

>> JAMES MALLORY: BY THE WAY, THERE'S NO SESSION

FOLLOWING THIS ONE, WE'RE DOING OKAY, WE JUST A FEW MINUTES LEFT

BEFORE WE FINISH, SO WHEN WE FINISH THE FORMAL PRESENTATION, IF

YOU HAVE MORE QUESTIONS AND WANT TO TRY SOMETHING, FEEL FREE TO 26

COME UP AND ASK MORE QUESTIONS IF YOU WANT, BECAUSE WE DON'T

HAVE A LIMITATION OF A SESSION AFTERWARDS. SO, YES, MA'AM, YOU

HAD A QUESTION THERE?

>> AUDIENCE: WOULD YOU VOICE FOR ME? I WANT TO KNOW IF

YOU HAVE A LIST WHERE YOU CAN SIGN UP OR YOU HAVE HANDOUTS

BECAUSE THERE ARE NO HANDOUTS. MAYBE WE CAN SIGN UP, AND YOU

CAN MAIL IT TO US. IS THAT POSSIBLE?

>> JAMES MALLORY: YES. WE HAVE -- OKAY, THE PAPERS,

THEY'RE PASSED OUT. ALSO, AFTER THE PRESENTATION FINISHES, ON

THE WEB, THEY POST IT WITH ALL THE CONTACT INFORMATION THERE

ALSO. SO BOTH THE HANDOUTS NOW AND AFTER WE'RE FINISHED, ON THE

SYMPOSIUM, ON THE WORLD WIDE WEB THERE, CLICK, AND WE CAN GIVE

YOU INFORMATION. BUT ALSO, AFTER WE'RE FINISHED HERE, WE'D BE

HAPPY TO ANSWER YOUR QUESTIONS.

>> AUDIENCE: OKAY, GOOD, THANK YOU.

>> JAMES MALLORY: OTHER QUESTIONS? YES, MA'AM.

>> AUDIENCE: THESE.

>> DO THESE WORK WITH A SCREEN READER FOR BLIND STUDENTS?

>> RICHARD: NORM COOMS IS AN INSTRUCTOR HERE AT R.I.T.,

AND HE'S A BLIND INSTRUCTOR. I KNOW HE EVALUATED BLACKBOARD --

IN FACT, HE'S WORKING WITH BLACKBOARD TO MAKE SURE IT STAYS

COMPLIANT, AND HE'S USED FIRSTCLASS WITH HIS SOFTWARE,
WHATEVER

IT DOES. I THINK IT READS TO HIM.

PROMETHEUS IS SO NEW, I DON'T KNOW IF HE'S TAPPED INTO
THEM YET. THEY'RE NOT TECHNICALLY ADA COMPLIANT RIGHT NOW.
THEIR NEXT RELEASE IS SUPPOSED TO BE. MY ASSUMPTION IS THE
WAY 27

THESE GUYS OPERATE, THEY BETTER BE, AND THEY PROBABLY WILL
BE.

AND I'M NOT AWARE OF ANY PROBLEMS THAT NORM'S HAD WITH
EITHER OF

THE TWO THAT I MENTIONED.

ONE OTHER LAST THING I JUST MIGHT MENTION JUST TO KIND OF
PUT THESE IN PERSPECTIVE, WE'RE PAYING ABOUT \$15,000 A YEAR
NOW

TO USE PROMETHEUS FOR 250 COURSES. THERE'S LOTS OF
DIFFERENT

LICENSING, BUT THAT'S WHAT WE'RE PAYING FOR PROMETHEUS
RIGHT

NOW, \$50,000 FOR BLACKBOARD. THAT'S THE BIGGEST, MOST
POWERFUL,

YOU KNOW, VERSION THAT YOU CAN GET, AND WE'RE WORK TRYING
TO

INTEGRATE IT WITH OUR REGISTRAR, SO THE STUDENT ACCOUNTS
AND

EVERYTHING FLOW BACK AND FORTH. THAT'S ONE OF THE REASONS
WE'RE

PAYING THAT MUCH. AND FIRSTCLASS IS PROBABLY -- IF WE WERE
TO

SAY AT SOME POINT IN TIME A THIRD OF OUR CAMPUS, HALF OF OUR STUDENTS, YOU KNOW, MAYBE TWO-THIRDS OF THE FACULTY ARE GOING TO

BE USING ONE OF THESE AND WE HAD TO PICK ONE, THE CHEAPEST ONE

FOR THAT SIZE SCALE WOULD PROBABLY BE FIRSTCLASS BECAUSE THEY

DON'T HAVE ANNUAL FEES. WHAT YOU DO IS BUY THE SOFTWARE AND BUY

A LICENSE FAIR STUDENT TO USE, AND WHEN THE STUDENT GRADUATES,

YOU REUSE THE LICENSE. AND FOR THAT TARGET WHERE WE'RE HEADING,

IF IT WAS STRICTLY FINANCIAL, BLACKBOARD AND PROMETHEUS ARE

VIRTUALLY THE SAME. AND THE WAY FIRSTCLASS IS STRUCTURED, IT'S

TECHNICALLY A LITTLE BIT CHEAPER, WOULD BE A LITTLE BIT CHEAPER

FOR US.

>> JAMES MALLORY: ABOUT TIME'S UP? I THINK WE'LL...

YOU WANT TO CLOSE, PAT?

>> PAT: THANK YOU, JIM, GAIL, AND RICHARD. I HAVE THREE 28 ANNOUNCEMENTS. LUNCH THIS AFTERNOON AND EVALUATIONS.

YOU SHOULD HAVE RECEIVED A LITTLE COUPON BOOK. THE PINK

COUPON IS FOR TODAY'S LUNCH IN COMMONS. IF YOU GO OUT THE BACK

DOOR OF THIS BUILDING, LBJ INTO THE COURTYARD, ENTER THE

BUILDING ON YOUR RIGHT AND GO UP TO THE SECOND FLOOR, YOU WILL

FIND THE COMMONS, AND LUNCH IS BEING SERVED.

THIS AFTERNOON'S SESSIONS START AT 1:30. AS YOU'VE

ALREADY EXPERIENCED, THE SESSIONS ARE ONLY 30 MINUTES IN LENGTH,

SO IF YOU ARE LATE FOR YOUR 1:30, YOU'RE GOING TO MISS PRECIOUS,

PRECIOUS INFORMATION. SO TRY TO BE ON TIME FOR THAT.

AND LAST, AND PROBABLY THE MOST IMPORTANT, WE VALUE YOUR

FEEDBACK. THERE ARE TWO WAYS THAT YOU CAN GIVE US FEEDBACK.

UNFORTUNATELY, THIS MORNING, AT THE EARLY SESSION, THERE WAS

TIME LIMITED THE AMOUNT OF EXPLANATION THAT COULD HAPPEN WITH

THAT. IF YOU WOULD LIKE HARD COPY OF HOW TO COMPLETE IT ON LINE, I HAVE THAT, AND YOU CAN PICK IT UP FROM ME.

BASICALLY, YOU GO TO THE TECHNOLOGY SYMPOSIUM WEB SITE,

CLICK ON "MONDAY MORNING, 11:00." CLICK ON THIS SESSION, AND A

CHOICE WILL BE THERE FOR YOU FOR EVALUATIONS.

IF YOU PREFER HARD COPY, MOST OF YOU RECEIVED THESE GREEN

HARD COPY EVALUATION FORMS WHEN YOU CAME IN. YOU MAY GET MORE

FROM ME. THIS SESSION IS SESSION M11 D. M11 D.

YOU CAN COMPLETE THIS AND I'LL BE STANDING IN THE BACK TO

ACCEPT THEM, IF YOU PREFER TO HAND THEM IN THIS WAY. OKAY.

ENJOY YOUR LUNCH.