

# 709

## A Comparative Look at Virtual Classroom Software from Citrix, Adobe, Webex, and Elluminate

Karen Hyder, The eLearning Guild



Please login here

<http://elearningguild.connectpro.acrobat.com/r93885419/>

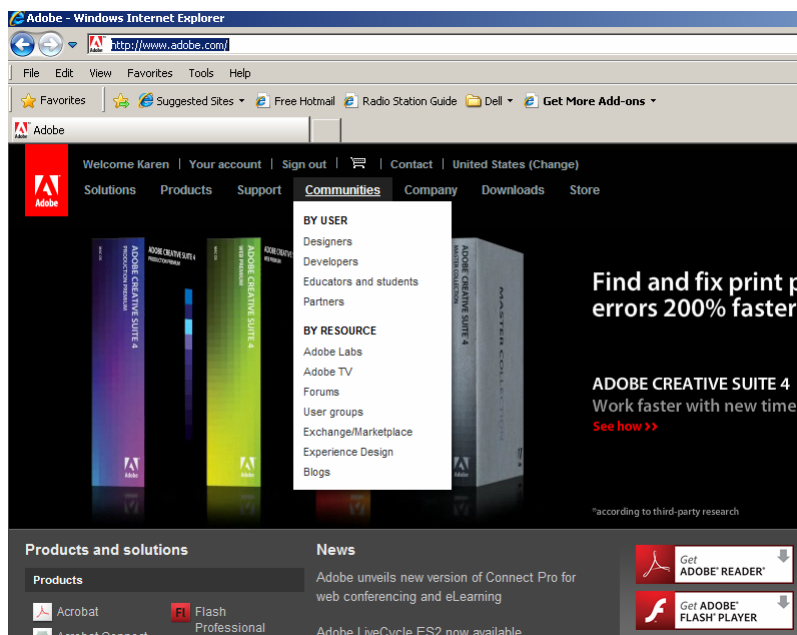
- Click on the Login as Guest option
- Type in your first and last name (nicknames are ok)
- Click the Enter room button

What do you want to be able to do with your virtual classroom/ synchronous tools?

**Please Shout out your answers**

## Instructional methods

- Share PPT, media files
- Share Live Applications
- Chat 1:1 or 1:many
- Question and Answer
- Polls/ Surveys
- Verbal discussion
- Connect to other learning interventions





**The Webinar Blog**  
Web Conferencing Tips, News, and Opinions

« Ask Ken A Web Conferencing Question | Main | Q: Live vs. Pre-recorded Webinars »

**Q: My Favorite Webinar Technologies**

Question from Gregg: "Your forum board looks a little scary, not having frequent posts. What are your favorite webinar technologies, i.e. GoToWebinar, ON24, etc.?"

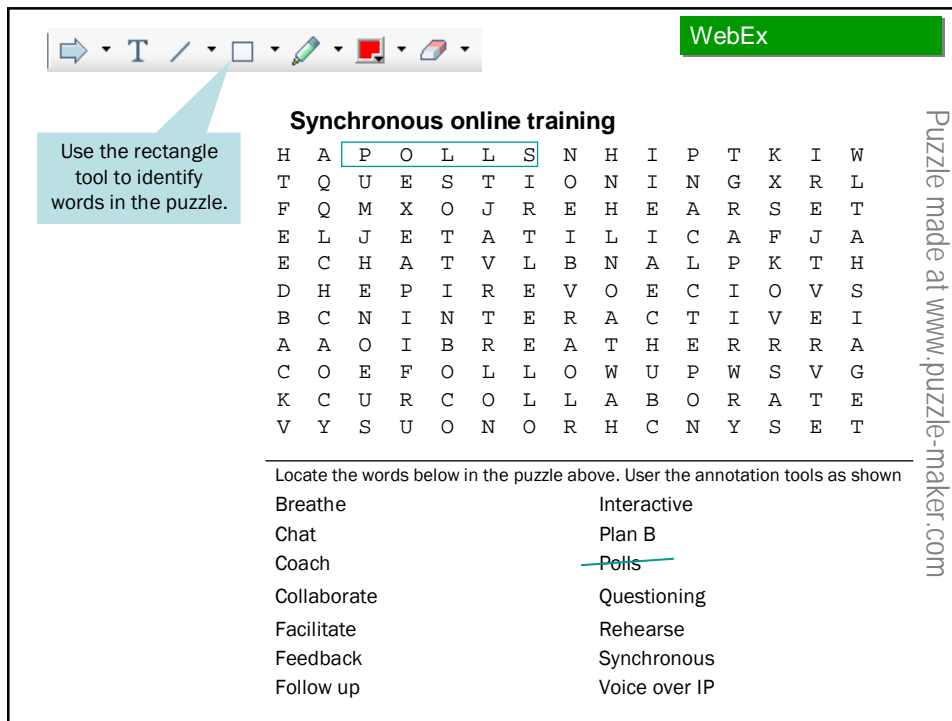
First things first... I know the [Web Conferencing Community Forum](#) hasn't had a lot of action lately. That is one of the reasons I'm encouraging people to write in their questions on it. I'm hoping I can stimulate more frequent usage, which will benefit everyone. I also fixed a problem that hid my "Ask Ken" topic from non-registered guests. Please don't be afraid to register on the forum so you can add your question. Registration is there purely to keep auto-spammers from filling up the boards. I don't collect registered names for marketing purposes, I don't send mailings, and no vendors get them. By the way, there is a hard to see link at the bottom of the home page. In very small text, you can click on "View the 10 most recent posts" to see the latest additions from others. A very useful feature for following the latest threads!

ABOUT  
VISIT WEBINAR SUCCESS  
**WEBINAR SUCCESS**

Great blog by Ken Molay

Be sure to read his review, My Favorite Webinar Technologies

<http://wsuccess.typepad.com/webinarblog/2008/11/q-my-favorite-webinar-technologies.html>



WebEx

Use the rectangle tool to identify words in the puzzle.

**Synchronous online training**

H	A	P	O	L	L	S	N	H	I	P	T	K	I	W
T	Q	U	E	S	T	I	O	N	I	N	G	X	R	L
F	Q	M	X	O	J	R	E	H	E	A	R	S	E	T
E	L	J	E	T	A	T	I	L	I	C	A	F	J	A
E	C	H	A	T	V	L	B	N	A	L	P	K	T	H
D	H	E	P	I	R	E	V	O	E	C	I	O	V	S
B	C	N	I	N	T	E	R	A	C	T	I	V	E	I
A	A	O	I	B	R	E	A	T	H	E	R	R	R	A
C	O	E	F	O	L	L	O	W	U	P	W	S	V	G
K	C	U	R	C	O	L	L	A	B	O	R	A	T	E
V	Y	S	U	O	N	O	R	H	C	N	Y	S	E	T

Locate the words below in the puzzle above. Use the annotation tools as shown

Breathe	Interactive
Chat	Plan B
Coach	— Polls
Collaborate	Questioning
Facilitate	Rehearse
Feedback	Synchronous
Follow up	Voice over IP

Puzzle made at [www.puzzle-maker.com](http://www.puzzle-maker.com)

	Adobe Acrobat	WebEx (TC)	Illuminate	GoToWebinar	MS Live Meeting	Notes
<b>Load and show files</b>	PPT, + Media	PPT + more	PPT + Media	Nothing is uploaded	PPT +	Some file types must be converted first using a tool like Microsoft Office Live Meeting 2007 Document Writer or Flash Player
<b>File transfer</b>	Yes	Yes	Yes	Yes	Handout	Participants can download files like with ftp. Requires instruction
<b>Audio</b>	Voip or selected vendor Conference call (More options now)	Voip or Conference call (participants' choice)	Voip or Conference call (participants' choice)	Voip or not free call (participants' choice) Can upgrade to toll-free \$\$\$	Voip or Conference call (participants' choice)	Good, wired broadband and good headset needed. Allow time for testing.
<b>Application share</b>	Yes	Yes	Yes	All sharing	Yes	Can turn over controls to participants
<b>Polling</b>	Yes	Yes	Embedded in PPT	Yes	Yes	All polls should be created in advance
<b>Drawing tools</b>	Yes, but...	Yes (privilege)	Yes		Yes (privilege)	Sometimes better used by presenter only
<b>Q &amp; A (controlled)</b>	Yes	Yes	yes	Yes	Yes	Good way to filter incoming questions
<b>Chat</b>	Yes	Yes (privilege)	Yes	Only to Presenters	1:1	Chat is key to having participants communicate open-ended responses
<b>Breakout rooms</b>	Yes	Yes	Yes	GTM	Yes	Mind the audio options in Breakouts
<b>Participants need to install something?</b>	Flash Player	Yes	Yes	Yes	Yes	not a big deal if IT knows/ approves and there is no firewall blocking access
<b>Price point</b>	\$\$\$	\$\$\$	\$	\$	\$	Depends on "flavor," user #s and audio choice

WebEx

## Development levels

Who can define Levels D1? D2? D3? D4?

WebEx

## Situational Leadership II Development level 2

Please list words that describe Development Level 2.  
Use the text tool on the WebEx annotation tool bar.


Limited competence


low confidence

low commitment to the task

verge of quitting

Disillusioned





WebEx

## WebEx TC and MC features

<http://www.webex.com/how-it-works/for-training.html#c610081>

Which WebEx Solution is right for you?	Cisco WebEx Meeting Center	Cisco WebEx Training Center
	<a href="#">Learn more</a> <a href="#">Buy now</a> <a href="#">Free trial</a>	<a href="#">Learn more</a> <a href="#">Contact sales</a>
Capacity	Up to 25 participants. Available for up to 500 participants.	Up to 1000 participants.
Real-time presentation and application sharing	✓	✓
Ability to pass control to other trainers or to learners	✓	✓
Cross-platform support (Windows, Mac, Linux, Solaris)	✓	✓
Mixed-mode audio—standard phone plus VoIP—in the same session	✓	✓
Ability to record sessions for on-demand playback	✓	✓
Break-out session and hands-on lab functionality		✓
Integrated testing		✓
Learner registration, tracking and reporting		✓
LMS integration		✓
eCommerce function to support credit/debit card and PayPal payment for training		✓

## WebEx

To create a WebEx session

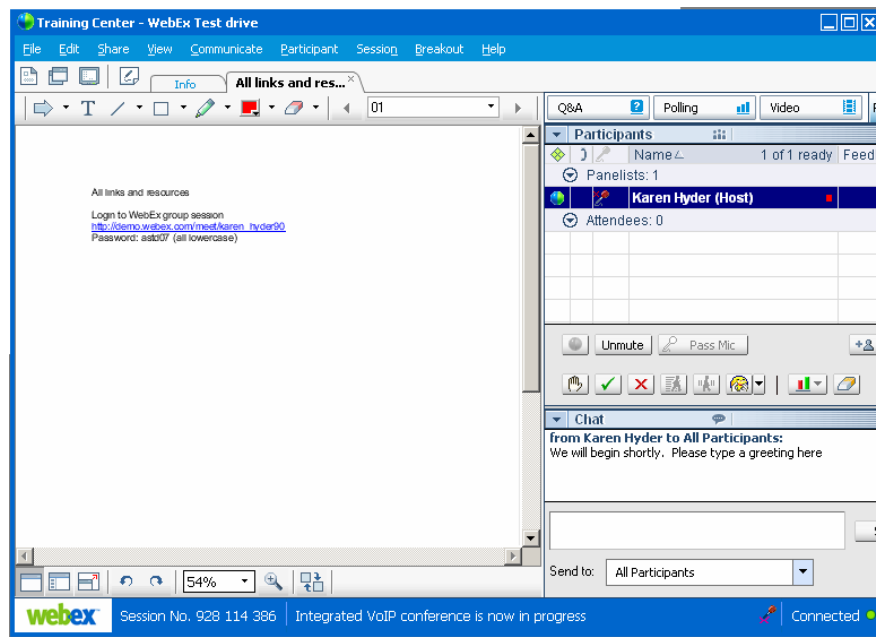
## WebEx

- Create the session room, customize
- Send invitation
- Hosts Join, upload files to Session room
- Participants join
- Advance slides, move to other content
- Application share when appropriate



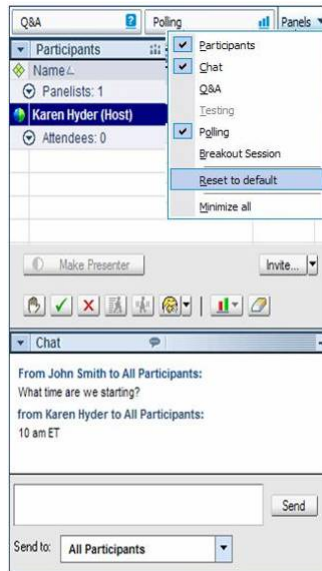
## WebEx interface

## WebEx



## Manage WebEx panels

WebEx

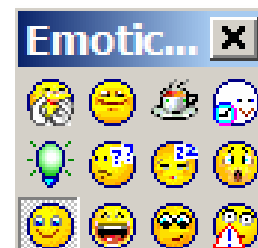
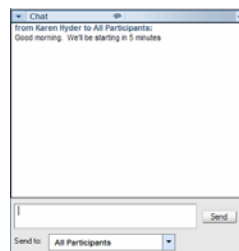


To Restore  
Participants list and  
Chat  
1.Click Panels  
2.Reset to Default

## Show your opinion or mood

WebEx

## Show Yes or No

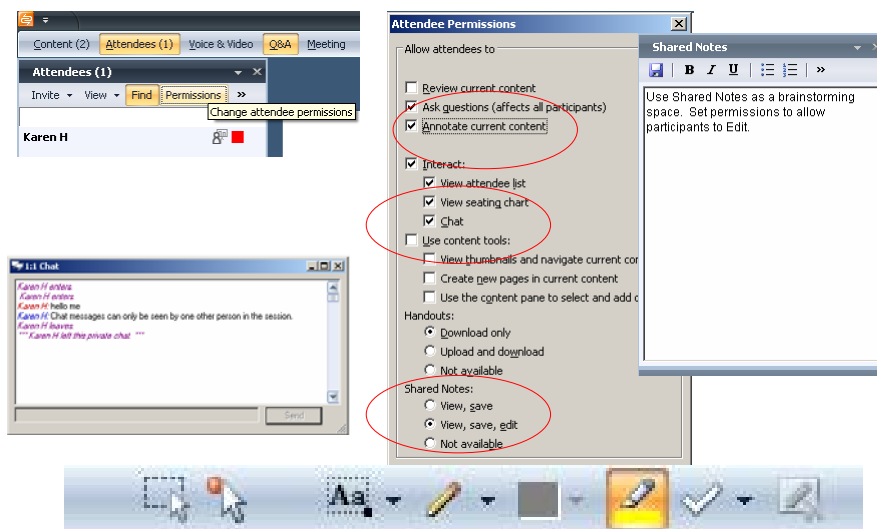
Type Comments  
or questions in Chat

## Show Emoticons

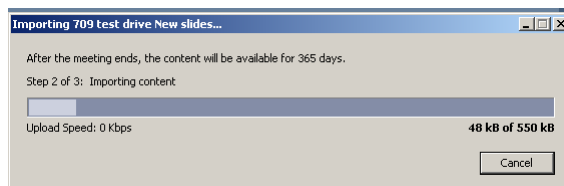


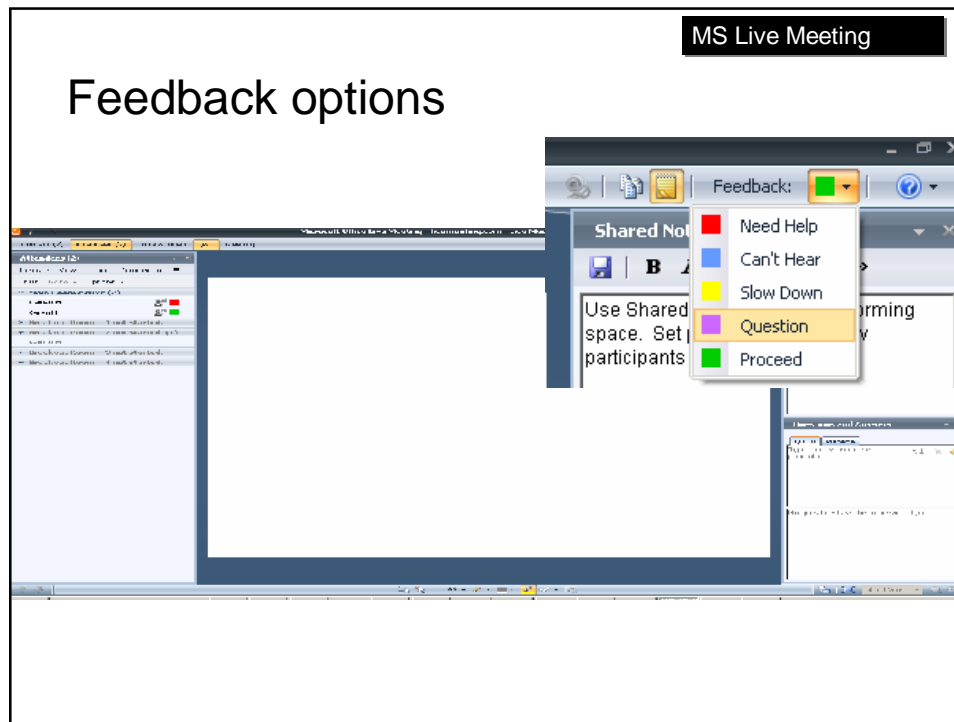
MS Live Meeting

# Microsoft Live Meeting



MS Live Meeting





[http://www.webconferencing-test.com/en/webconference\\_home.html](http://www.webconferencing-test.com/en/webconference_home.html)

**Unique around the world: vendor-independent review of web conferencing solutions**

Web conferences are practical, quick and cost-effective solutions to enable you to respond to today's communication and work requirements.

With the focus on online conferencing solutions for smaller and medium-sized companies and the self-employed, we have tested numerous web conferencing software systems in an independent software comparison.

The comprehensive test results provide you with bundled information on the features, ease-of-use and security as well as an important decision-making aid for selecting your ideal web conferencing solution.

We only tested online conference software that is offered as an "application service" (or SaaS) over the Internet (so that you do not have to install your own server) and that met our strict selection criteria. Learn more about the functions, use and costs - and which supplier is ahead of the rest.

Web conference	Results <sup>[1]</sup>	Review	Price <sup>[2]</sup>	Website
Citrix GoToMeeting	9.5	<a href="#">Read</a>	From USD 39/month	<a href="#">More</a>
Netviewer Meet	9.1	<a href="#">Read</a>	From EUR 49.90/ month plus one time fee	<a href="#">More</a>
WebEx MeetMeNow	9.1	<a href="#">Read</a>	From USD 39/month	<a href="#">More</a>
Microsoft Live Meeting	8.7	<a href="#">Read</a>	From USD 22.90/ month	<a href="#">More</a>
DigitalMeeting	8.6	<a href="#">Read</a>	From GBP 0.18 per min and pers.	<a href="#">More</a>
DimDim Pro	8.5	<a href="#">Read</a>	From USD 19/ month	<a href="#">More</a>
Adobe Connect	8.1	<a href="#">Read</a>	From USD 32.92/ month	<a href="#">More</a>
IBM Sametime Unyte Meeting	7.9	<a href="#">Read</a>	From USD 39/ month	<a href="#">More</a>
Elluminate vRoom	7.8	<a href="#">Read</a>	Free of charge	<a href="#">More</a>
we:presenter	7.7	<a href="#">Read</a>	From EUR 49/ month	<a href="#">More</a>

[You will find all the web conference solutions we tested here.](#)

[1] Overall score ranging from 0 (= very poor) to 10 (= very good)

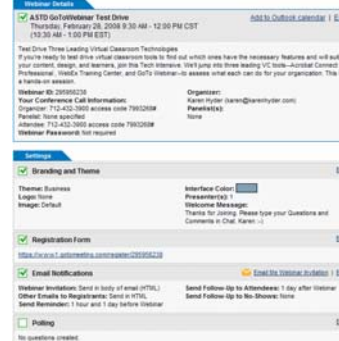
[2] Price: Shows the lowest price for this software product according to the service provider. Additional price information is published in the test results for each web conferencing service.

Go To Webinar

To create a Go To Webinar session

## Go To Webinar

- Webinar details
- Send invitations
- Organizers, Panelists
- Create add polls (up to 8)
- Registration
- Join session
- Application share



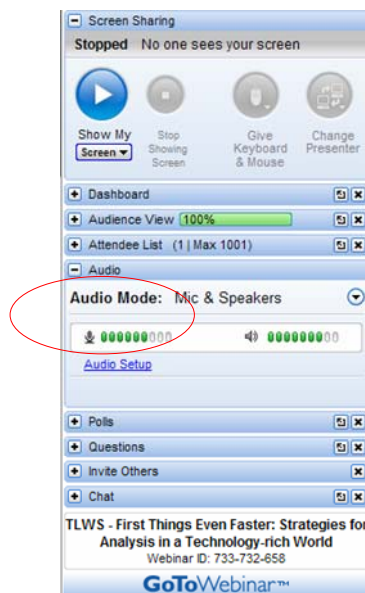
Open PPT file



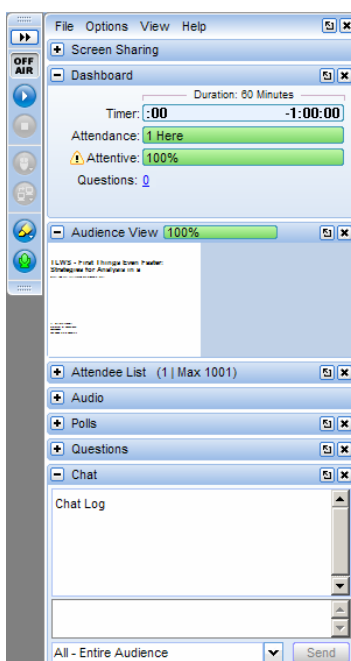
App share


App is  
viewed by  
participants

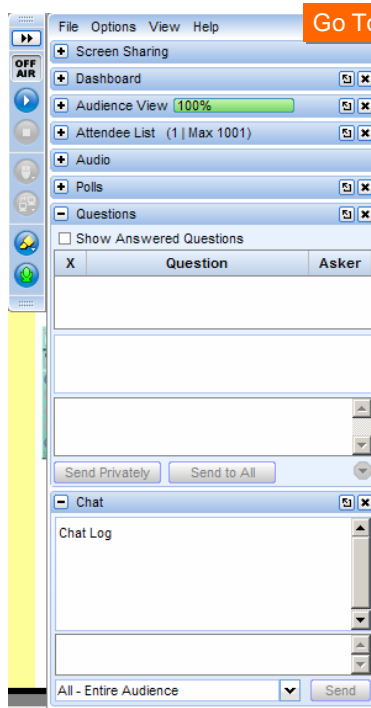
Go To Webinar

Mics automatically  
on


GoTo  
Webinar  
Dashboard  
panel  
display's  
participants'  
attentiveness.

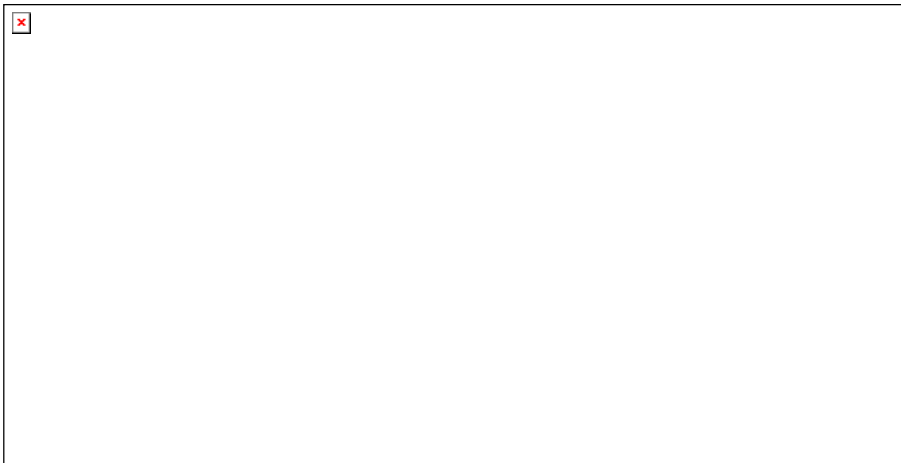


Questions panel



Go To Webinar

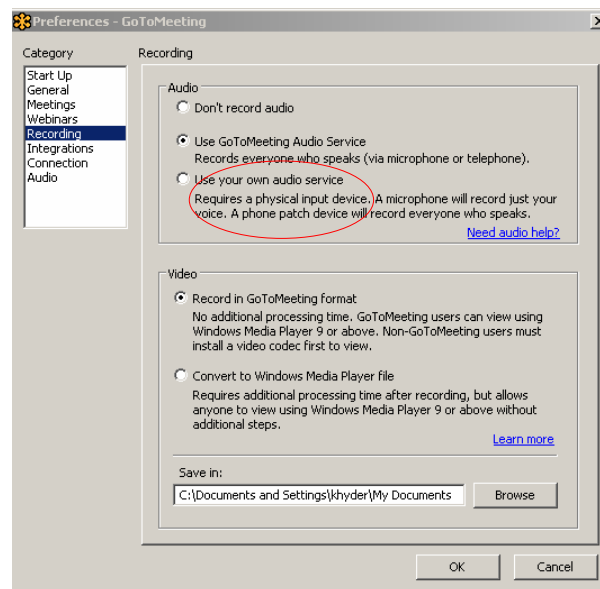
## Go To Webinar Audio options

**GoToWebinar Total Audio Service**

GoToWebinar includes an audio conference service at no extra cost to you. Choose between phone and Voice over Internet Protocol (VoIP) or allow both options. Participants who join the Webinar via telephone dial

WebEx

GoTo Webinar recordings. (what physical input device?)



## That Device – photo

### Audio options/ backup solutions

- Plan \$\$ – integrated conference call
- Plan A – VoIP audio records voice
- Plan B – Producer sets it device and pipes presenter in
- Plan C – presenter sets it up device and records own audio

[Go To Webinar](#)  
[Adobe Connect](#)

### Creating polls

**GoTo Webinar poll**

**Adobe Connect poll**

## Polling Questionnaire Editor

WebEx

## To create an Adobe Connect session

Adobe Connect

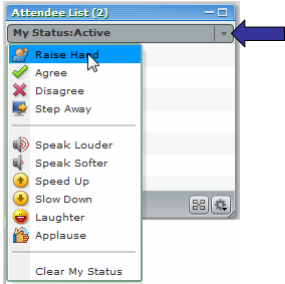
## Acrobat Connect

- Create the session room (URL)
- Send URL directly or Send invitation
- Customize the session interface (Layouts)
  - Open, size, position pods, create polls
  - Upload files to Share pods (persistent)
- Participants and Hosts Join
- Advance slides, move to other content
- Application share when appropriate

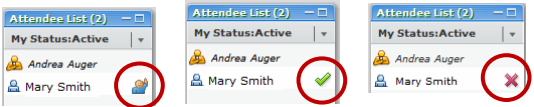


Adobe Connect

## My Status Indicators



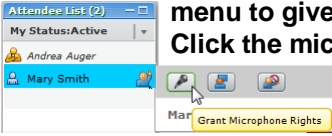
**Status shows next to the Participants name**



**Participants use My Status menu for:**

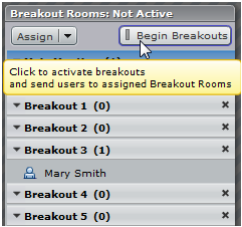

- Raise Hand
- Agree
- Disagree
- Step Away

**Mouse over opens a flyout menu. Click the mic icon.**



Adobe Connect

## Working with Break Out Groups

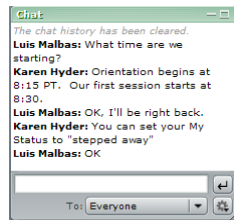





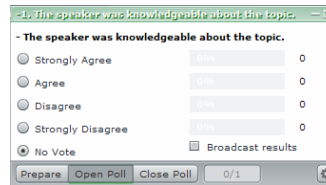


Adobe Acrobat Connect pods are customizable

Adobe Connect



Typing comments and questions in the Chat pod



Responding to Polls

## Cash- vs. Accrual-Basis Accounting

Adobe Connect

	Cash Basis	Accrual Basis <i>*Required for GAPP*</i>
<b>Revenue Recognition</b>	<p>Revenue: Cash Basis Recognized When?</p> <p>Mona Rice: When payment is received from customers</p> <p>Nydia Herencia: when received</p> <p>Adam Sledd: when you receive payment</p>	<p>Revenue: Accrual Basis Recognized When?</p> <p>booked, POs signed</p> <p>Nydia Herencia: product is shipped</p> <p>Mona Rice: When orders are invoiced?</p> <p>Kathy Fitzpatrick: IF we bill for twelve months-but might recognize monthly</p>
<b>Expense Recognition</b>	<p>Expense: Cash Basis Recognized When?</p> <p>Mona Rice: When invoices are paid</p> <p>Stacy Newsome: when incurred</p> <p>Stacy Newsome: recorded</p>	<p>Expense: Accrual Basis Recognized When?</p> <p>Warren Smith: Expenses required to close a sale.</p> <p>Adam Sledd: when the time period covering the expense happens</p>

Type responses in the appropriate Chat pod.

1.32

Adobe Connect

## Cash- vs. Accrual-Basis Accounting

	Cash Basis	Accrual Basis <i>*Required for GAAP*</i>
Revenue Recognition	When cash is received	When revenue is earned
Expense Recognition	When cash is paid out	Expenses necessary to earn the revenue are recognize when that revenue is earned. The revenues and expenses required to earn them are "matched"

1.33

Sample Flash content

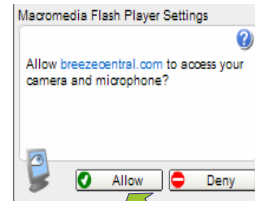
## To set up your audio

Adobe Connect

1. Use a headset.  
Desktop mics are noisy!



2. In the lower left corner, click the Hands-free (LOCK) button



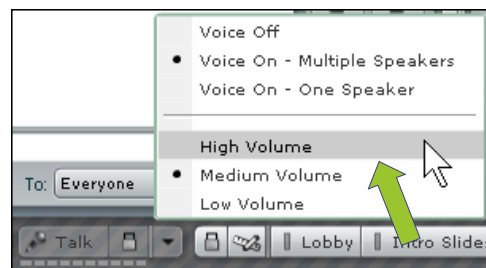
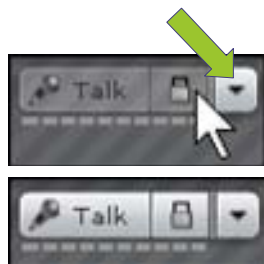
3. click Allow

4. Your mic is automatically locked ON (displays dark grey).

Click the Hands-free (LOCK) button to turn OFF.

## Adjust your volume (Talk button menu)

Adobe Connect

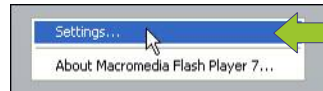


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THE LEARNING GUILD'S  
ONLINE  
FORUMS™

Adobe Connect

## Adjust mic volume



- **Right-click** on a slide in Acrobat Connect, and choose Settings



- Click the **blue microphone tab** at the bottom (if necessary) to access Record audio controls



- Speak into the mic while moving the **Record Volume slider**.
- Click Close when the **green bar** on the left displays **red**.

## Other tools to check out

Omnovia

Voxwire

Product overview

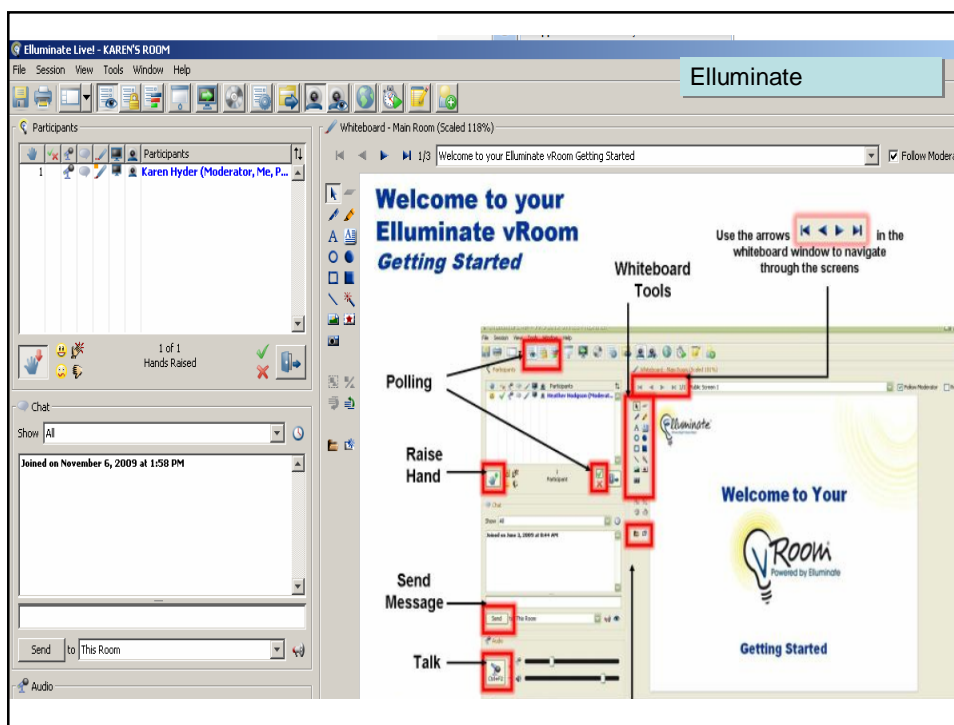
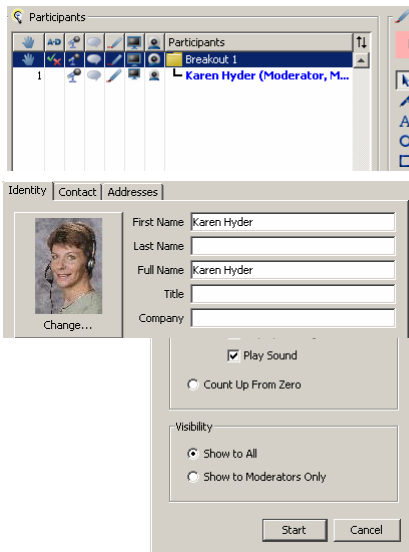
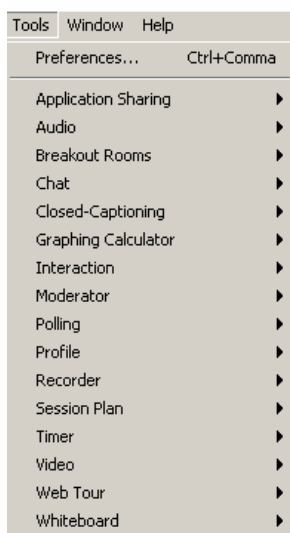
[http://www.voxwire.com/web\\_conferencing\\_product\\_overview.php](http://www.voxwire.com/web_conferencing_product_overview.php)

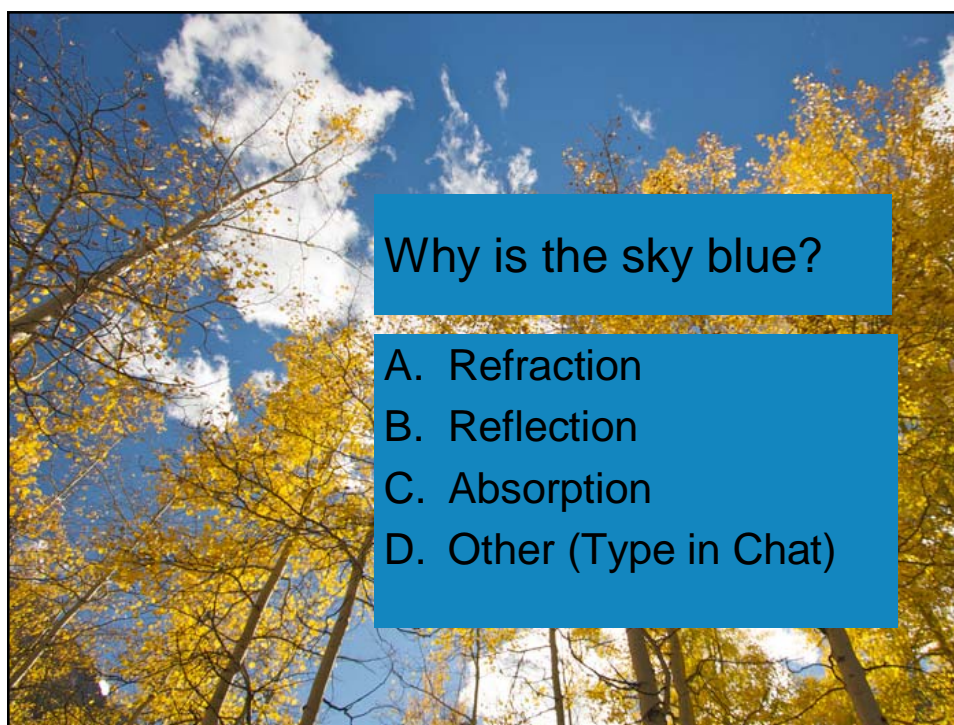
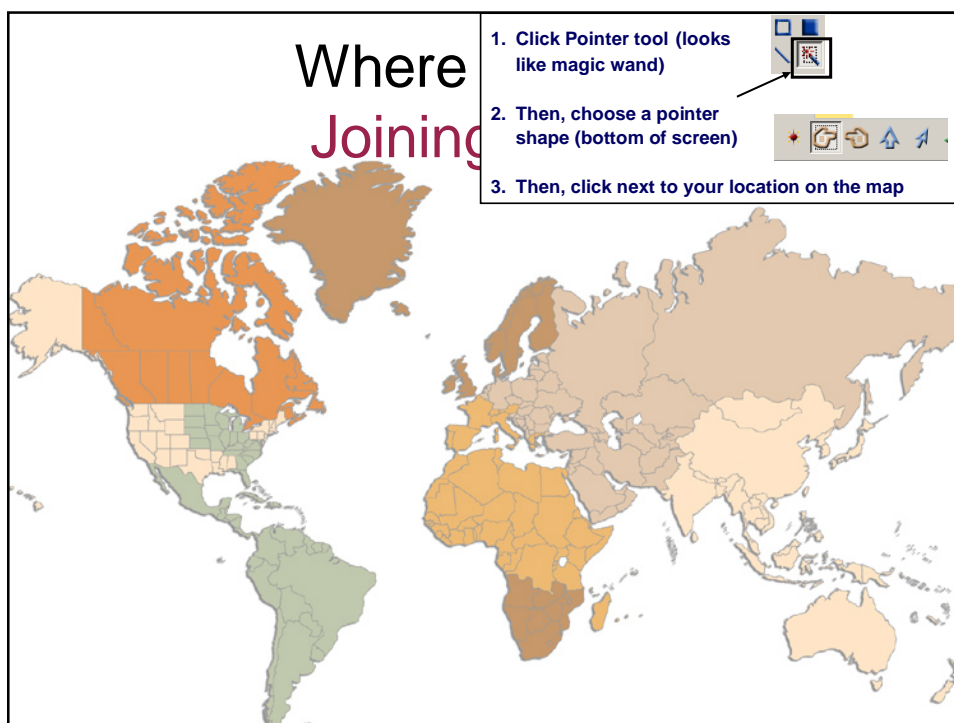
Comparative pricing

<http://americanmanagement.connectpro.acrobat.com>

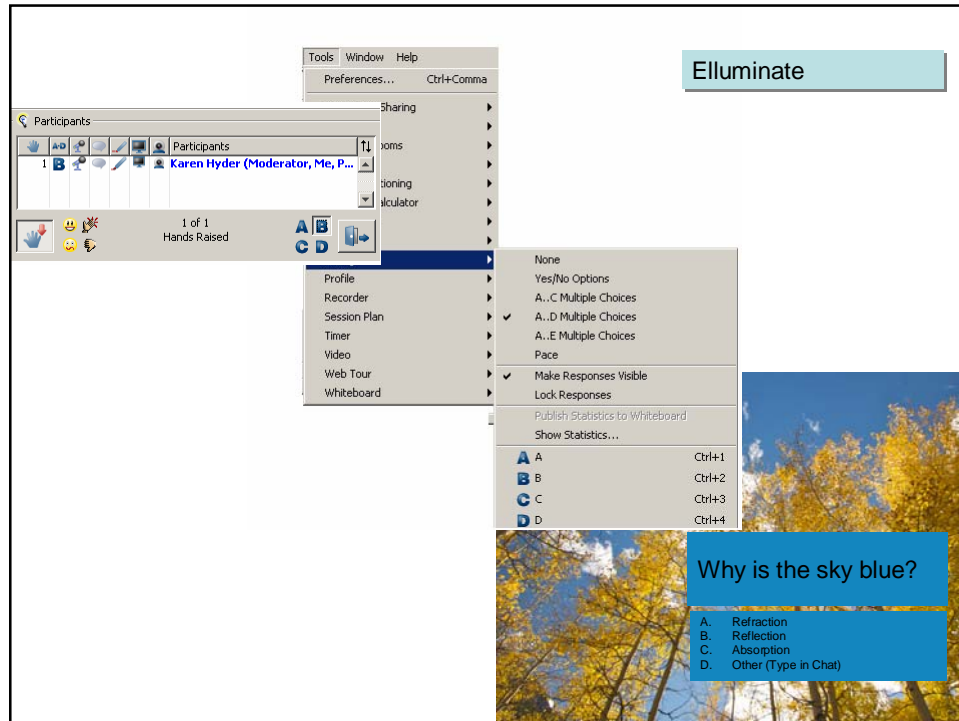
## Elluminate tools

Elluminate



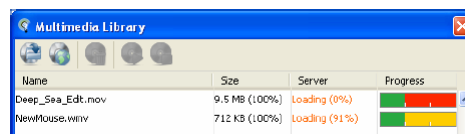
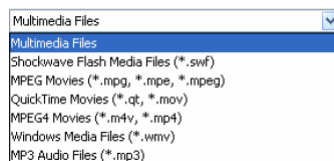






## Using Multimedia

Elluminate



### Video file recommendations

We recommend that all multimedia files be loaded as soon as you join the session to allow time to transfer the files to the server. Moreover, this allows participants to begin downloading the files as soon as they join the session. Use several smaller files rather than one large file when possible. Participants must have the appropriate plug-ins to view the content, i.e. Flash player to view Flash content.

## Data from eLearning Guild Research

Adobe ~1,000

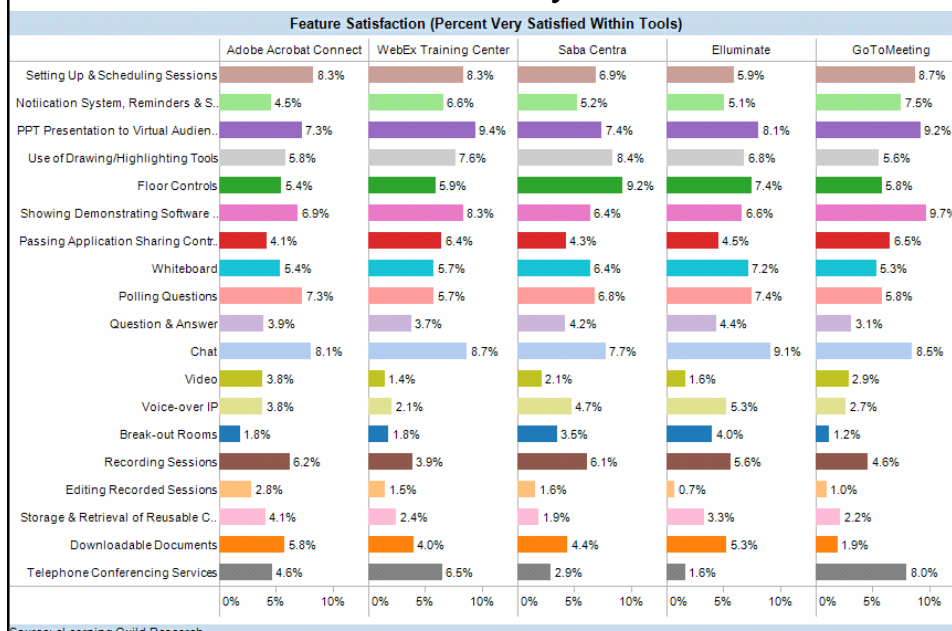
WebEx ~500

Centra ~200

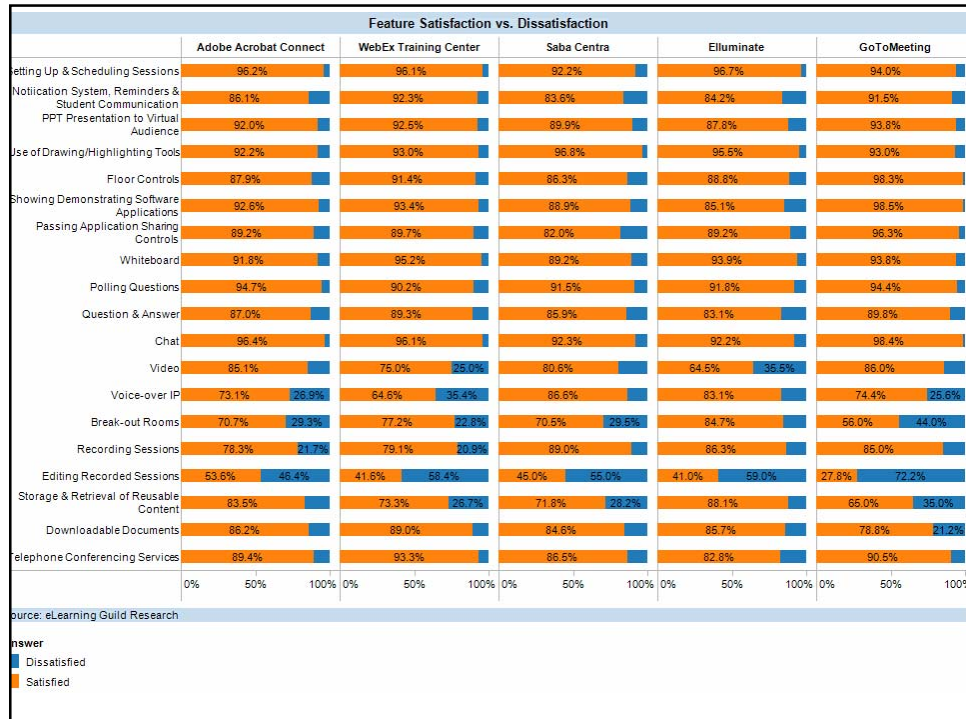
Elluminate ~150

GoTo Meeting ~80

## Feature satisfaction – Very satisfied







Thanks for joining!

Contact

[Karen@karenhyder.com](mailto:Karen@karenhyder.com)

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<b>Polling</b>	Yes	Yes	Embedded in PPT	Yes	Yes	All polls should be created in advance
<b>Q &amp; A (controlled)</b>	Yes	Yes	Yes	Yes	Yes	
<b>Chat</b>	Yes	Yes (privilege)	Yes	Only to Presenters	one:one	Chat is key to having participants communicate open-ended responses
<b>Breakout rooms</b>	Yes	Yes	Yes	GTM	Yes	Mind the audio options in Breakouts
<b>Participants need to install something?</b>	FlashPlayer	Yes	Yes	Yes	Yes	not a big deal if IT knows/ approves and there is no firewall blocking access
<b>Price point</b>	\$\$\$	\$\$\$	\$\$	\$	\$	Depends on "flavor," user #s and audio choice