Goal: Develop a recommendation on the future use of SabaMeeting and WebEx with Blackboard integration.

Background:

- ECU upgraded to WebEx Cloud in July 2017 and adopted WebEx as the campus web conferencing standard for business to meet campus web, video, and phone conferencing needs.
- Piloted 'CirQLive', the Blackboard Plug-In, to integrate WebEx with Blackboard. This integration provides an opportunity to standardize on a primary product that is feature rich and available to all campus users.
SabaMeeting Stats

• In use since the early 2000’s
• Critical role in the delivery of distance education.
• Challenges in recent years:
  • Lag in Apple updates
  • Technical issues with java
  • Lack of integration with Blackboard

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<th>Total Events</th>
<th># of Classes</th>
<th># of Faculty and Staff</th>
<th># of Students</th>
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<td>Spring 2017</td>
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WebEx for Instruction Committee

- 5 faculty (2 from Distance Education Learning Technology Committee)
- 3 Distributed IT
- 5 ITCS Staff

The Committee completed the following:
- Surveyed faculty that participated in the Fall 2017 WebEx and Bb Integration (CirQLive) pilot.
- Surveyed students who led SabaMeeting sessions to understand why a large number (1,187 per year) of students were creating meetings in SabaMeeting.
- Organized and led a focus group.
- Collected final feedback from the WebEx pilot faculty asking if the combination of WebEx and Collaborate can meet the web conferencing needs met by SabaMeeting.
- Collected feedback on Spring 2018 semester WebEx usage.
Pilot Survey Highlights

• 31 faculty were surveyed in Fall 2017, and 27 faculty participated in the survey with a response rate of 87%
  • 86% (n=27) of WebEx pilot faculty indicated WebEx was Much Better or Better than SabaMeeting*.
  • 86% (n=27) of WebEx pilot faculty surveyed indicated that WebEx could serve as a replacement for SabaMeeting*.

• 95% (n=22) of the WebEx pilot faculty re-surveyed in Spring 2018 indicated that WebEx along with Blackboard Collaborate could effectively serve as a replacement for SabaMeeting.
Comparison

Advantages of WebEx

• WebEx is the web conferencing market leader (Gartner)
• Comparable web conferencing feature set
• Deep integration with Outlook
• Campus standard
• Blackboard integration

Disadvantages of WebEx

• Student licensing is an additional purchase (includes storage)
• Less comprehensive analytics
• Manual process to share recordings
• Participant privileges requires more clicks
• Training Center recordings not viewable from a mobile device
Additionally...

• According to the Magic Quadrant for Web Conferencing, Cisco WebEx is leading the market in overall adoption, usage, sales and global infrastructure.
  • Cisco WebEx customers surveyed for the Magic Quadrant conveyed the desire for improvements to user administration and reporting capabilities, and improvements to the speed with which Cisco responds to their customers.

• Blackboard Collaborate is now included in our LMS.

• UNC Charlotte and UNC Greensboro have moved to WebEx with LMS integration.
  • Experienced an increase in web conferencing usage
Cost Savings

• The cost savings of moving instructional web conferencing from SabaMeeting to WebEx/CirQLive is significant and the actual costs have been shared with committee members.
Recommendation

• The WebEx for Instruction Committee recommends WebEx with Blackboard integration replace SabaMeeting as the primary instructional tool. The committee also recommends that student licensing for WebEx be purchased for students to create and lead meetings.