

Comparative Matrix of Synchronous Communication Tools at BVC

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Synchronous Communication: refers to live or real-time communication at a specified time between two or more people who are not in the same physical/geographical spaces and use online tools (technology) for their dialogue. This communication can include video, audio or text. Recording of a synchronous session is not synchronous as it can be viewed at any time after the end of that session by individuals who did/didn't attend the session.

Virtual space: also referred to as virtual room, is an online space (i.e., not physical) that is created on a server. The link to a virtual space is the address of that space. To attend (i.e., enter and stay in) a virtual space, one needs access to the server on which the space is created and the link (address) of that space.

Virtual session: in this document, refers to a meeting or class that is bound to an agreed-upon period and held in a virtual space.

	Adobe Connect (AC)	Bongo Virtual Classroom
Description	<ul style="list-style-type: none"> • Preferred BVC tool for conducting synchronous instructional sessions. • All virtual sessions exist on the AC server. Full functionality for participants' engagement and collaboration is provided through tools such as audio & video communication, white boarding, desktop screen sharing, breakout rooms, polling, chat, and recording. • Instructors who create an AC virtual space are known as the "Host" and require an AC account. Learners and others can participate in an AC session as a guest without needing an account. • Instructors can create a virtual space and allow learners to use it at any time for group meetings without instructor's presence. • The same virtual space can be used for an unlimited number of virtual sessions. 	<ul style="list-style-type: none"> • Synchronous meeting tool that allows instructors to meet virtually with learners directly within Brightspace. • Learners participate in a virtual session with their instructor to receive information about the coursework or as virtual office hours. Instructors can enable session recording for playback during a term (recording availability is limited to 4 months). Basic white boarding, desktop screen sharing, and polling functionality is available to presenters. Instructors can assign presenter rights to learners as the host. Instructors have to schedule all virtual sessions. • A dedicated virtual space must be created for each virtual session.
Where do I find this tool?	Must log into AC platform, create a virtual space, and send its link to participants via other communication tools, such as email or News in Brightspace.	Meeting space is created directly in Brightspace Content page using the <i>Add Existing Activity</i> button. Once created by instructor, learners can find the link to this virtual space in the Content page.

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<p>This tool <u>is recommended</u> when you want:</p>	<p>For live sessions:</p> <ul style="list-style-type: none"> To hold regular and/or frequent sessions with your learners. To provide instruction or teach to your learners during a session, and provide opportunities for their collaboration and engagement. To use breakout room functionality during a session. To invite a guest/external speaker to host, or participate in, a session. To hold sessions of longer or unspecified duration (i.e., greater than 60 minutes in duration) <p>For recording:</p> <ul style="list-style-type: none"> To record a synchronous session and/or meeting where the recording will be re-used in future terms. (i.e., recordings are non-disposable and had long term use) 	<p>For live sessions:</p> <ul style="list-style-type: none"> To hold one (or infrequent) session with your learners. To hold sessions of shorter duration with one or smaller groups of learners, such as virtual instructor office hours. <p>For Recording:</p> <ul style="list-style-type: none"> To record a synchronous session where the recording will not be re-used in future terms or any longer than the current term. (i.e., recording is disposable and for short term use only)
<p>Considerations</p>	<p>Instructors require an AC account before using the platform. Requests for an AC account should be sent to the Help Desk.</p> <p>The link to a virtual session needs to be communicated to the participants through other channels.</p> <p>To share recording of an online session, the access setting of the recording must be modified from <i>Private</i> to <i>Public</i> after completion of the recording.</p>	<p>Failure to configure availability of the recording under Advanced Settings at the time of session setup will result in the recording not being available to learners. If configured, the recording link will be placed directly in Brightspace Content page,</p> <p>Desktop/Laptop use is suggested. Mobile use is not recommended due to limitations of the Virtual Classroom app.</p> <p>Use Google Chrome web browser only. Does not work on Safari, Internet Explorer or Microsoft Edge web browsers (mobile and desktop/laptop).</p>
<p>Additional support</p>	<p>Contact the TLE to speak with a consultant to explore possible uses for this tool.</p>	