



MEDS: WebEx Introduction

Overview of U of Mn WebEx
Implementation 2014-15

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1. WebEx Overview - University of Minnesota Adoption

- WebEx will replace UMConnect as U of Mn Web Conf. tool
- About 75,000+ faculty and student licenses are purchased
- Cost approx. \$1.6 Million Dollars
- Faculty get 3 products: WebEx Meeting, Event, and Training
- Students get 1 product: WebEx Meeting only
- Full release February 2015, some early access “now” in pilots
- Phone conf. support ONLY via Intercall at rate of 1 cent / Min. / user (so 10 people on phone cost = 10 cents/min) and ONLY for staff, not students

Advantages for U of Mn: Much larger groups supported than UM Connect, widely used in business, health systems, a major vendor 50-60% world market. (May work w. VA - stay tuned for confirmation. WebEx listed on “Qualified Approval” list)



2. User Group Feature Comparison List

WebEx Feature	For Staff	For Students
Max Size User Meeting	1000 user max	9 max
WebEx Meeting Product	Yes	Yes
WebEx Event Product	Yes	No
WebEx Training Product	Yes	No
Phone Conf. Calls	Yes (via Intercall \$\$)	No
VOIP Audio (non phone)	Yes	Yes

Notes: Intercall phone conference billing is going to take work, organization, and EFS billing code work. Not working yet!! So expect to use VOIP (internet voice) for now!



2. How are WebEx Event & Training Different from WebEx Meeting (CPD please compare)

WebEx Training Center has advanced features WebEx Meeting doesn't.

WebEx Training Center includes all the features in WebEx Meeting Center Pro, as well as the following additional features:

- Training delivery
 - Live and recorded sessions
 - Playback of recorded sessions in a live training session
 - Automatic slide advancing for presentations
 - In-session participation
 - Enhanced polling, testing and grading
 - Pre- and post-session testing
 - Multiple trainers or panelists
 - Breakout sessions
 - Hands-on lab
 - Instant feedback
 - Paired or threaded Q&A sessions
 - Training content authoring
 - Web-based testing authoring tool
 - Real-time testing and polling editor
 - Enhanced WebEx recording editor
 - Registration and reporting
 - Fee-based live and recorded sessions using ecommerce
 - Sortable lists of live and recorded training sessions
 - Publishing of recorded training sessions on a WebEx Training Center web site
 - Customizable, advanced registration system for live and recorded training sessions
 - Advanced scheduling with recurring session support
 - Detailed reports for live and recorded training sessions
 - Support for WebEx Recorded Files (.wrf) playback in Windows Media Player
 - SCORM (Shareable Courseware Object Reference Model) APIs
 - PHP and XML APIs
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3. WebEx Uses for Instructional & Admin Staff

All types of small group meetings 1-1, 1 to few, few to few.

Examples: Admissions, mentoring, faculty advising, expert consults, etc.

Medium sized meetings, 5-20+ with interactivity, file sharing, etc.

Examples: Monthly meetings, inter-campus meetings, small group tutorials, small classes, etc.

Student Study Groups: Small groups of students may share notes, outlines, presentations, etc. Resident in separate communities could meet and share issues, RPAP programs could share experts across the state.

Larger meetings with misc outside attendees.

Examples: Standing committee meetings with traveling administrators joining by iPad, Laptop, Android phone, etc. may or may not use

Visiting Instructors: 30 to 100+ bring in a visiting presenter from out-state w/o travel time. in or outgoing e.g Ted Thompsons "visits"

Major Training or Continuing Professional Development: The WebEx Training Center allows for registration, polling, pre-post testing, and many other tools useful for delivering training to large groups.

Large Scale Events: Deans presentations, visiting experts, grand rounds events, VIP presentations. Can stream AND record event, manage questions, even poll listeners and manage questions



4. Applying for WebEx Early Access accounts

- Early WebEx Application form: [Survey Application Link](#)
or copy/paste (note this closes Nov. 12 sorry!)
https://umn.qualtrics.com/SE/?SID=SV_38HWaUx4hL4AciV
- Webex Google Sites:
<https://sites.google.com/a/umn.edu/webex/home>

5. Tips and Best Practices, Resources

- Start small, 1-1, 1 to few meetings with low risk events
- Use Ethernet cable (1 GB bandwidth speed!) whenever possible if you host meeting
- Stick to newer equipment (laptops, cameras, web cams, etc)
- Test prior to use with “coffee break tests” with a friend
- Join other AHC groups working on similar WebEx applications
- Try to use WebEx certified or approved hardware
- Larger groups/rooms need AV support and testing to work along with better camera’s and mic/sound systems
- WebEx supports laptops, computers, iPad, Androids, etc. etc.
- Successful pilots combine, staff, IT & admin support teams

NOTE: Remember, ONLY the HOST needs a U of Mn X500 Internet ID. ALL other attendees do NOT, they can be from anywhere on internet. You just send them the meeting link URL, OR... the 9 digit meeting ID and tell them to go to <http://webex.com> On main page look **JOIN** button upper right. Click on it, put in meeting number, name and email, then click **JOIN** again. That’s it WebEx will then try best download for their computer to let them join. No ADMIN privileges are usually needed.



6. Full Disclosure on WebEx “issues” ...

- VOIP (internet calls free) but you MUST use InterCall for price if want traditional phone conference functionality (1 cent/minute/user) will need EFS setup.
- Our WebEx site is Branded U of Mn but has lots InterCall advertising / sales hiding as “support” very confusing new users.
- Some features need work: Whiteboard, Breakout sessions, recording, etc) need improvement but are being worked on.
- WebEx products are a Mix of OLD and NEW interfaces (Meeting is New, Event & Training older interface)
- WebEx products are complex tools with lots of features (especially for upper level products like WebEx Events and Training) and take time to learn and practice. Take the time to practice.

Please watch for future MEDS WebEx offerings focusing on more specific training and group specific needs. We will also be emailing additional resources to the WebEx attendees such as:

Detailed WebEx product comparisons

WebEx Hardware recommendations for small/mid-size, large meetings

Future offerings and interest groups (e.g. similar meeting needs)

If you have questions in meantime please contact:

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