

Surgery Hours for All

An adoption of Live Classroom Technology for Enhanced Accessibility

Osama S M Khan
ERES Education Seminar
University of Zurich
3 – 4 December 2010
Zurich, Switzerland



Accredited by
Association
of MBAs

School of Management

www.som.surrey.ac.uk



Virtual Classrooms

Most virtual classroom / online meeting systems have:

- ❖ Audio/video conferencing
- ❖ Live text chat
- ❖ Shared notes area
- ❖ Presentation area
- ❖ File transfer
- ❖ Breakout rooms

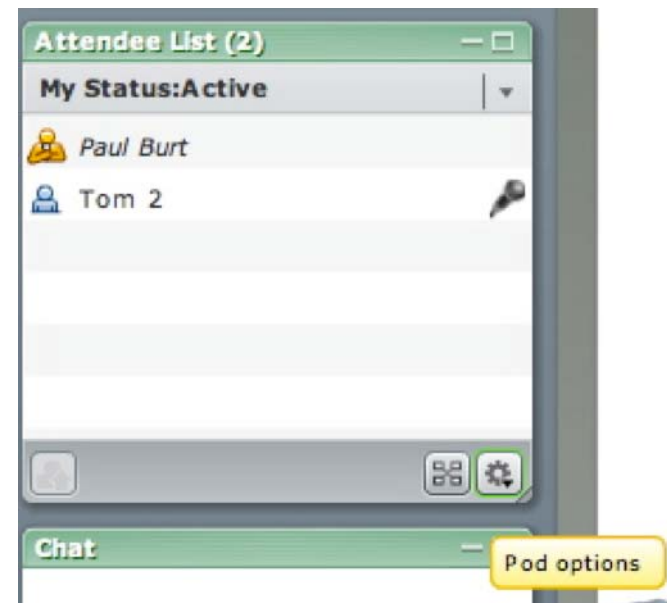


School of Management

www.som.surrey.ac.uk

Pods and Roles

- ❖ There are a wide range of pods available
- ❖ They appear similar to participants, presenters and hosts but different roles have different levels of control



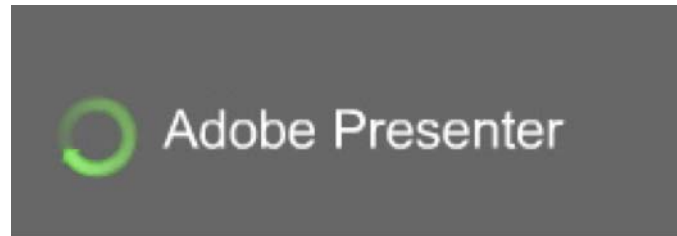
Share Pod

- ❖ Choice of what to share:



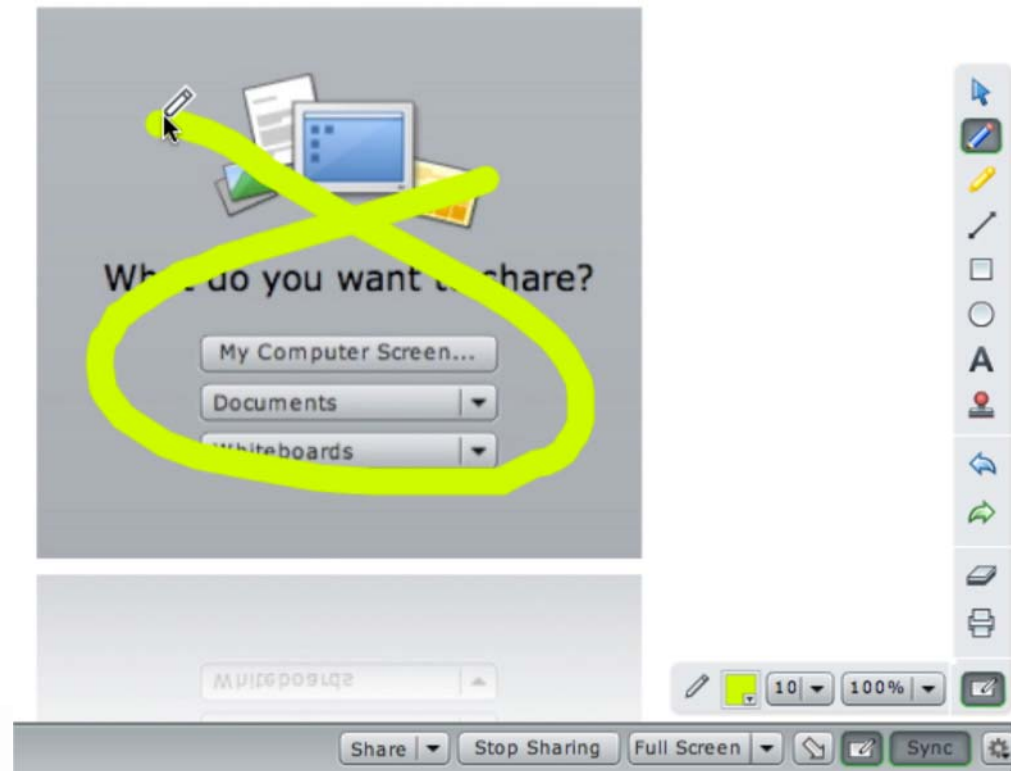
Presenter

- ❖ Converts PowerPoint presentation into 'Adobe Presenter' Flash presentations
- ❖ Respects top level animations and transitions
- ❖ Compresses the original images - quick to load for everyone



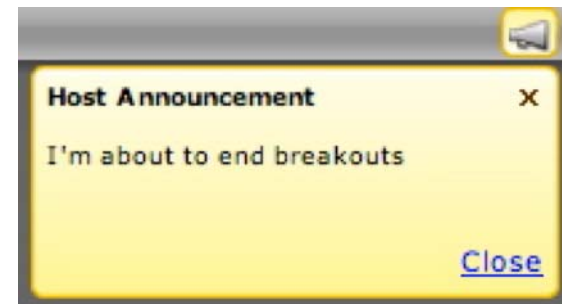
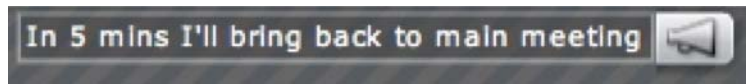
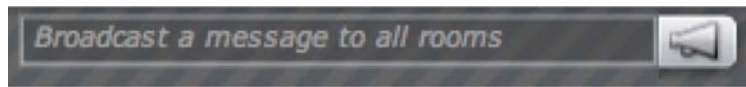
Presenter

Whiteboard overlay enables annotation over slideshow:



Breakout Rooms

- ❖ Participants and presenters can be put into separate breakout rooms
- ❖ Hosts can jump between different breakout rooms
- ❖ Hosts can broadcast messages to all breakouts



Recording Meetings

- ❖ Hosts can record a meeting
- ❖ Output is not a video but a Flash presentation that play back in the same interface as a live meeting
- ❖ Output remains interactive to an extent e.g. you can scroll through chat or progress slides if given that access originally



Usage Ideas

- ❖ Teaching / supporting remote students
- ❖ Disaster recovery / campus closures
- ❖ Facilitate dispersed group work and collaboration
- ❖ Involve external experts / professionals, for example as guest lecturers / contributors
- ❖ Remote interviewing / assessment
- ❖ Recording lectures
- ❖ Online tutorials and seminars



Support

- ❖ PDF of manual at http://help.adobe.com/en_US/AcrobatConnectPro/7.0/connectpro_7_help.pdf
- ❖ <http://www.connectusers.com/> including 'Academic User Group'



Adobe Connect Pro - Background at Surrey



- ❖ Currently operating as a pilot

The current situation:

- ❖ hosted account with Adobe
- ❖ no integration with Surrey systems
- ❖ limited number of named accounts



School of Management

www.som.surrey.ac.uk

Background

Module: Real Estate Finance and Investment (Optional module at level 3)

Class Size: 45 participants mostly from Business Management and Accounting & Finance programmes

Delivery pattern: 2 hours interactive lecture per week using spreadsheets and Electronic voting system, 3 guest lectures, and 1 case study session in a technologically enhanced environment

Issues: No regular tutorial / surgery hours, very technical module requires a lot of practice and consultation



School of Management

www.som.surrey.ac.uk

Motivation

Surgery Hours / Office Hours: a solution with the following limitations

1. Attracts only enthused students
2. Too little slot for each student
3. Repetition of discussion with different students
4. No record of a good conversation for future reference
5. Hypothetical scenario of all students turning up cannot be handled
6. Ignores possibilities of valuable peer learning

How can I offer my surgery hours to all, record it, include more interaction, and facilitate peer learning? **My “thousand pound” question??**



Project Aim

1. Regular virtual sessions to replace conventional surgery hours
2. Capture these sessions for ULearn posting
3. Evaluate the intervention regularly

Expected Outcomes

1. Surgery hours accessible to all
2. More interactive sessions
3. Peer interaction
4. Availability of the recorded experience
5. Flexibility in delivering these sessions

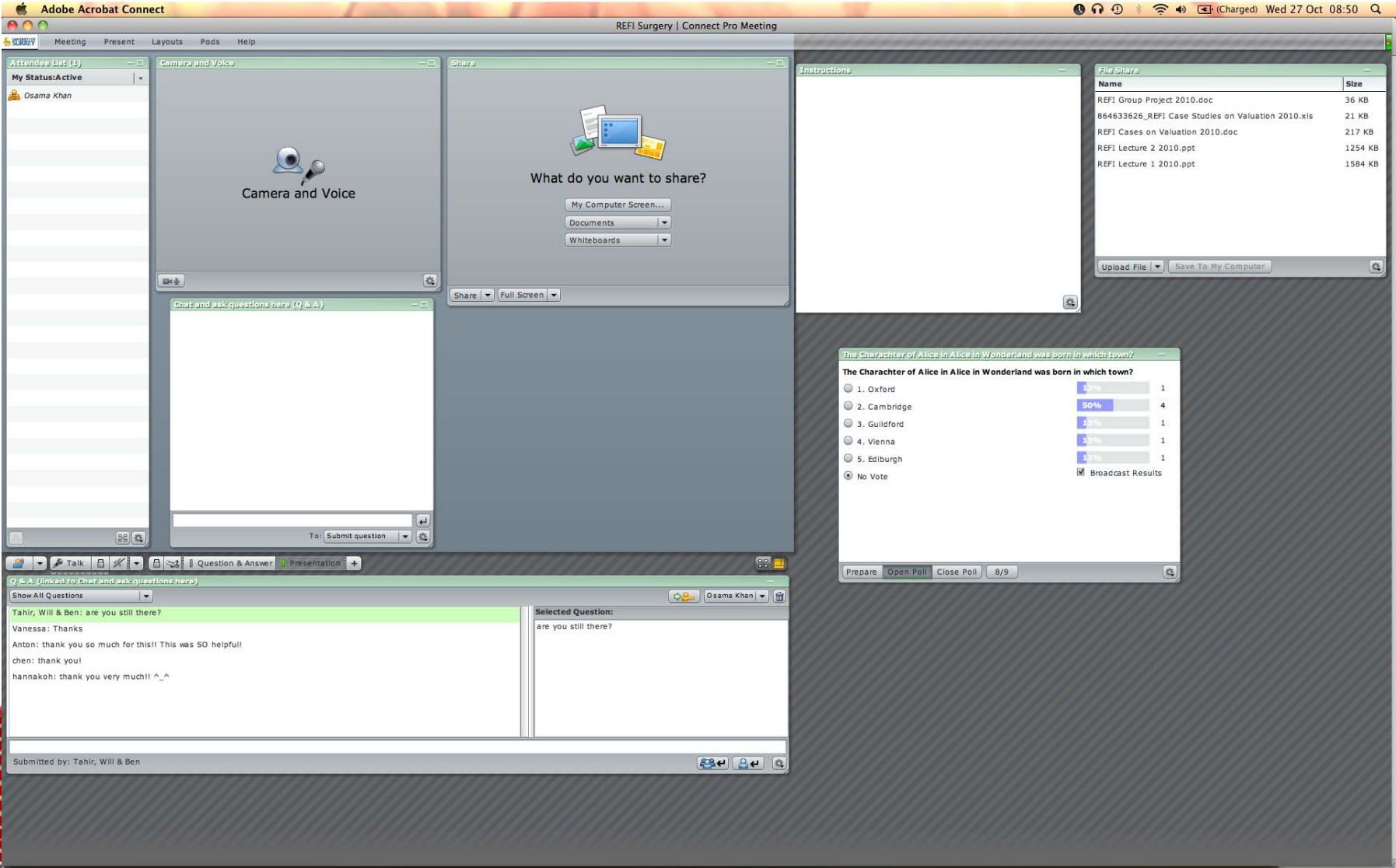


Project Approach

1. One hour virtual surgery session using Adobe Acrobat Connect Pro
2. Sessions arranged based on need: flexibility
3. Simple session setting with few pods
4. Prior training for both learners and facilitators



Presentation Tab



The screenshot displays the Adobe Acrobat Connect Pro Meeting interface. The top menu bar includes Meeting, Present, Layouts, Pods, and Help. The main window is titled "REFI Surgery | Connect Pro Meeting".

On the left, the "Attendee List (1)" shows "My Status: Active" and "Osama Khan". Below it is a "Camera and Voice" control panel with a microphone icon and a "Share" button. A "Chat and ask questions here (Q & A)" window is also visible.

The central "Share" panel asks "What do you want to share?" and offers options: "My Computer Screen...", "Documents", and "Whiteboards".

On the right, the "File Share" panel lists several files:

Name	Size
REFI Group Project 2010.doc	36 KB
864633626_REFI Case Studies on Valuation 2010.xls	21 KB
REFI Cases on Valuation 2010.doc	217 KB
REFI Lecture 2 2010.ppt	1254 KB
REFI Lecture 1 2010.ppt	1584 KB

Below the file share is a "File Share" control panel with "Upload File" and "Save To My Computer" buttons.

The "Instructions" panel is currently empty.

The "Presentation" tab is active, showing a poll titled "The Character of Alice in Alice in Wonderland was born in which town?". The poll options and their results are:

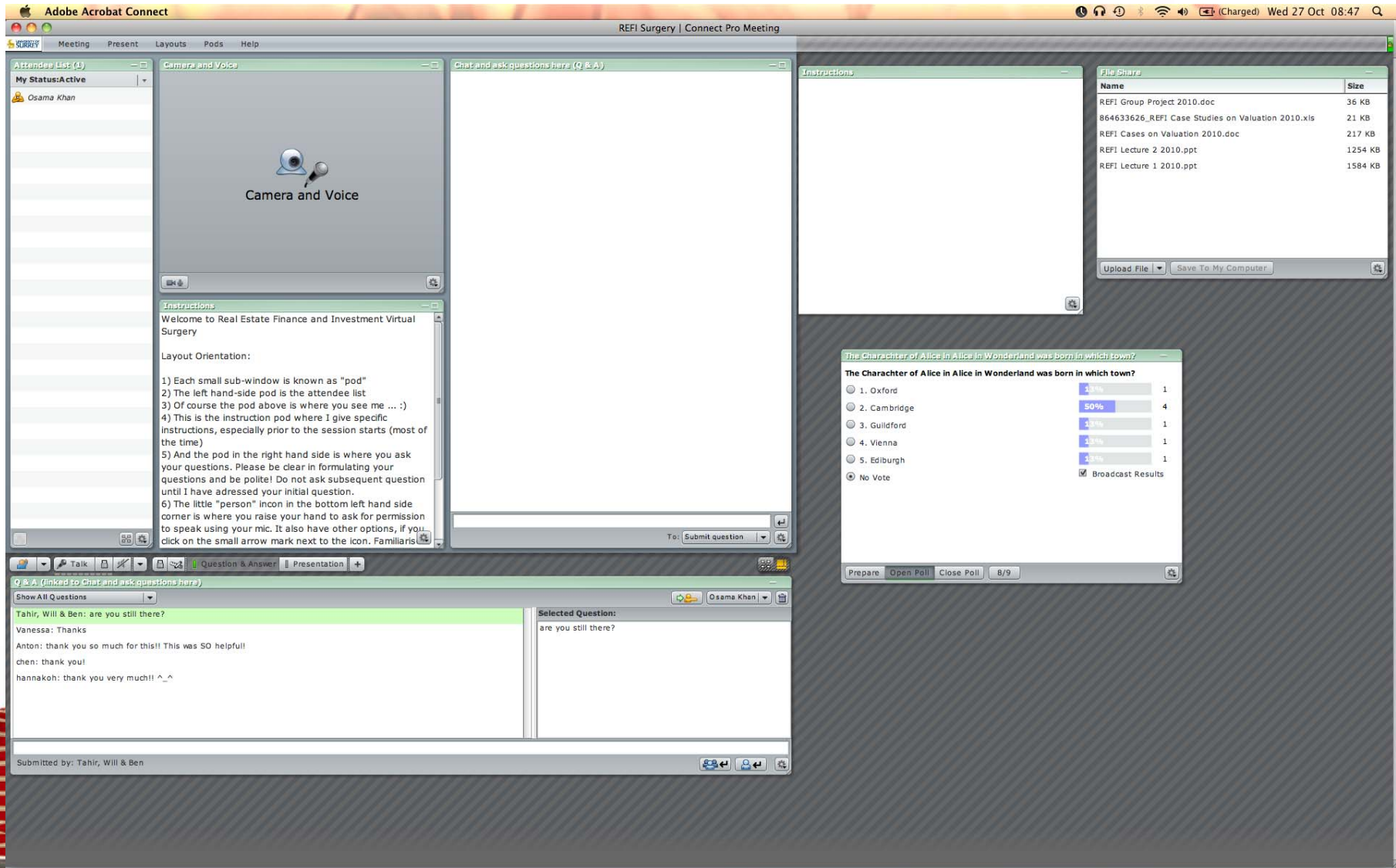
Option	Percentage	Count
1. Oxford	4.3%	1
2. Cambridge	50%	4
3. Guildford	4.3%	1
4. Vienna	1.7%	1
5. Edinburgh	1.7%	1
No Vote		

The poll is controlled by "Prepare", "Open Poll", "Close Poll", and "8/9" buttons. The "Broadcast Results" checkbox is checked.

The "Q & A" window shows a list of questions and answers:

Submitted by: Tahir, Will & Ben

Question & Answer Tab



The screenshot displays the Adobe Acrobat Connect Pro Meeting interface. The top bar shows the meeting title "REFI Surgery | Connect Pro Meeting" and the date "Wed 27 Oct 08:47". The interface is divided into several pods:

- Attendee List (1):** Shows "My Status: Active" and "Osama Khan".
- Camera and Voice:** Displays a camera icon and the text "Camera and Voice".
- Chat and ask questions here (Q & A):** A large empty text area for chat.
- Instructions:** Contains the following text:

Welcome to Real Estate Finance and Investment Virtual Surgery

Layout Orientation:

 - 1) Each small sub-window is known as "pod"
 - 2) The left hand-side pod is the attendee list
 - 3) Of course the pod above is where you see me ... :)
 - 4) This is the instruction pod where I give specific instructions, especially prior to the session starts (most of the time)
 - 5) And the pod in the right hand side is where you ask your questions. Please be clear in formulating your questions and be polite! Do not ask subsequent question until I have addressed your initial question.
 - 6) The little "person" icon in the bottom left hand side corner is where you raise your hand to ask for permission to speak using your mic. It also have other options, if you click on the small arrow mark next to the icon. Familiaris
- File Share:** A table listing shared files:

Name	Size
REFI Group Project 2010.doc	36 KB
864633626_REFI Case Studies on Valuation 2010.xls	21 KB
REFI Cases on Valuation 2010.doc	217 KB
REFI Lecture 2 2010.ppt	1254 KB
REFI Lecture 1 2010.ppt	1584 KB
- Q & A (linked to Chat and ask questions here):** Shows a list of questions and a "Selected Question" section.

Submitted by: Tahir, Will & Ben
- Q & A (linked to Chat and ask questions here):** A poll titled "The Character of Alice in Alice in Wonderland was born in which town?".

Option	Percentage	Count
1. Oxford	10%	1
2. Cambridge	90%	4
3. Guildford	10%	1
4. Vienna	10%	1
5. Edburgh	10%	1
No Vote		

Tips

1. Know the technology beforehand, practice, and organize
2. Not to make it too complicated
3. Have reliable internet connection
4. Ask students to have reliable internet connections
5. Remind students that they need to accept pop-up invitations
6. Sound setting to avoid humming noise
7. Using a reliable headphone with built-in mic piece
8. Using various expressions to get student feedback
9. Post them on ULearn for future reference
10. Have fun!!!



Evaluation Plan

1. Questionnaire Survey using Survey Monkey
2. Focus group discussions with some participants
3. Continued evaluation for three years at least

Dissemination

1. Session like this within our university and in other universities
2. Conference presentation: already accepted for the European Real Estate Society Education Seminar in Zurich, Switzerland
3. Future conference presentations and publication plans are in pipeline

