

## FEEDBACK TO VIDEO CHAT TOOL

Student 1:

### **Positives**

1. I like that your tool allows individuals to simultaneously edit documents within Sakai. As we read earlier in the Grudin article, stand-alone applications are fundamentally different than technology that requires team members to collaborate. Currently, stand-alone applications only allow users to make comments within documents and then e-mail the changes. The recipient must then infer what the user meant with that comment. This prototype seems to be a more efficient way collaborative work because it not only allows others to view changes, but control can be shifted throughout the session.

2. Although synchronous messages are useful for resolving discrepancies, they are limited for those that are unable to attend. This is especially problematic for users who are separated by large distances. Providing a chat archive allows user to stay current with changes to the project.

### **Future Considerations**

1. It is somewhat unclear how the video chats will accumulate. Will the users have every video chat be archived? Or will the users be allowed to choose which chats are to be saved? It seems as though user control might be the best option because each saving unnecessary chats may overwhelm the user and make it more difficult to find the important ones.

2. On slide 4, I noticed that the system provides archived meetings for both groups 3 and 5. It seems as though the system should only provide video chats that are pertinent to the users group.

The other chats may be inconsequential to users and thus make it harder to find relevant information.

Student 2:

Hi Susan,

I like your ideas adding a video chat option and whiteboard to edit material with others in real time in Sakai.

**Positives:**

1. I like how you include the users' pictures/avatars because I think this helps social awareness. As is in Sakai, in the chat room users' pictures do not show, just their names.
2. In controlling the edits, I like how the user in control has to grant permission for another user who wants to make edits. I think this resolves the issue of two or more users concurrently editing, which can cause problems.
3. I think that by allowing the instructors to listen and view the communication between members of a group incorporates accountability.

**Questions and Suggestions:**

1. For setting up the video chat, I don't see any controls/buttons/hyperlinks, so from a usability point of view, I don't understand how that would work. I don't have a microphone or web cam, although I'm planning on procuring those at some point, so I haven't used them but it seems like there would be something in the tool environment to control those, perhaps at least to turn them on or off. My suggestion is to add some control buttons or links to address this. It seems the only spot for this is above the whiteboard. I realize hardware like digital cameras include its own software so maybe this is the case with microphones and web cams but maybe this would not work with the Sakai environment.
2. For the missed chat archives, in the case that no one had a microphone or web cam and everyone just communicated through the instant messaging (typing) function, would there be a written transcript of the instant messaging/typing? My suggestion would be to include that.
3. I like that you did a PowerPoint because PowerPoint presentations are professional looking and something to have on one's eportfolio to show document diversity. I'm wondering if it makes more sense to put the "Missed chat archives" slide after the "Setting up the video chat" slide and the "In control of the edits" slide after the "Co-editing of a document" slide because to me they make more sense being next to each other in the presentation since they are directly related to each other.

4. Would the whole class be permitted too to view a group's communication archives? In some cases, this might be productive, in other cases, it might not be desired. In the latter, I'm thinking of a competitive situation. One way to address this is to have an on/off privacy setting either controlled by the instructor and/or the groups.

Please let me know if you have any questions about what I've addressed here.

Student 3

Hi Susan,

I think video chat is something that could really enhance Sakai, so I'm glad to see that you included it. While there are still many people without webcams, I think most computers these days (at least the laptops) come with them built in, and even for users that don't have them, a fairly high quality webcam is a fairly cheap investment - with the advent of Skype, I think we will see more and more users becoming comfortable - and even expecting - the use of this type of technology in their online environments.

I also like the document upload feature - I can see how that functionality would increase collaboration with groups - one of the hardest things to do is have group work when all users have a different version (because of their own edits) and then trying to compile it into one document.

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As far as questions, I have a couple:

1. I am assuming that the draw function across a document would be similar to "annotating over the desktop" function with interactive whiteboards. Would there be a tool set for this? Would there be an "undo" or "revert to this version" feature available? And...would the program take a screen shot over every edit (as users annotated the document) or would it be up to the user to click a tool that would take a screen shot?

2. I'm wondering if having a programming function that allowed only one person at a time to write to an uploaded document would be a better option than another member of the group giving "permission." To me, giving permission and transferring control just seems clunky...I know there are issues with two people editing a document at once and I'm guessing that's why you have those functions - but what if when you uploaded the document, it became part of the group's "cloud" but unlike wikispaces or (to a smaller extent) google docs had a function that only allowed one person to write to a document at a time and had a refresh rate closer to that of chat? Just a thought...