Results from the Adobe Connect Faculty Survey

Executive Summary

As of the Fall 2013 semester, the Adobe Connect web conferencing system was used by faculty teaching in all professional schools, in fifteen College of Arts and Sciences departments, and in four academic institutes/centers. It was also used in five academic resource/service units. The heaviest concentration of users came from the Quinlan School of Business (35), the Marcella Neihoft School of Nursing (35), the School of Continuing and Professional Studies (25), and the Institute of Pastoral Studies (18).

In November 2013, the Faculty Center for Ignatian Pedagogy and Instructional Technology & Research Support invited all faculty holding Adobe Connect host licenses to provide feedback about their use of the system. An online survey was sent to 241 license holders, Ninety (37%) responded to the survey. Their responses to the survey questions are summarized below.

Duration and Frequency of Use

- Over two-thirds (68%) of respondents had used Adobe Connect prior to the Fall 2013 semester. Of these previous users, over two-thirds (68%) had used Adobe Connect for three or more semesters.
- Slightly over one-half (53%) of those using Adobe Connect prior to the Fall 2013 semester also used it for their Fall 2013 courses.
- Over two-fifths (45%) of respondents reported using Adobe Connect for every class session.
- Two-fifths (40%) of respondents had experience with at least one other type of web conferencing system (e.g., WebEx, GoToMeeting, Collaborate).

Creating and Managing Meetings

- Respondents were more likely to use the Sakai integration tool than Adobe Connect Central to create meetings and manage recordings.

Audio and Video Functionality

- Respondents were most likely (59%) to “always” activate audio for students.
- Respondents were least likely (21%) to “always” activate video for students.
- Slightly over one-third (35%) reported “always” using a webcam.

Hardware and Software Environment

- Desktop (56%) and laptop (48%) computers were used most often to facilitate live classroom sessions.
- The most frequently used types of Internet access were wired work connections (39%) and home wireless connections (37%).
- Firefox was the most frequently used web browser (49%).

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1 Academic Research Centers/Institutes included The Centre for Ethics and Health Policy, the Center for Urban Research and Learning, and the Institute of Environmental Sustainability. The Institute for Pastoral Studies was considered separately in the calculation of response rates due to the relatively large number of users in this group.

2 Academic resource/service units included Academic Enrichment and Retention, CAS, Graduate and Professional Enrollment Management, the Provost’s Office, and Undergraduate Curriculum.
Uses of Adobe Connect

- Almost two-thirds (65%) of respondents recorded live classroom sessions for student review. This was the most common use of the system.
- Slightly less than half of respondents (46%) conducted virtual office hours.

Identification of Strengths and Weaknesses

Thirty respondents (33%) provided additional information about their use in which they: (a) identified specific problems they, or their students, experienced with the system and/or; (b) noted positive aspects of the application.

- The most commonly mentioned problem was Internet connection issues for students (n=9).
- The majority of positive responses (n=7) referenced good support from Loyola staff (i.e., Faculty Center for Ignatian Pedagogy, Instructional Technology & Research Support, departmental staff).