Adobe Connect

A Faculty Guide For Preparing Your Course And Your Students For Synchronous Online Meetings

Prior to the start of the semester...

1. Make a formal request to your IT faculty center (ITFC@cwpost.liu.edu or ITFC@brooklyn.liu.edu) indicating the course ID and section number, as well as the number of participants.
2. Include the pre-arranged dates and times of your synchronous sessions. A mandatory training session will then be scheduled for you.
3. For the first and second synchronous sessions, please schedule students to connect one-half hour prior to the start time. It is this half hour prior during which we will provide support to your students.

Prior to the start of an individual session...

4. Provide to your students your suggestion or requirement for a headset or web cam. At a minimum, students should have an inexpensive headset that will channel their voice and audio from the session.
5. Require students to visit a system testing site for Adobe Connect. This quick and simple step will assess the students' equipment for compatibility with Adobe Connect and make recommendations for no-cost upgrades.

After your synchronous session...

6. If you wish an archive, download your session recording and post it on MyVideo. (Recordings will remain available for only 7 days after the session completion.) Instructions available at CSI.LIU.edu.

So that your online meeting may be properly supported, please follow these guidelines

Include in your syllabi:

1. A technology support checklist
2. Dates and times of the synchronous sessions.
3. A back up plan for the unlikely, but possible Internet failures. How will you achieve the purpose of the synchronous meeting if there is a weather-related or Internet-related issue?
4. Where will students find the url for the meeting? What equipment will they need to have ready for the meeting?
5. What courses of action should your students follow if they have an equipment failure?

Your technology support checklist should include:

1. Advice and steps to follow when students have questions. Sample language follows this page.
2. Require students to visit a system requirement testing site for Adobe Connect and the audio setup wizard. These pre-emptive steps will assess the students' equipment for compatibility with Adobe Connect and acquaint them with the audio settings on their computer.

Rules of the "road" when using Adobe Connect:

1. Information Technology will provide support for the first two online meetings of any class. Please schedule a half hour prior to the actual meeting time.
2. Such support is available during regular business hours only, unless you have pre-arranged a synchronous time in advance.
3. IT support will not extend to the duration of the Adobe session.
4. IT is not responsible for maintaining students' equipment or computing environments.
5. Faculty may not schedule ad hoc synchronous meetings using Adobe Connect.

[A sample technology support checklist]

What to do if you need help or have questions:

First, re-read the directions. Often, you will find the answer to your questions in the directions made available to you. If you cannot find your answer...

Second, for a technology-related question please review the pdf and video tutorials available to you on the CSI website. If your question is course-related, ask a peer colleague or someone in class. If it is not time sensitive, try posting a discussion question to get an answer. Reading others' similar postings may just get your question answered. If you still cannot find your answer...

Third, for a technology-related question, call, drop-in, or chat with the CSI. (See yellow side bar for details.) For a course-related question, send your instructor an email (noting the instructor's policy for expected response times).

For questions that involve personal or confidential issues, send an email directly to your instructor.

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Preparing for online class meetings:

1. Make yourself aware and record the meeting times of the synchronous session.
2. The meeting will take place in a virtual classroom using a tool called Adobe Connect. To ensure that your computer's settings are compatible, visit http://connect.liu.edu/common/help/en/support/meeting_test.htm to ensure your computer and network connections are compatible.
3. Make yourself acquainted with the sound adjustment necessary for your head set and web cam. Each computer is slightly different, but general instructions are also available at the CSI website. You will need to ensure your internal speakers and microphone are turned off and that sound is redirected through the head set. Review the "Joining" doc available at CSI.LIU.edu.
4. For the first meeting, log into Adobe Connect using the URL posted by your instructor one-half hour earlier than the start of our meeting. IT staff will be available to assist you if you need it (see yellow side bar).

Technology Support Contact Information

Adobe Connect Support
For problems connecting to your online classroom meeting, please contact your local IT department.

Brooklyn: 718.488.1082
email: IT@brooklyn.liu.edu

Post: 516.299.2281
email: IT@cwpost.liu.edu

Center for Student Information
The CSI is an office designed to provide support and advocacy to students throughout their academic careers at LIU. Contact them for help with registration, payment and financial aid questions.

CSI.LIU.edu has video and pdf-based tutorials for working with Blackboard, configuring your MyLIU account and much more. FAQs are available for Blackboard, MyLIU, Adobe Connect and for general technology issues.

While on campus, you can visit:

Brooklyn: Library Learning Center, Room 301
(718.488.3313)
hours: M-W 9-6; Th-F 9-5

Post: Hillwood Commons Lobby
(516.299.3967)
hours: M-Th 9-6; F 9-5

email: studentcenter@liu.edu