

To: Jenny Reiswig, LAUC Chair
From: Gabriella Gray, LAUC Representative to LTAG
Date: November 28, 2005

Re: Report to the LAUC Chair on LTAG's Evaluation of Web Conferencing technologies for SOPAG

At SOPAG's request LTAG tested software packages to compliment phone conferencing with simple web conferencing. These have no video but enable shared desk top interaction. LTAG tested Oracle Web Conferencing and found the results surprising positive. Teamware is also in use a many campuses; Santa Barbara uses Confluence, UCLA uses MS Sharepoint, UCSD uses Skype. LTAG recommends to SOPAG that they try such a system. One should be selected that has good support, training and reasonable cost. The Oracle package appears to have the most functionality of all reviewed, but is not open source (Mac support promised this year).

LTAG also recommends that SOPAG outsource this service for all its committees because the costs are reasonable, the performance is very scalable and the technology is still changing rapidly. For example Team2Team Web Conferencing (which uses Oracle's Real Time Collaboration (RTC) Server at Internap in Seattle) is available on an ISP basis (like Webex and Microsoft's LiveMeeting). Fees include a one time \$100/user set up fee. A user is defined as an individual who hosts meetings. This set up fee includes the Oracle license, a custom splash page, custom training documents and two one hour training sessions. Ongoing costs are \$60.00 per month per user, and there are no per minute fees or any fees for attendees. For \$60.00 per month a host can schedule an unlimited number of meetings per month with an unlimited number of users per meeting. Thus SOPAG could designate one meeting coordinator or assign the 10 committee chairs at a cost \$600 /month. From a performance perspective, bandwidth is available at Internap, and customers report sub-second response time – even for very large meetings with 80 to 100 attendees. LTAG believes this could be a significant factor in exercising shared desktop control and meeting security and recording capabilities.

LTAG has conducted two meetings using [Oracle's web conferencing](#) product. Although the group has reacted favorably to web conference call meetings, the consensus is that face to face meetings are still beneficial. Face to face meetings tend to be longer in duration and allow for a more focused information exchange with minimal distractions. Web conference call meetings alleviate the costs and hassles associated with statewide travel. The choice of whether to meet remotely versus face to face seems to depend on the agenda of the individual meeting. LTAG has scheduled four web conference call meetings and two face to face meetings for the upcoming year.