

MyMedia

*AUDIO AND VIDEO RECORDING OF
LECTURES FOR MYUNI*

Staff and Student Evaluation

Semester II, 2006

Date of report
Prepared by

13/07/2007
Dayle Hall

CENTRE FOR LEARNING AND PROFESSIONAL DEVELOPMENT
ONLINE EDUCATION SERVICE



Table of Contents

1	Introduction.....	3
2	Methodology	3
3	Usage Statistics	3
4	Student Survey Summary	4
5	Staff Survey Summary.....	4
6	Conclusions Identified for Discussion	5
	6.1 <i>Increase awareness</i>	<i>5</i>
	6.2 <i>MyMedia service statement</i>	<i>5</i>
	6.3 <i>Mp3 availability off-campus.....</i>	<i>5</i>
	6.4 <i>Course level authentication.....</i>	<i>5</i>
	6.5 <i>PowerPoint synced with audio</i>	<i>5</i>
	6.6 <i>Automatic publishing to MyUni</i>	<i>5</i>
7	Acknowledgements	6
8	Appendices.....	7
	8.1 <i>Usage Statistics</i>	<i>7</i>
	8.2 <i>Student Survey Results</i>	<i>9</i>
	8.3 <i>Staff Survey Results</i>	<i>12</i>

1 Introduction

MyMedia is a service available to staff across the university to enable the recording and delivery of audio or video of lectures through *MyUni*. The service is provided by Information Technology Services (ITS) Online Applications and Audiovisual (AV) teams with support from the Centre for Learning and Professional Development (CLPD) Online Education Service. The project began with a proof of concept in 2003 as a way of reducing the number of note takers employed by Disability Services. A pilot project was then carried out in 2004 with 348 lectures recorded that year. Since then the service has been steadily expanding and in 2006, 1355 individual lectures were recorded and delivered using *MyMedia*. As common teaching areas (CTAs) are upgraded across campus they are being equipped with integrated recording hardware and software to further simplify the process. There are currently 24 audio enabled CTAs and 8 of these are capable of recording video. General information about the service can be found on the [MyUni Support](#) site.

This report communicates results from student and staff surveys as well as usage statistics. Surveys were conducted in the final weeks of Semester 2 2006 to gain feedback on the service and input on future directions.

2 Methodology

The 2006 student survey was based on the [2004 student survey](#) with some minor additions and changes. A hard copy of the survey was administered during lecture or tutorial sessions to four separate cohorts of students who had access to *MyMedia* lecture recordings. In addition, the first year Business Data Analysis I cohort were given the opportunity to complete the survey online if they were not in attendance. In total there were 544 responses received. An anonymous online staff survey was also emailed to all 124 staff currently using the service and of these, 21 responses were received.

The usage statistics collected refer to the number of times a request has been made to the streaming server for a file. A successful request means the file was successfully delivered to the user's computer but this does not necessarily mean the file was successfully played or listened to in full by the user. The request count can be influenced by technical problems and so these statistics should be used as a guide only.

3 Usage Statistics

Full usage statistics available in section 8.1

	2004	2005	2006
Number of recordings made available through <i>MyMedia</i>	348	692	1355
Successful requests	18,182	52,660	205,391
Average successful requests per day	74	145	565
Failed requests	18	21	109
Distinct files requested	873	1,922	3,982

Use of the *MyMedia* service has been steadily increasing since 2004. In 2006 there were 1355 recordings in total. During Semester I there were 684 audio and 118 video and in Semester II there were 515 audio and 38 video recordings made. The majority of these were lectures but this statistic also includes some produced recordings as well as ad hoc events.

There were particularly high usage peaks in two weeks during 2006. Weeks beginning 26th of June (second week of exams) and 30th of October (semester 2 swotvac) were the busiest weeks with 23% and 15% of requests for the year received in those weeks respectively.

Daily access was highest during weekdays peaking on Wednesdays with 34% of requests and dropping down to 6% on Saturdays. Most requests came during the afternoon and evening with approximately 60% received between 2pm and 8pm.

4 Student Survey Summary

Full results from the student survey can be found in section 8.2

The following table shows the breakdown of responses received.

Cohort	Responses
Business Data Analysis I	376 (321 hard copy survey, 55 online survey)
Japanese II	36
Physiology II	113
Roman Archaeology II/III	19
Total Student Responses	544

Over half the students surveyed had accessed *MyMedia* recordings at least once. 74% of those who had accessed recordings agreed or strongly agreed that the recordings were of value in their study. The majority of students surveyed (73%) indicated they would prefer a downloadable format over a streamed media format and this has since been implemented. Downloadable mp3 files are now available for all recordings (currently on-campus access only). 77% of students said they had a portable mp3 player and 30% said this would be their preferred way of listening to lecture recordings.

Comparing results with the [2004 Student Evaluation Report](#) notable changes include an increase from 54% to 85% agreeing or strongly agreeing that recordings were easy to access. It is likely this change is due to improvements in the delivery method, students' home computing environments and student literacy with audio as a medium. We expect that this statistic will increase further with the recent implementation of the mp3 format. It is also interesting that in the 2004 survey 55% of students cited the main reason for accessing recordings as 'couldn't attend the lecture' whereas in 2006 only 34% cited this as the main reason. The most common reason given by 2006 respondents was for 'revision purposes' with 49% choosing this option.

5 Staff Survey Summary

Full results from the student survey can be found in section 8.3

Staff were generally positive with 18 out of 21 staff survey respondents agreeing or strongly agreeing that providing audio or video recordings to students aided teaching and/or student learning. 19 out of 21 said they would continue to use the service to the same extent or more in 2007. The most requested improvements to the service were to make mp3 formatted recordings available and to provide audio synced with PowerPoint. 71% of staff who responded indicated this should be a high priority improvement. Also, 8 out of 21 staff considered it a high priority to enable *MyMedia* links to be automatically published in *MyUni* courses.

6 Conclusions Identified for Discussion

6.1 *Increase awareness*

There are now 24 audio enabled CTAs and 8 of these also have video capabilities. Currently the service is being used by a minority of lecturers using these venues. Some strategies to increase awareness are

- information sessions held at the start of each semester
- regular email notification to staff of all CTAs that are *MyMedia* ready
- clear and concise instruction documents available at the lectern.

6.2 *MyMedia service statement*

A number of incidents have occurred where staff or students have assumed the *MyMedia* service is an appropriate substitution for attending lectures. This raises both technical and pedagogical issues. The service is currently not supported to a target level of availability and there are no fail safe procedures in place for it to be a suitable substitute for attending face to face sessions. *MyMedia* lecture recordings are not intended to be a replacement for attending lectures. On campus time is valued by both staff and students and this time is used for more than information transfer. A statement/agreement outlining the scope and support of the *MyMedia* service would clarify and ensure all parties are aware of their responsibilities and current university policy regarding online delivery.

6.3 *Mp3 availability off-campus*

All *MyMedia* recordings are now available in mp3 format but only for access on-campus. A student can download the recording to their portable device and take the recording home, but they cannot access the mp3 file directly from an off-campus computer. As mp3 is the preferred format by both staff and students it would be desirable to make this format more accessible.

6.4 *Course level authentication*

Currently *MyMedia* links are published to individual courses in *MyUni* which has system wide authentication and restricts access to course content to users enrolled in that course. However, the streams themselves are housed on a media server which is not authenticated. There is the potential for staff or students to breach copyright regulations by communicating the location of media containing copyright to external parties. The content of this server needs to be authenticated to restrict access to the University community in the first instance. Further consideration may need to be given to the need to apply course level authentication on the media server also, to match that provided by *MyUni*.

6.5 *PowerPoint synced with audio*

Staff have indicated that the ability to synchronise PowerPoint slides with the lecture audio is a high priority. Currently the 8 CTAs with video capability do allow video to be captured from any video source (including the computer screen), however the majority of venues are audio only and cannot capture PowerPoint timings.

6.6 *Automatic publishing to MyUni*

The staff survey and anecdotal feedback indicates that staff members have difficulty copying and pasting html code from the automatically generated email into their *MyUni* course. This is due to the way some email clients handle the html block. This results most commonly in the copyright notice appearing as a broken image, but in some cases links become inaccessible. 8 out of 21 staff indicated that removing this step in the process would be a high priority for them. It would also be desirable to have a common area established in all *MyUni* courses where *MyMedia* recordings can be found.

7 Acknowledgements

We would like to acknowledge the following people for their assistance with this evaluation: Naomi Aoki, Anne Arnold, Margaret Ohea, Michael Roberts, CLPD Evaluation and Assessment Service, ITS Audio Visual Team, ITS Online Applications Team and CLPD Online Education Service.

2006 Daily Summary

Each unit (■) represents 2,000 requests or part thereof.

day:	reqs:	%reqs:	
---	-----	-----	
Mon:	22661:	11.03%:	■
Tue:	24081:	11.72%:	■
Wed:	69467:	33.82%:	■
Thu:	22957:	11.18%:	■
Fri:	39266:	19.12%:	■
Sat:	11452:	5.58%:	■
Sun:	15507:	7.55%:	■

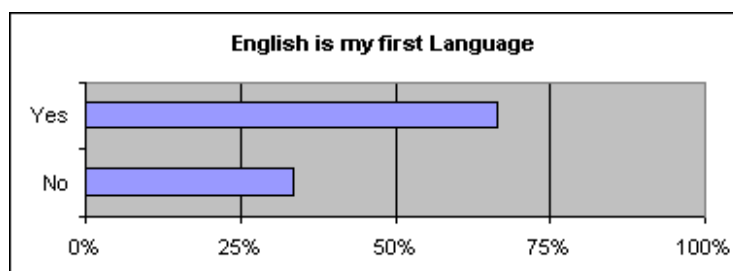
2006 Hourly Summary

Each unit (■) represents 600 requests or part thereof.

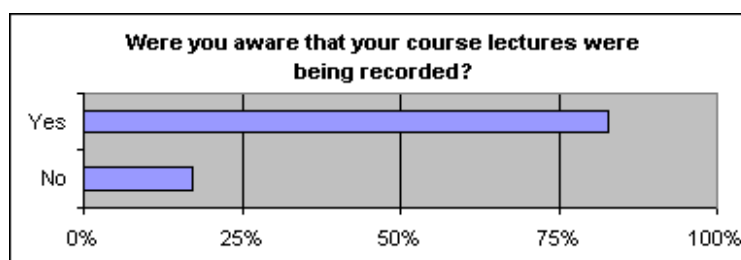
hour:	reqs:	%reqs:	
----	-----	-----	
0:	2588:	1.26%:	■
1:	1426:	0.69%:	■
2:	923:	0.45%:	■
3:	608:	0.30%:	■
4:	555:	0.27%:	■
5:	477:	0.23%:	■
6:	513:	0.25%:	■
7:	1012:	0.49%:	■
8:	3839:	1.87%:	■
9:	5545:	2.70%:	■
10:	8524:	4.15%:	■
11:	9818:	4.78%:	■
12:	8954:	4.36%:	■
13:	9906:	4.82%:	■
14:	24379:	11.87%:	■
15:	18408:	8.96%:	■
16:	18086:	8.81%:	■
17:	17275:	8.41%:	■
18:	21223:	10.33%:	■
19:	19584:	9.53%:	■
20:	12668:	6.17%:	■
21:	7565:	3.68%:	■
22:	7085:	3.45%:	■
23:	4430:	2.16%:	■

8.2 Student Survey Results

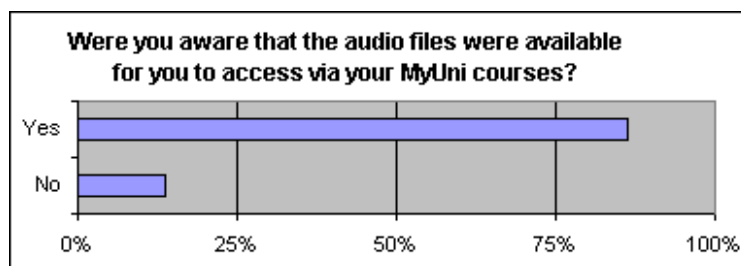
Q1 English first language	count	%
No	182	34%
Yes	361	66%
Total	543	100%



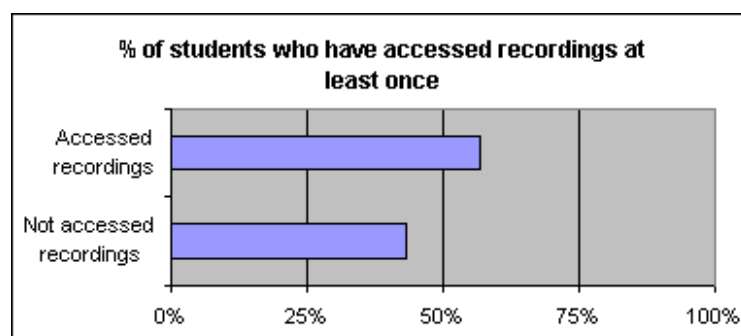
Q2 Aware Recorded	count	%
No	94	17%
Yes	450	83%
Total	544	100%



Q3 Aware in MyUni	count	%
No	73	14%
Yes	463	86%
Total	536	100%

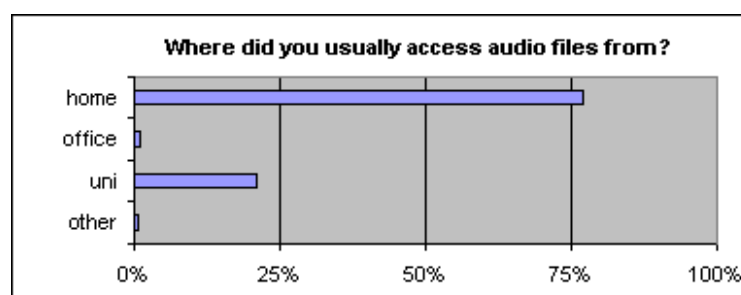


Q4 How Often	count	%
>10	33	7%
5 - 10 times	74	16%
< 5 times	163	34%
Not accessed recordings	205	43%
Total	475	100%

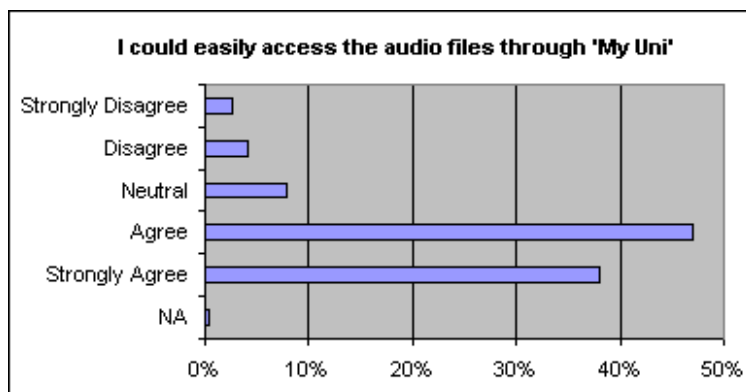


Accessed recordings	270	57%
----------------------------	------------	------------

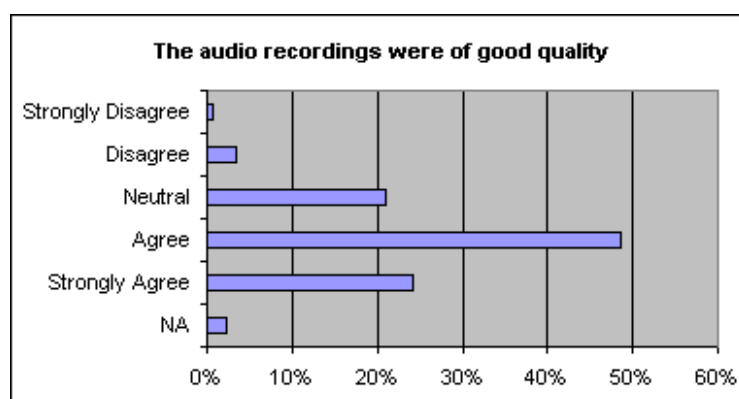
Q5 Where access	count	%
other	2	1%
uni	56	21%
office	3	1%
home	205	77%
Total	266	100%



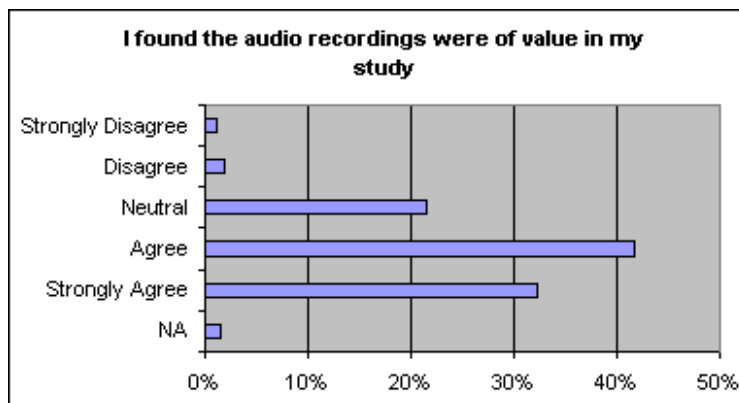
Q6 Easily Access	count	%
NA	1	0%
Strongly Agree	102	38%
Agree	126	47%
Neutral	21	8%
Disagree	11	4%
Strongly Disagree	7	3%
Total	268	100%



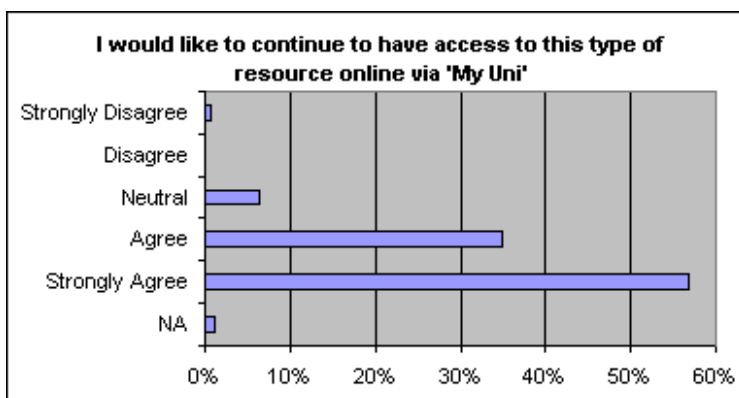
Q7 Good Quality	count	%
NA	6	2%
Strongly Agree	65	24%
Agree	130	49%
Neutral	56	21%
Disagree	9	3%
Strongly Disagree	2	1%
Total	268	100%



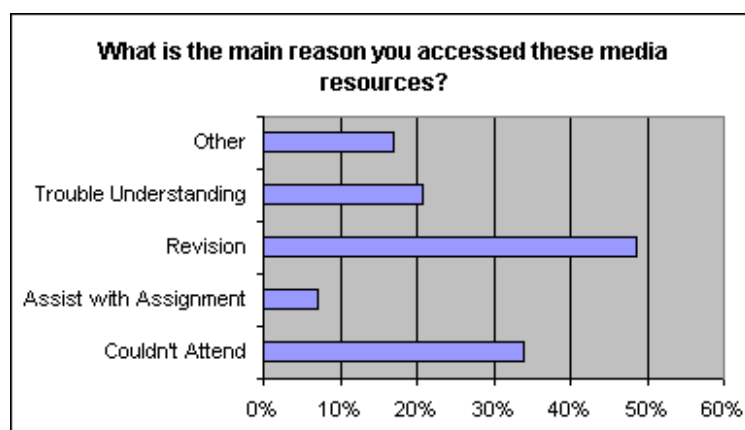
Q8 Value in Study	count	%
NA	4	1%
Strongly Agree	87	32%
Agree	112	42%
Neutral	58	22%
Disagree	5	2%
Strongly Disagree	3	1%
Total	269	100%



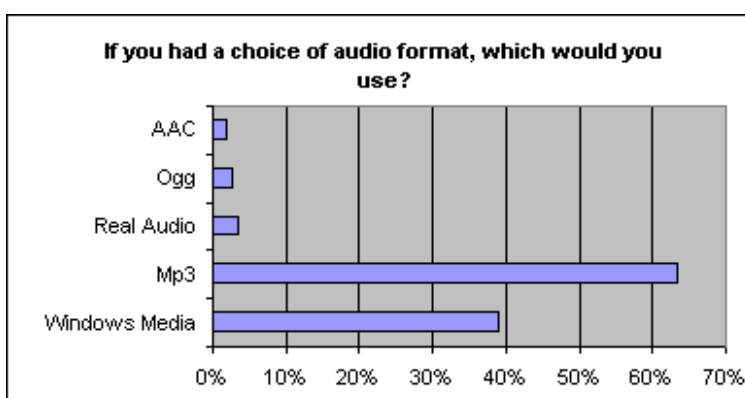
Q9 Please Continue	count	%
NA	3	1%
Strongly Agree	153	57%
Agree	94	35%
Neutral	17	6%
Disagree	0	0%
Strongly Disagree	2	1%
Total	269	100%



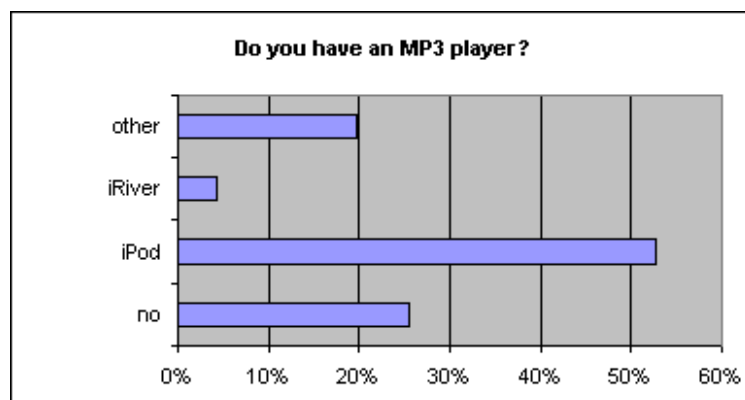
Q10 Main Reason Accessed	count	%
Couldn't Attend	127	34%
Assist with Assignment	27	7%
Revision	182	49%
Trouble Understanding	78	21%
Other	64	17%
Total	478	127%



Q12 Preferred Format	count	%
Windows Media	197	39%
Mp3	320	63%
Real Audio	17	3%
Ogg	14	3%
AAC	9	2%
Total	557	111%

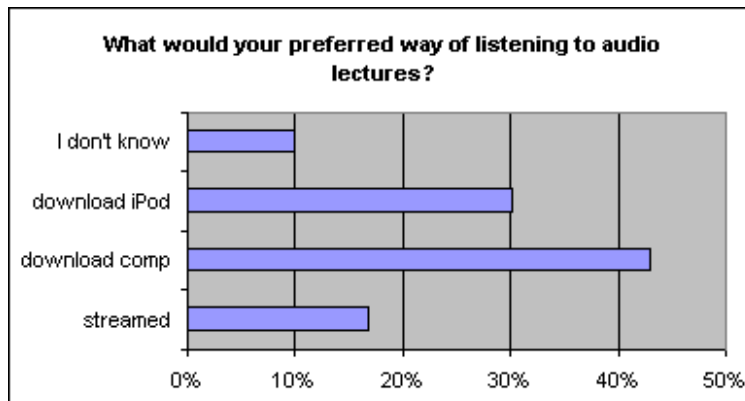


Q13 Have Mp3 player	count	%
no	129	26%
iPod	266	53%
iRiver	22	4%
other	100	20%
Total	517	102%



Total with an mp3 player	388	77%
---------------------------------	------------	------------

Q14 Preferred delivery	count	%
streamed	89	17%
download comp	228	43%
download iPod	160	30%
I don't know	53	10%
Total	530	100%

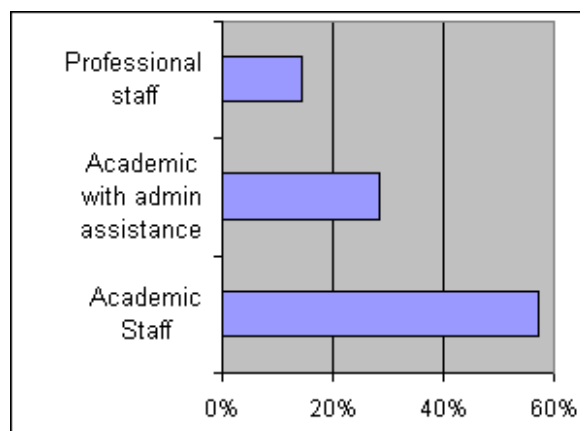


Total wanting downloadable	388	73%
-----------------------------------	------------	------------

8.3 Staff Survey Results

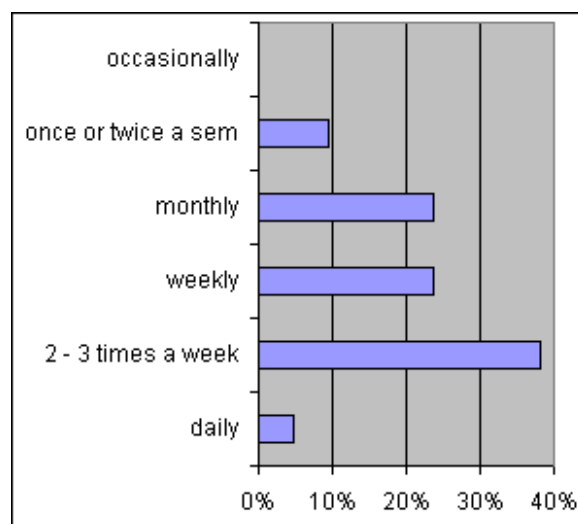
1. Please select the description that best describes your use of the streaming media service

academic who records, uploads and delivers through <i>MyUni</i> their lectures or other media files	12	57%
academic who records their lectures and has administrative assistance for uploading and <i>MyUni</i> delivery	6	29%
professional staff member who assists with uploading recordings and <i>MyUni</i> delivery	3	14%
Total	21	100%



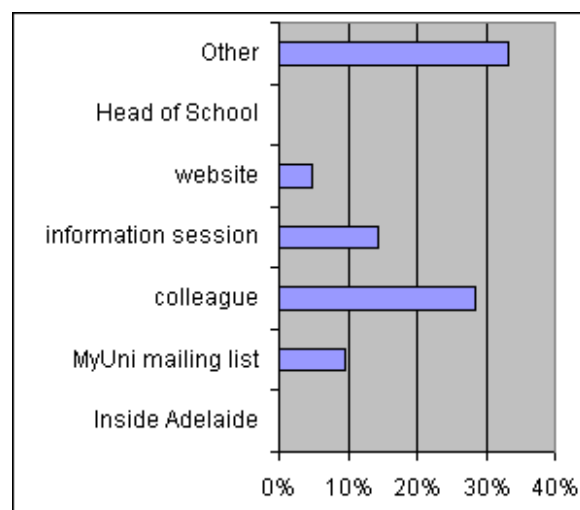
2. How often do you use the streaming media service (including making recordings or assisting with uploading)?

daily	1	5%
2 - 3 times a week	8	38%
weekly	5	24%
monthly	5	24%
once or twice a sem	2	10%
occasionally	0	0%
Total	21	100%



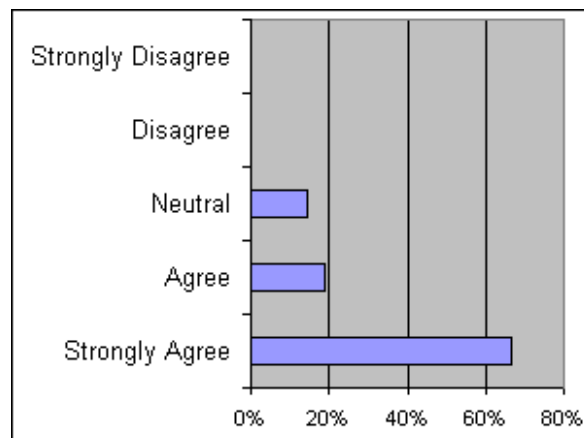
3. How did you initially find out about the streaming media service?

Inside Adelaide	0	0%
<i>MyUni</i> mailing list	2	10%
colleague	6	29%
information session	3	14%
website	1	5%
Head of School	0	0%
Other	7	33%
Total	19	90%



4. Providing audio or video recordings to students aids your teaching and/or their learning.

Strongly Agree	14	67%
Agree	4	19%
Neutral	3	14%
Disagree	0	0%
Strongly Disagree	0	0%
Total	21	100%



4. Please explain your answer:

Audio recordings enable students to go back and listen to anything they may not have understood the first time, in context. They may also understand more if they read a textbook or other source before listening to parts/or of a recording.

I haven't had the opportunity to assess the impact of audio recording my lectures

I hold data on this - I asked them in 2006 SELTS.

It's invaluable for students who can't attend every lecture (which these days is the majority of them, since so many do part-time work). Those students who do attend have also told me how useful it is to be able to listen to lectures again in their own time, to pick up points they missed.

Assists students to learn at their own pace.

The most able students use the recorded lectures to go back over concepts that they did not grasp at the time of the lecture. From my experience, it is these students who gain the most from the recordings rather than the lazy students who don't make it to lectures.

Saves me answering lots of questions; good if students miss lectures

This is simply another of viewing the lecture - but lacks the body language as students are viewing a power point with voice over not possible to switch b/w camera and PP as this results in loss of PP for the live audience

They are useful (and intended in my courses) as a review tool for students for their notes taken in class. Disturbingly, the effect has been that a significant and unprecedented number of 1st year students in particular have stopped attending lectures altogether. As a result, we have stopped recording all 1st year lectures to see if this makes a difference. Students can still make their own recordings, but of course have to be there to do so.

Important for remote students and students who can't get to class

Students are off campus in specialist practice, and require specialist knowledge & skills. Using streaming media has allowed my course to deliver these knowledge & skills to students who cannot attend 'on campus' sessions.

Students can use it if they have missed a lecture or for revision. Also useful for esl students.

I use recordings of effective student seminar presentations as models for my Mech Engineering students to prepare their own presentations.

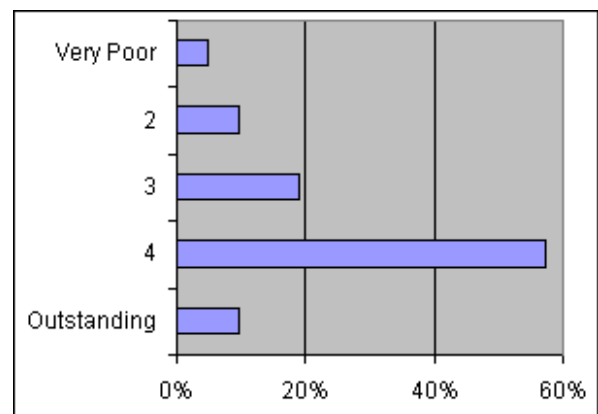
Re streaming music for music courses, this provides an alternative (and more efficient) mode of access

I think it helps them to go over parts of a lecture they don't understand.

Students love it and it enables me to post materials that would otherwise be difficult to make available.

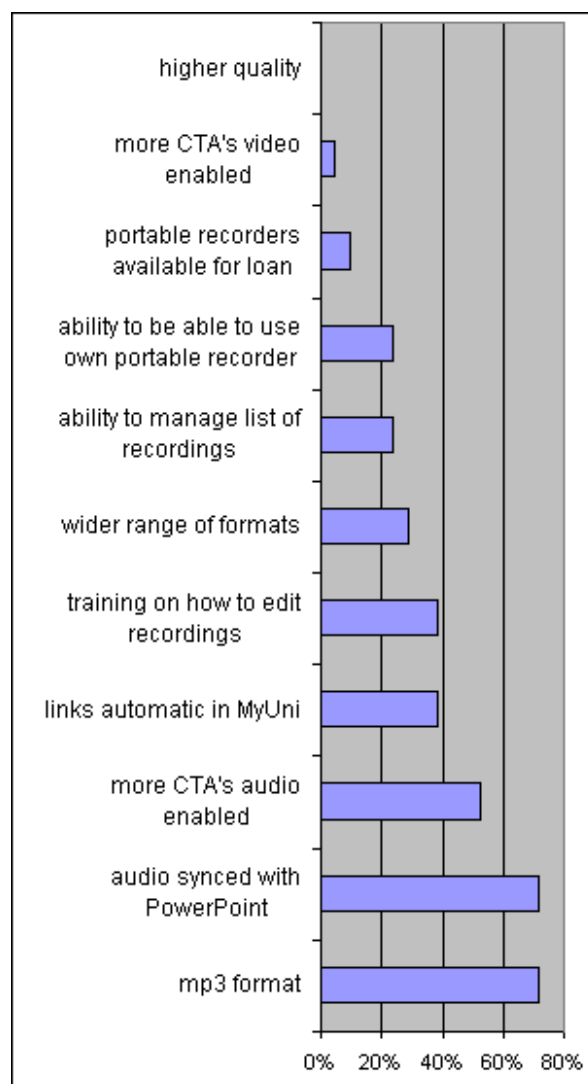
5. Overall, how would you rate the streaming media service that you have used to record and upload lectures or other media?

Outstanding	2	10%
4	12	57%
3	4	19%
2	2	10%
Very Poor	1	5%
Total	21	100%



**6. What improvements to the service would you most like to see implemented?
Please select four from our list that you consider highest priority:**

ability for students to download an mp3 of the recording for off-line listening on an iPod or other portable player	15	71%
ability to provide PowerPoint presentations synchronised with audio recording	15	71%
more common teaching areas enabled to record audio without the need for a hand-held recorder	11	52%
links to audio/video automatically put in to <i>MyUni</i> without having to copy-paste from email	8	38%
software and training on how to edit my recordings	8	38%
a wider range of supported streaming formats (e.g. QuickTime, Real Media or other formats besides Windows Media)	6	29%
ability to see and manage a list of all the recordings I have made	5	24%
more flexibility allowing me to use my own portable audio recording device	5	24%
more portable audio recording devices available for loan	2	10%
more common teaching areas enabled to record video	1	5%
higher quality digital media encoding	0	0%



7. Are there any other improvements you would like to see implemented?

Yes, all that fluffing around to get a hand held device's recordings up on *MyUni* - I really do not have time for it and also having to make sure device is operating efficiently and has battery power etc - buty batteries for 9am Mon lectures - this is all admin work but all lest to academics in our School - if I didn;t have such strong evidence of the impact on stdts why would I bother?

Huge improvements in turnaround times. I recorded lectures this last Monday. It is now Friday and they have not been returned to me. This means that they are now completely useless - as all the classes which are meant to follow the lecture have now taken place. I have had angry students complaining to me about a lack of service - which is utterly beyond my control. Poor effort ITS!!

A quicker turn-around of processing - my recorded lecture (Tuesdays) is never available until the following week.

I would like to select all of the options above, except the 'wider range of streaming formats', 'higher digital media encoding' and 'more flexibility in using my own recording device'(not a real problem for me).

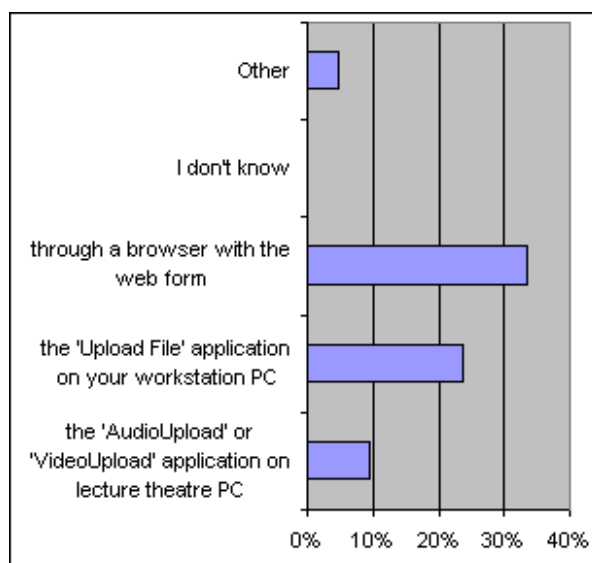
Direct, embedded, support for Macintosh users

Students comment that they would like to download them to their MP3 player, so i think that would be a definately useful improvement.

Improvements to the buffering arrangements for slower computers. Students report that it doesn't always work off campus.

8. If you are responsible for uploading recordings, which method do you use?

the 'AudioUpload' or 'VideoUpload' application on lecture theatre PC	2	10%
the 'Upload File' application on your workstation PC	5	24%
through a browser with the web form	7	33%
I don't know	0	0%
Other	1	5%
Total	15	71%



9. Have you experienced any difficulties with the service? (please describe any problems from the recording, upload and delivery stages)

My mistake when I submitted a file format (.dss) that was not compatible with your streaming software

Accidental turning off of recorder.
A portable recorder that couldn't be turned off.

Sharing the Olympus – don't always have the last recording - our Olympus is not the "current time" so you are hard pressed to know which is your recording - trial and error required to send off for Audio uploading, receive back then listen to them. Need a better system in the Link which returns of identifying the actual audio- maybe it is there and I just don't know it - once again I am really really busy and this is not the centre of my life just something I need to do really efficiently.

Occasional failure of the Maycom to record successfully.
Volume not always loud enough.
It's a nuisance to have to remember to take the Maycom with you if you move around when lecturing, or turn away to face a screen or whiteboard.

Problems with recording, sound quality

A couple of times files have been "lost" - they get uploaded and then disappear
a couple of times it took too long (3 days)
apart from that - very good

turnaround times are too long and rend the service completely useless.

couldn't test initially because didn't have the right version of software to open file - IT
assistance were unhelpful so i had to wait till i saw dayle in person

Sometimes it doesn't work - in particular, the system will not open on the lecture theatre
monitor (usually this happens early in the week).

Sometimes the links do not show up in *MyUni* properly.

My difficulties were apparently related to the fact that my files were not recorded in lectures,
but were files which I uploaded from my PC through *MyUni*. *MyUni* tech staff were very
obliging, but it took a week or more to get sorted.

No, not after initial teething glitches

There have been a few problems.

Delays in receiving the email (sometimes a few days, then getting 4 emails back all at once
and then trying to work out which lecture was which - time consuming).

Problems with the files that come back through email. There has been something wrong with
the "copyright" picture inserted into *MyUni* for months now. I have sent emails to help staff
but it has not been corrected. I now copy the HTML file from my email, paste into *MyUni*.

The copyright picture doesn't come up so i go to an earlier correct version and copy the
following which DOES work. Time consuming but the emailed version doesn't work:

```
src="https://MyUni.adelaide.edu.au/vi/bb_bb60/course_image_main_images/va_image_sml.g  
if"height="130" width="286" alt="Copyright notice: Audio-visual material  
(Part VA)">
```

Yes. It doesn't always upload from lecture theatre. Sometimes it's very slow to come back via
email, though that's improved.

**10. Have your students experienced any difficulties with the service (e.g. accessing
recordings or quality of recordings)?
Please describe.**

Some difficulties across platforms (ie a Macintosh running an older version of Windows
Media player could not play streaming files)

Yes. Must be computer-dependent as I have not experienced the problems they describe.

I'm not aware of any difficulties.

Yes, they said in their SELTs that some do not know how to upload the MP3 files.

Some say it's irritating that they can't listen to the recordings except on campus.

Several complaints from students that they don't have sufficient internet access Would be
much easier if they could download recording for listening later.

No particular difficulties. Our admin staff have been able to sort things out when students have had problems.

I am not aware of any and they probably would tell me if there were any

Time delay as above. Also - functions very differently according to media player - in some versions - get error message - file not in readable format. in others can view but can't move back and forward through stream- can only access from start of elcture, ie , slider bar on media player to FF or rwind does not function.

Not as far as I know.

Yes - accessing content from dialup connections

Some students couldn't get them to play at home so had to listen from computer labs.

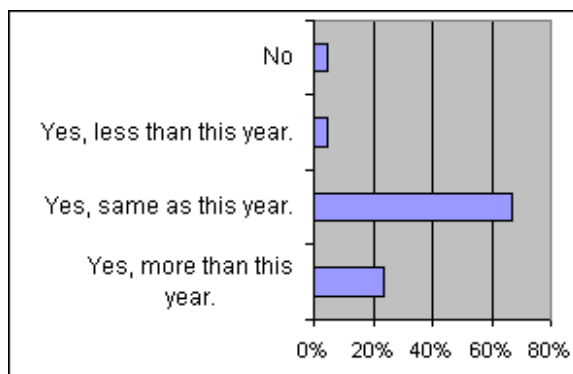
No difficulties reported from my class of 160 students.

Difficulty with accessing music files for Macintosh users - subsequent 'Help' links provided - no feedback on this yet

Students reports delays due to buffering nad also that they sometimes cannot access recordings at all off campus.

11. Will you continue to use the service in 2007?

Yes, more than this year.	5	24%
Yes, same as this year.	14	67%
Yes, less than this year.	1	5%
No	1	5%
Total	21	100%



12. If you answered no, please give reason:

It's useless.

13. Do you have any other comments or suggestions regarding this service?

No - I am happy with it - it is very quick to submit the file and then get an nemail normally within 10 minutes which includes the relevant links. I just forward this link to my students. Works well - once the students are using the updated versions of Windows media.

The links to audio recordings in *MyUni* should not require individual copyright notices. This makes the display of the links unsightly. Only one general notice should be required.

Need to be able to borrow the Olympus from ITS (no funds, we have zero) but have it recalibrated over the summer.

Need to convert other staff as students love it.

It's a great improvement on the days when we had to record on audio cassette and the students had to get copies of the cassettes.

It works well in Physiology because I don't have to deal with administrative details. I can concentrate on my part of the job and our excellent staff in the Teaching Resource Centre do their part of the job so well.

IT IS GREAT!

Students love it and it saves me lots of time - if students miss a lecture they can listen online and not ask me repeatedly for my notes etc

We have had occasional recent problems with the same recording being emailed to me but identified as for a different course, on a different date. But the main problem is our digital portable recorders, which are erratic because their buttons are badly designed. Two "hold" buttons rather than one, plus the ability to switch off when held in a pocket (there are no holder-pouches or belt-clips), means that we have a success rate of roughly 50-60%. So roll on a lectern-based recorder in all lecture theatres! As it happens, none of our discipline's lectures is in theatres with in-built recorders.

I believe the ability to provide music files in this way is an excellent support for music teaching and learning. Ongoing feedback is being obtained on the test/pilot set of music files that were created by an ITS expert and that were put up into a *MyUni* course with the cooperation of an academic in the Elder School of Music.

I think the copyright picture needs to be looked at. This is the version that doesn't work:

height="130" width="286" alt="Copyright notice: Audio-visual material (Part VA)">

It would be better if I didn't have to get out of powerpoint to start the recording.