

Video Communication among Finnish Institutes of Higher Education – results of the 2008 survey

Sami.Andberg@csc.fi

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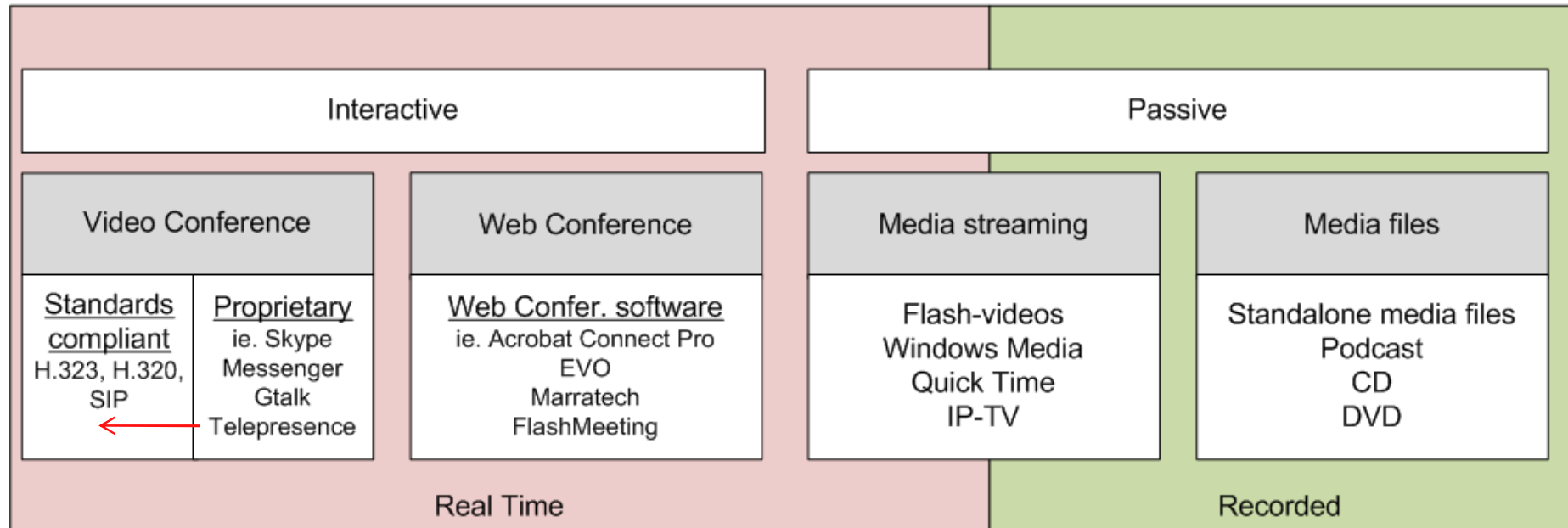
The survey conducted by Sami Andberg and Kari Tuononen
from the Educational Centre for ICT at the University of Helsinki



What actually is
VIDEO COMMUNICATION?



Video Technologies



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The main difference between a video conference and a web conference is that video conference focuses on voice and image of participants while web conferencing levels it with content sharing, chat, whiteboards etc.



Overview

- **Basics about Finland and Funet/CSC**
- **Background for the survey**
- **Selected Results**
- **Conclusions**



CSC

Finland



- **Semi-presidential republic**
- **Independence 1917**
- **Part of European Union since 1995**
- **338,424 km² (Vic+Tas)**
- **5.3 million people (Vic)**
- **21 State universities**
- **28 Polytechnics**
- **Studying is free (you even get paid), but you have to get in first**

- **Internet 39€ per month (30 Mb ADSL + 1Mb Wireless, no transfer limits)**
- **Postpaid mobile 0.99€ per month + calls 0.069€ per min**



Funet and CSC

- **Funet (Finnish University NETWORK) = NREN**
 - Connects 83 institutions and 350000 users to the international research and education network through Nordunet and Geant2.
 - Services include Funet CERT, dedicated lightpaths, network services, roaming, etc.
 - about 17 persons

- **CSC – IT Center for Science Ltd.** is a non-profit company owned by the Finnish Ministry of Education
 - Many service areas, including
 - Supercomputing services
 - Network services (**Funet**)
 - Data services
 - about 170 persons



BACKGROUND FOR THE SURVEY



Video communications related services currently offered by Funet/CSC

- **VideoFunet** –website, –experts group, -conferences etc.
- **CSC Gate and Videopark**
 - GDS connectivity services for H.323 videoconferencing
- **HAKA** – federated user authentication
- **EVO** – web conferencing solution
- **AccessGrid** –node
- **CSC Stream** –media servers (Real, Flash)
- **Medar** –media-archive
- **Funet-Antenna IPTV**
 - All Finnish free-to-air tv-channels as multicast transmission
 - Also other content – many discussions underway
- **No video conferencing services like MCU, etc.**



VideoFunet project (late 2004 to 2007)

- The development unit of Finnish Virtual University ordered a report on the use of video conferencing in Finnish Universities in 2003.
- After the report (and some small co-operation projects) VideoFunet project was set up (funding from the Ministry of Education, University CIOs, IT-Peda and Virtual Polytechnics)
- **The project delivered**
 - <http://video.funet.fi> –website
 - Including information about personnel and endpoints
 - And a Finnish video conferencing cookbook
 - 1st VideoFunet conference
 - National infrastructure for GDS
- In 2008 CSC decided to order a follow-up to the 2003 survey about video communications in Finnish Universities



Survey process and collected data

- **The survey was produced by the Educational Centre for ICT at the University of Helsinki**
- **The Survey process included 4 user questionnaires and 3 expert workshops.**

- **Questionnaires**
 - First technical query, n=44 (14 universities, 11 polytechnics)
International version, n=30
 - Second technical query, n=34 (11 universities, 10 polytechnics)
 - User query, n=250 (12 universities, 15 polytechnics)

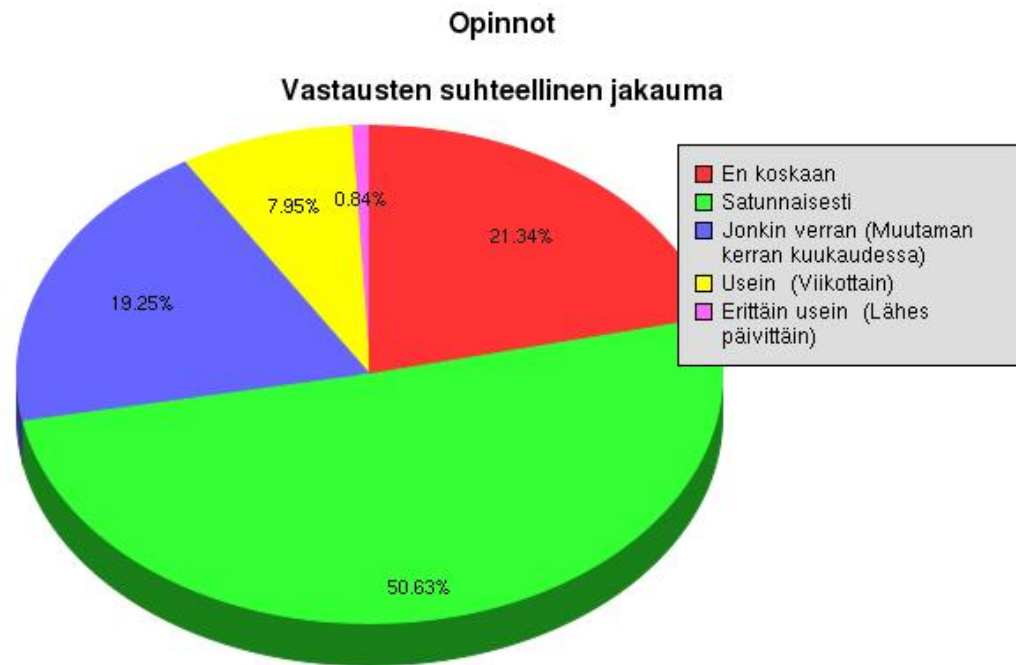
- **Workshops**
 - 3 workshops for members of VideoFunet experts group plus some specialists



SELECTED RESULTS

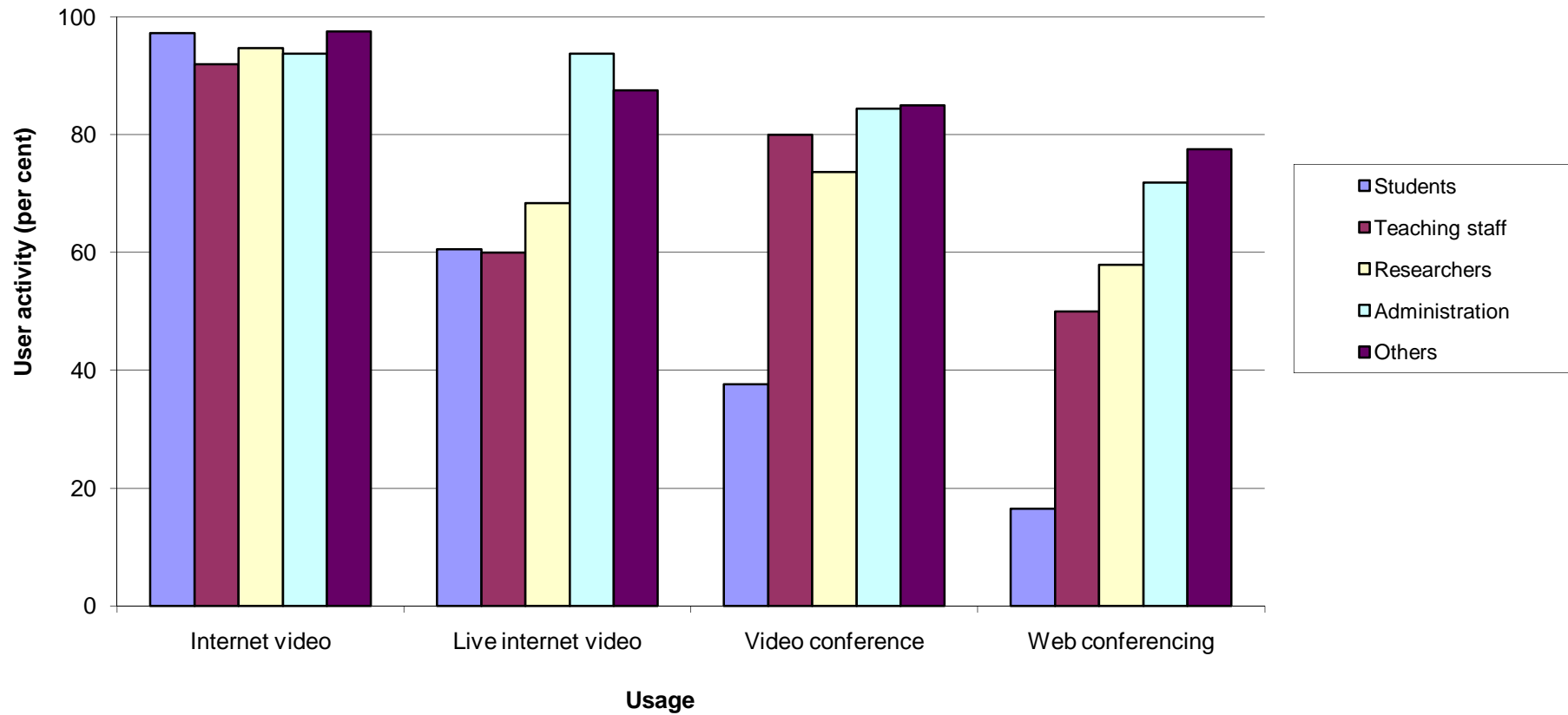


Students' usage of internet video in their studies

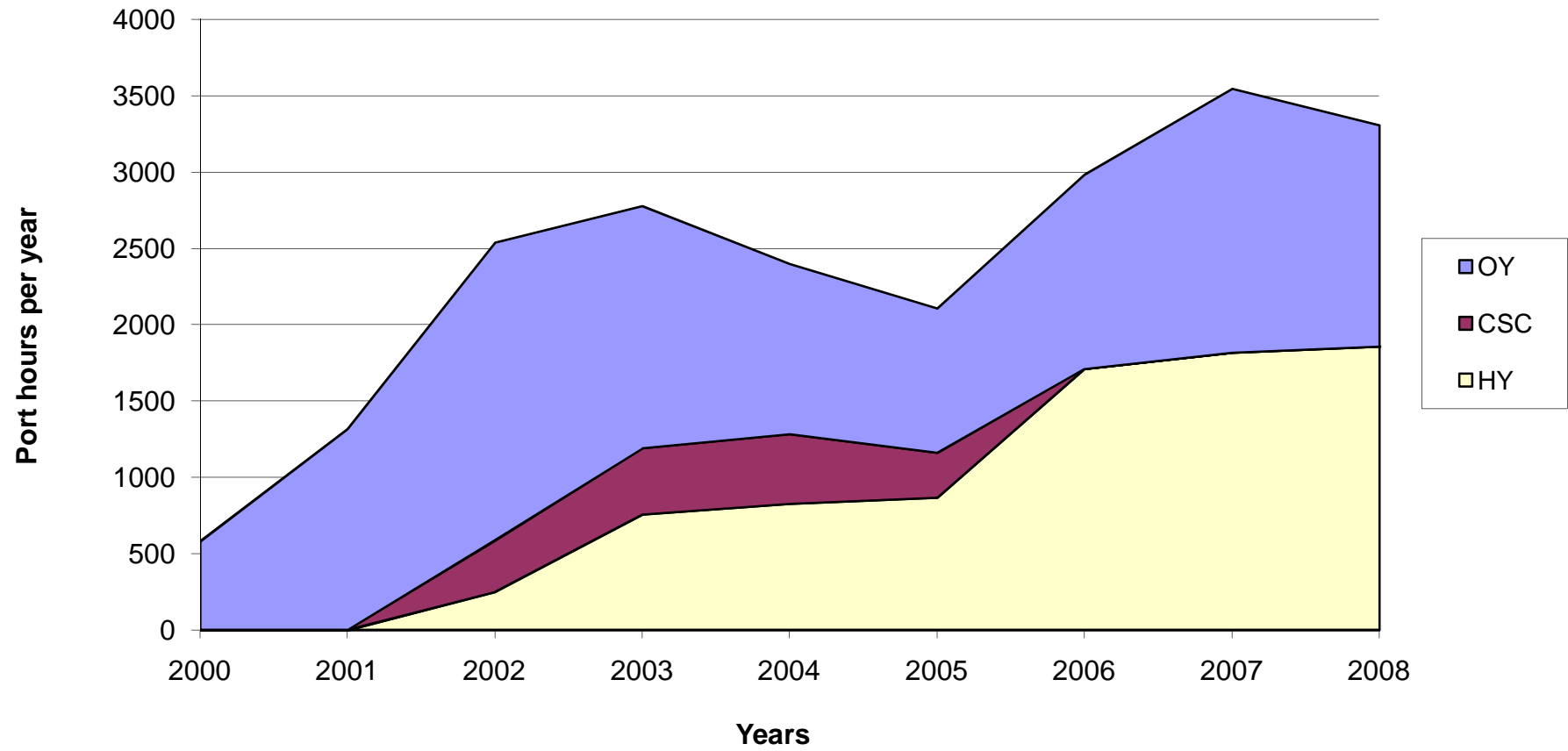


- Almost daily
- Weekly
- Few times a month
- Occasionally
- Never

Usage of video communications technologies

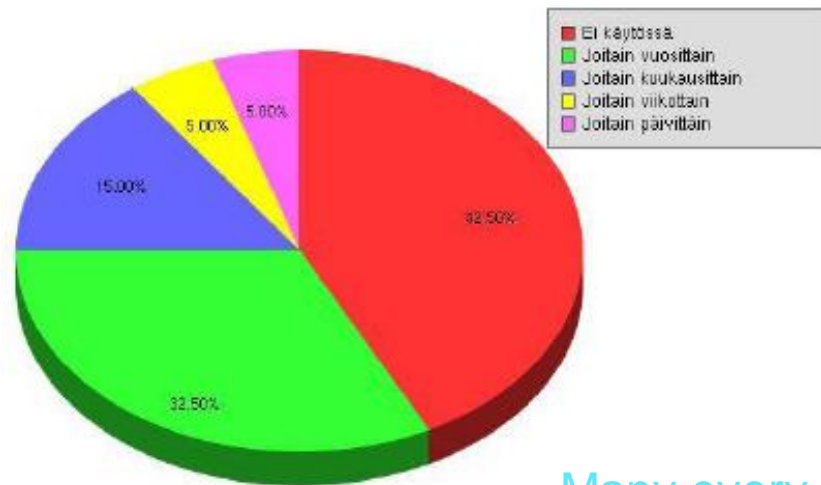


Usage of video conference MCU's

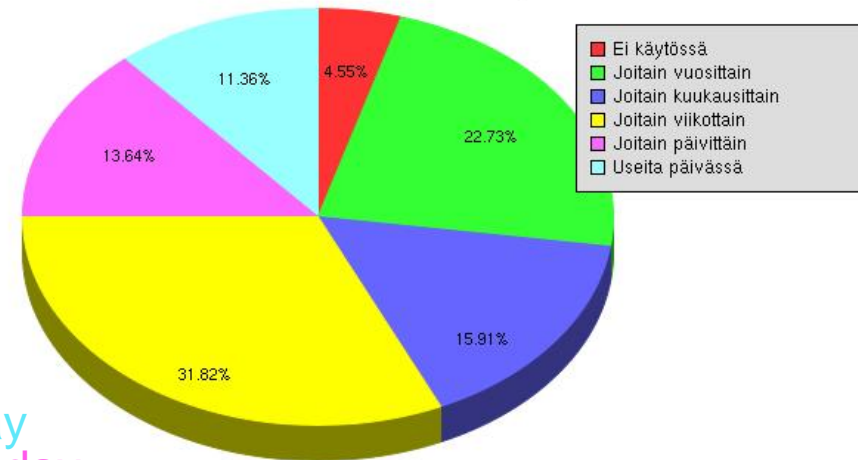


Average use of video technologies

Regularity of live streaming video transmissions



Regularity of video conferences



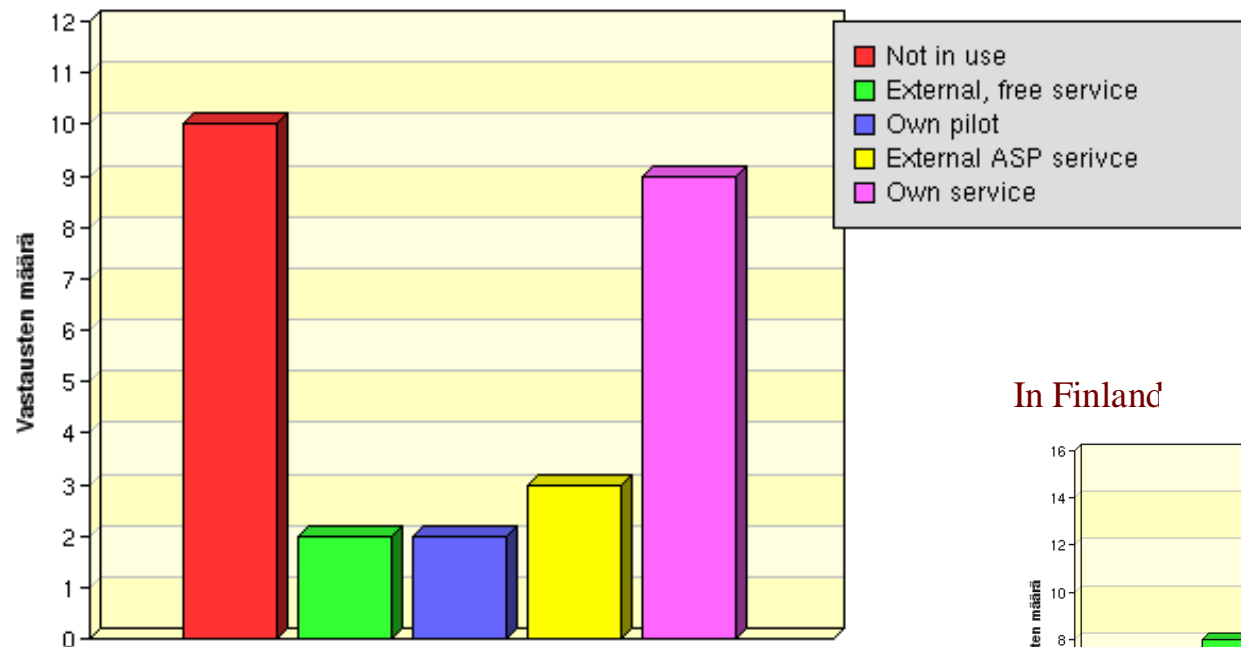
Many every day
A few in every day
A few in a week
A few in a month
A few in a year
Not in use



Installments of Acrobat Connect Professional

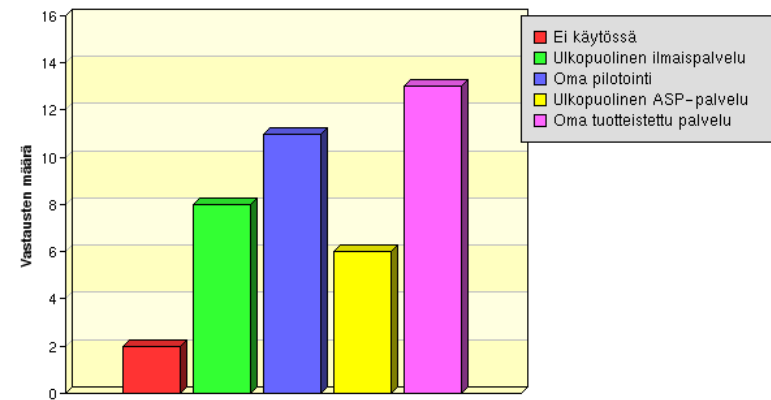
Adobe Connect Pro

Internationally



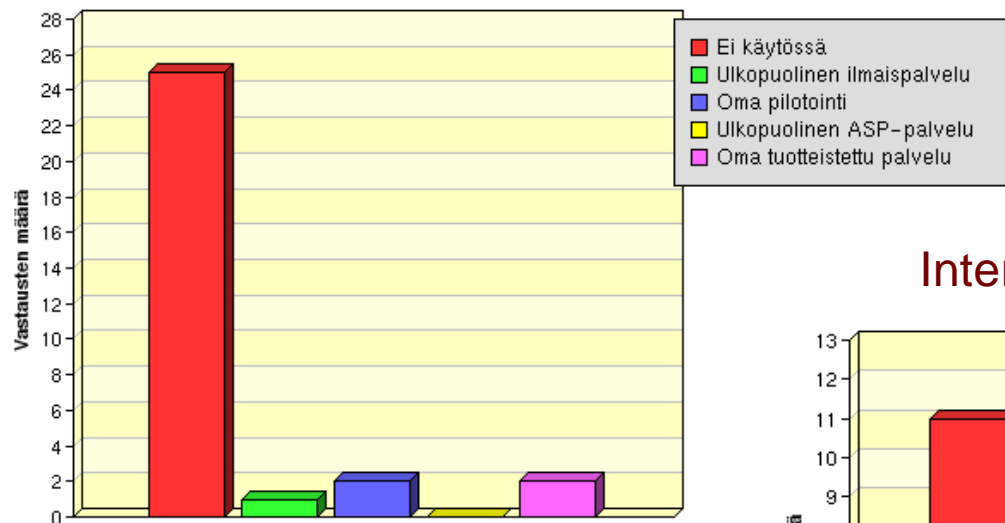
In Finland

Adobe Connect Pro

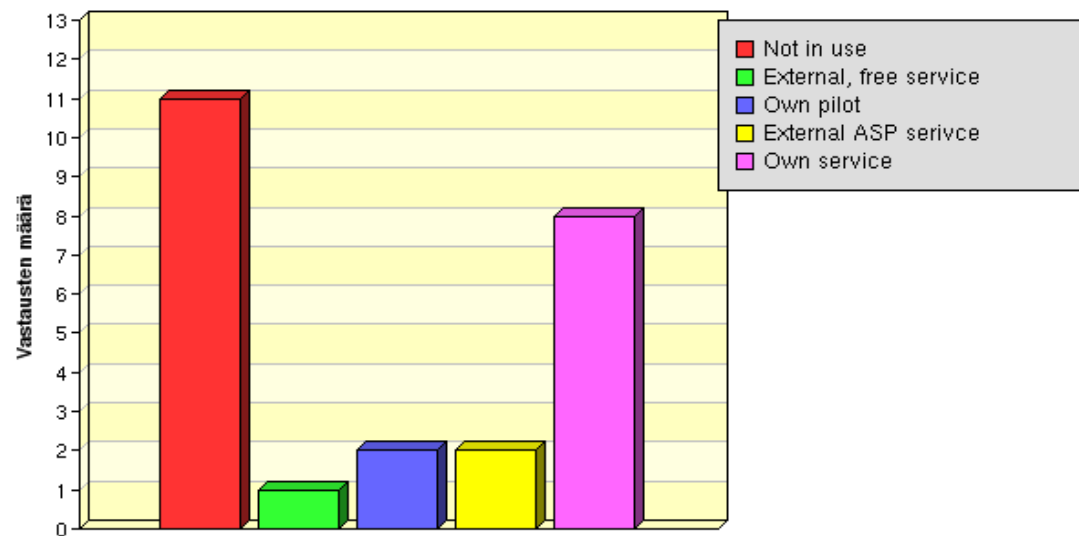


Usage of video podcasts

Finnish answers

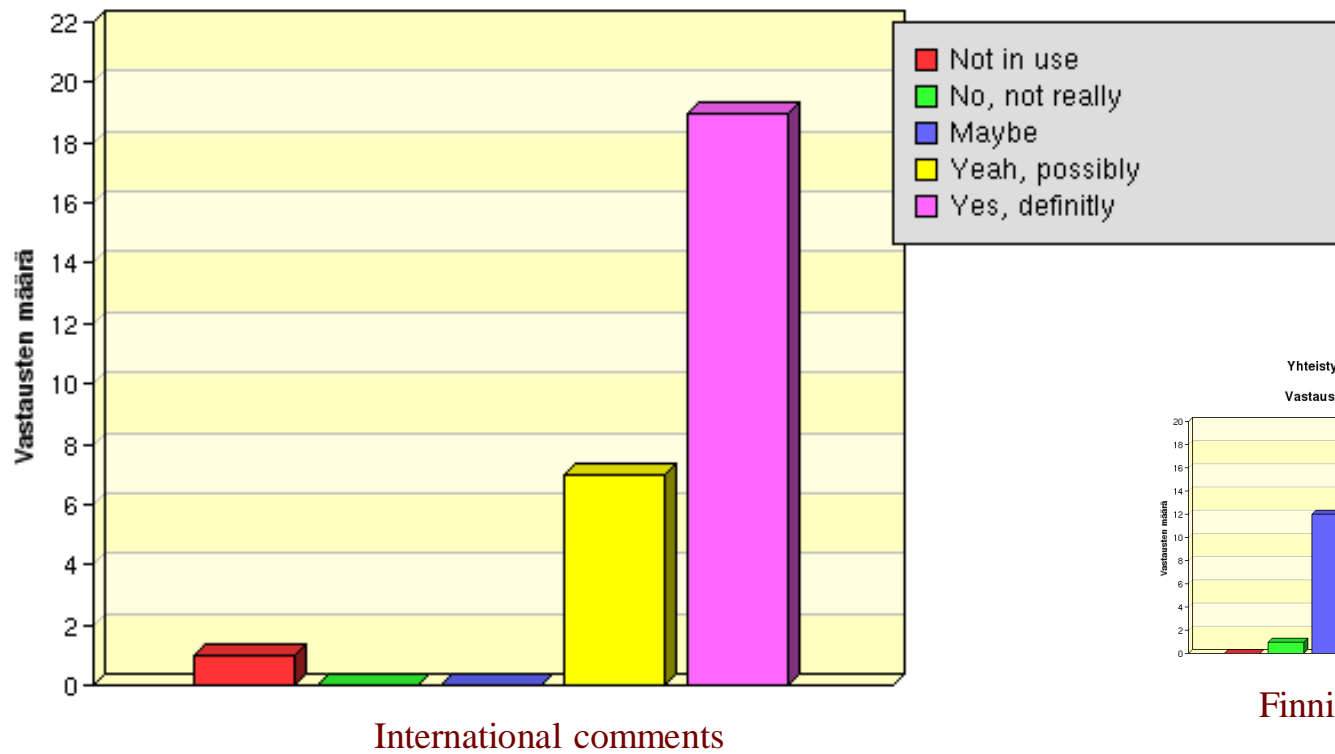


International answers

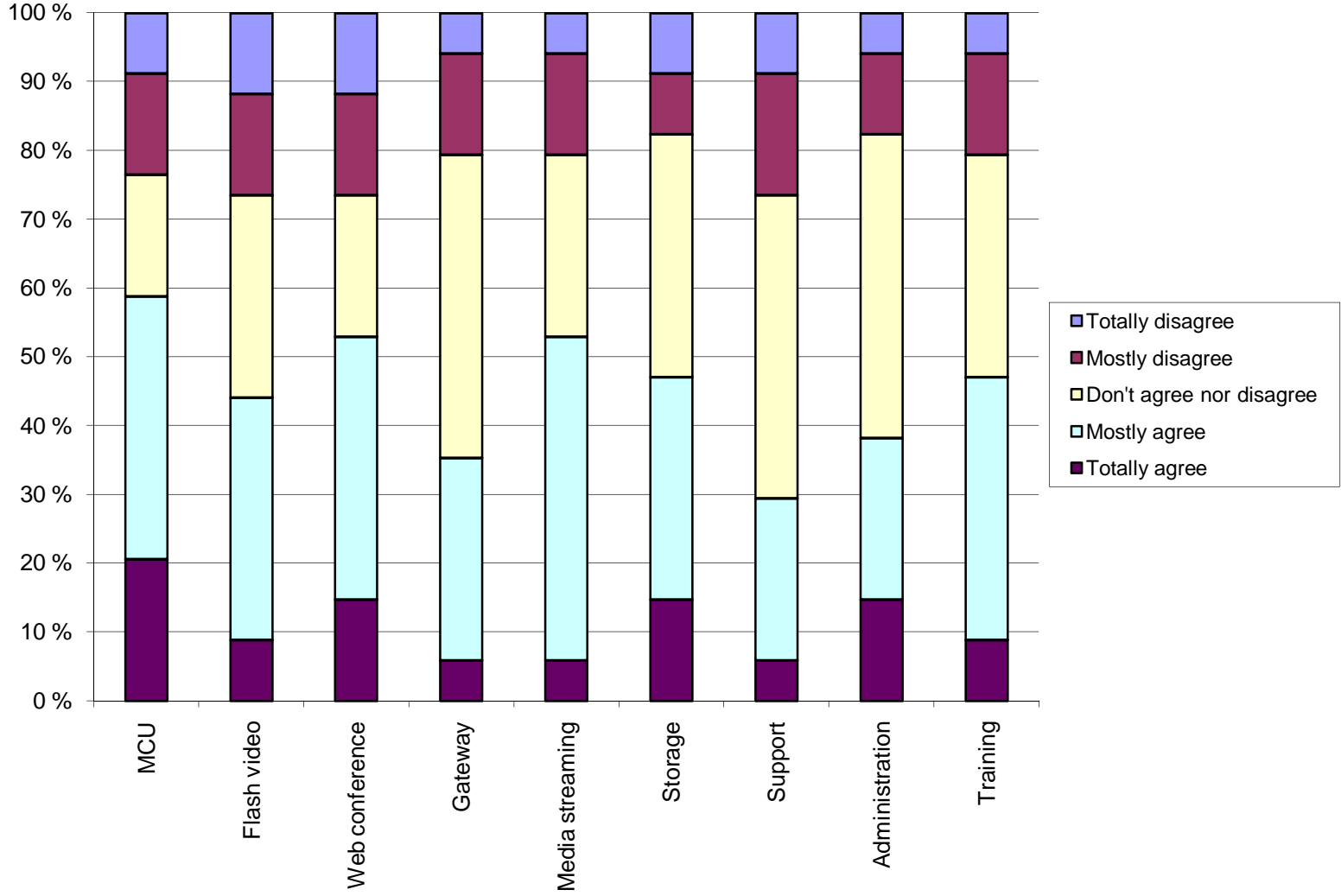


Co-operation

There should be more international co-operation

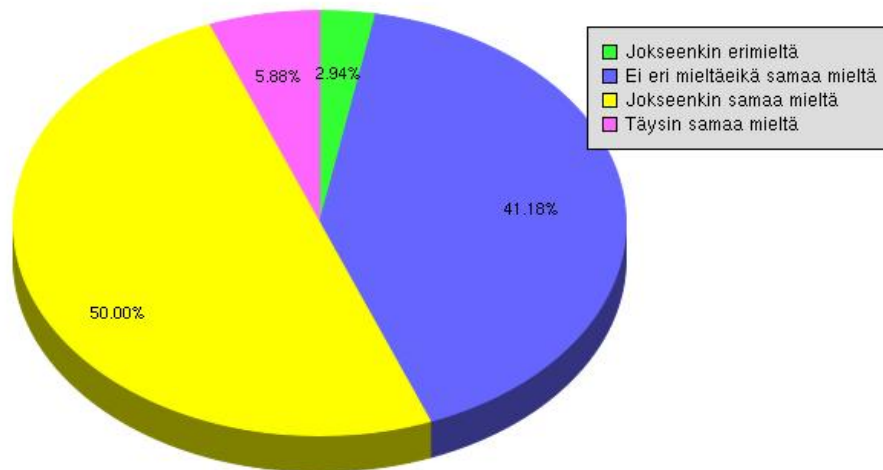


Universities would be interested in purchasing the following services:

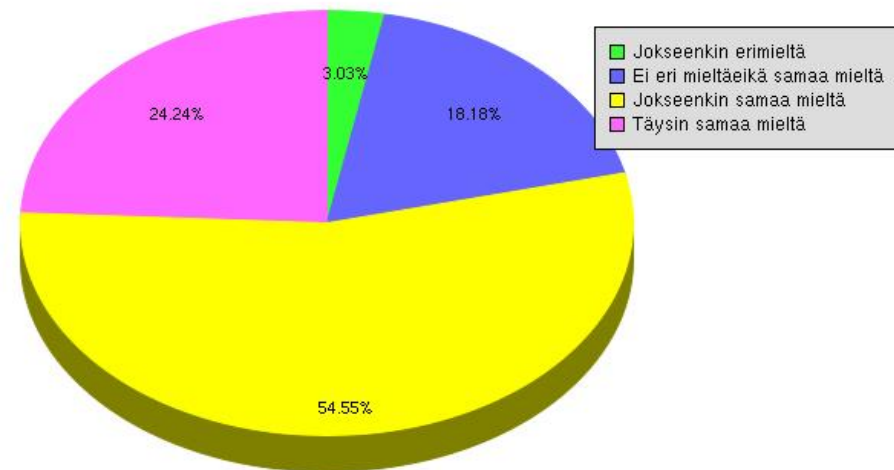


Benefits of centralized services

... would cut costs



... would make arrangements easier



“As the services are not centralized, one has to piece them together from different providers, trying to clear out interconnectibility, standards and file formats... Centralized services could increase quality of service as well as flexibility and efficiency.” (survey comment)

Totally agree

Mostly agree

Don't agree nor disagree

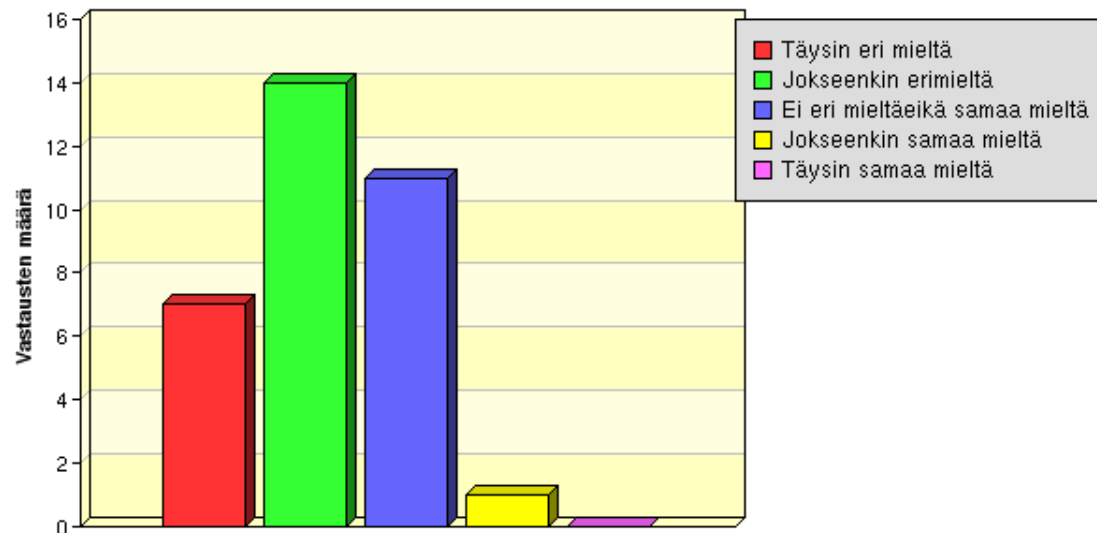
Somewhat disagree

Totally disagree



We would rather buy the services from a private company

Ostaisimme palvelun mieluummin kaupalliselta yritykseltä kuin kansalliselta toimijalta



Totally agree
Mostly agree
Don't agree nor disagree
Somewhat disagree
Totally disagree

“We have had some discussions with private companies about outsourcing our video conferencing services, but prices have been too high or there have been some conditions that haven't suited us.” (survey comment)



CONCLUSIONS



The survey suggested

- **A joint video distribution platform for sharing online media content.** The advantages of a joint solution would be found in the ease of use, intergation and user authentication.
- **A centrally managed video conference service.** A centrally operated service could streamline the process of organizing video conferences.
- **Keeping up to date on web conferencing softwares.** Many organisations have already set up their own environments. Sharing best practises and new information is seen important.



The survey suggested, vol 2.

- **The coordination of the network should be decided and the coordinator should take an active role in keeping touch with the universities and their CIOs.**
- **The co-operation between VideoFunet members should be encouraged, sharing of information should be made easier and the universities should at least acknowledge the work VideoFunet experts put into the joint activity**
- **The international VideoFunet conferences should be continued**
- **Planning and executing a joint training on video communications both to the end users as well as to the support staff**



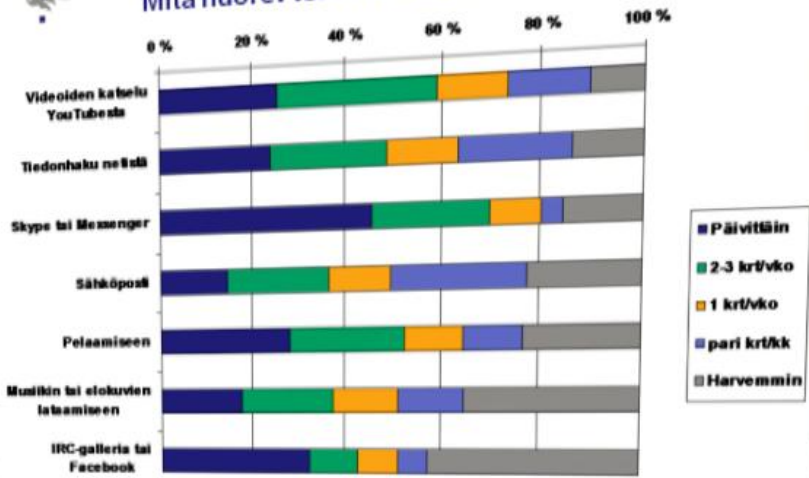
Work in progress

- **CSC has taken up the coordination of VideoFunet**
- **The video.funet.fi –website is being renewed to better support collaboration and sharing of information**
 - Implementation by University of Joensuu using Plone
 - National HAKA-authentication for editing access control
 - Utilising web2.0 technologies – blogs, social bookmarks, feeds, wikis, Ning, etc.
- **CSC is mapping out the possibilities to set up or delegate a centrally managed video conferencing service**
- **Possibilities of setting up centralised web conferencing and streaming services are also being researched**





Mitä nuoret tekevät netissä?



Lähde: Palmenian kysely 2008



metatals



Questions, comments?



- **Sami Andberg**
sami.andberg@csc.fi
+358 9 457 2131
sami.andberg (skype, etc)

<http://video.funet.fi> (updated site should open approximately in September)

<http://www.funet.fi>

<http://www.csc.fi>

<http://www.andberg.net/sami/pub/questnet2009.pdf>

