**M e m o r a n d u m**

**To:** e-Channel Literacy Partners

**From:** Paul Porlier

Director, Information Technology (IT) & Web Services

**Date:** March 1, 2018

**RE:** **e-CHANNEL Web Conferencing Update**

As part of its support services, Contact North | Contact Nord provides access to a web conferencing platform to deliver your online programs and courses. Since 2003,

Contact North | Contact Nord has made the Saba Meeting web conferencing platform available.

After extensive reviews of existing web conferencing platforms and feedback from users of Saba Meeting, Contact North | Contact Nord is replacing Saba Meeting with [Adobe Connect](https://www.adobe.com/products/adobeconnect.html). **The transition will take place over the next 18 months and will be complete in time for the Fall 2019 academic semester.**

Contact North | Contact Nord selected Adobe Connect for the following reasons:

1. It has additional functionality and features not available in Saba Meeting;
2. More user friendly for both students and faculty and instructors;
3. Regularly updated by Adobe, one of the world’s largest software developers, providing the opportunity for new functionality and features on an ongoing basis;
4. Comprehensive technical support from Adobe; and
5. It is the Province of Ontario’s vendor of record for web conferencing solutions, which allows Contact North | Contact Nord to benefit from the Government’s bulk purchasing capacity.

The transition to Adobe Connect will be completed in phases over the next 18 months.

Contact North | Contact Nord’s rollout allows time to fully test and configure the platform for our Educational Partners’ needs and to prepare and fully train all users to use the platform and its new functionality. Once the transition is complete, Saba Meeting will no longer be available after September 2019.

During the transition period, Contact North | Contact Nord will:

1. Deliver full training and support to faculty and instructors to use Adobe Connect;
2. Develop new resource materials for faculty and instructors;
3. Provide full support to faculty and instructors in transitioning from Saba Meeting to Adobe Connect;
4. Provide full technical support for both Saba Meeting and Adobe Connect; and
5. Continue to make Saba Meeting recordings available for the specified time.

Stay tuned for more details in the coming months, including the implementation schedule (which programs/courses will migrate and when) and demonstrations showing how easy to use and powerful Adobe Connect is for web conferencing delivery of courses. While we realize many of you will be eager to start using Adobe Connect as soon as possible, please bear with us over the next 18 months as we transition everyone over. For the success of the project, it is critical that the migration be executed in a planned and orderly fashion.

I will be providing regular updates to our partners on the transition as we work towards the full implementation of Adobe Connect for Fall 2019. If your institution has any immediate questions or concerns, please do not hesitate to contact me by e-mail at [paulp@contactnorth.ca](mailto:paulp@contactnorth.ca) or by phone at 705-525-7258.