Participant C: Okay.

Carlos : Like I said, if you can be as clear and detailed as you can remember from the courses. Try not to identify the instructor's particular name. You can just say the instructor, or the faculty member, or my classmates. But, if you could be as detailed as possible and paint a picture.

Carlos : I have one more statement that I have to say that'll help with the recording. I, Carlos , the interviewer, is interviewing Participant C, March 31st, at 12:02 pm.

Carlos : All right. My first question is a general question. Prior to taking Business 110, have you taken any other online classes before?

Participant C: Yes.

Carlos M.: Oh, okay. How many would you say you've taken, total, in all online classes?

Participant C: Two prior. I took two in undergrad.

Carlos : Okay, good deal. The second question, overall in online, what has been your personal experience, both pros and cons? Not this class, but just in general with online, your distance course. What has been your experiences?

Participant C: The pros is being that I have a business, I don't have to be confined in the classroom sitting and I don't have to deal with other classmates. I do interact with them online, but not physically in the flesh. So, that's a pro that I feel is great to have for online courses. The cons, sometimes I feel like the professors try to make you just do a bunch of work because you're online.

Carlos.: Okay, good deal. Thank you, I appreciate it. Now, the first line of questions that I'll talk to will just relate to text messaging as it relates to this Business 110 class. The very first question is, how did you use text messaging in this Business 110 class?

Participant C: I guess, does it count for me just typing as far as through my phone being email? Is that considered that, still, as well? 'Cause I really was on my laptop.

Carlos: Yeah, do you remember what types of text messages that your instructor sent out?

Participant C: He just sent emails, basically, when I was there. I never really received an actual text message.

Carlos.: Oh, okay. You never really got any text messaging? Do you remember what the tool was, the software or anything?

Participant C: It was a Blackboard Chalkboard that we basically was using. What was it? The Office? It might've been that. I can't remember [crosstalk 00:03:09]

Carlos : Oh, that's ... Go ahead.

Participant C: I'm actually in another online course now. We use a different software. I do know that it would basically be a Blackboard and email. We didn't really do too many text messages via phone.

Carlos.: Oh, okay. Okay. Okay. What I'll do, since it sounds ... and if you recall, just you can bring those up. But, we'll go to the other line of questions. Do you remember the web conversing technology? It was called Adobe Connect? It allows you to see your instructor and your students. Do you remember utilizing that?

Participant C: Yes, we did utilize that in one of my ... Yeah, I think we did do that in 110.

Carlos: Okay. I know it's been a little while, but kind of describe how that was used in the Business 110 course.

Participant C: I think we had to do it every Tuesday, or something of that nature, where we had a speaker that would come in. We were able to watch it that way, versus being in the classroom if we wasn't able to get to campus.

Carlos: Okay. Do you recall some of the different types of speakers that came in via that technology?

Participant C: Yeah, most of them were based off on business planning and things of that nature.

Carlos.: Okay. How helpful would you say that ... I don't wanna get caught up on the Adobe Connect, but that type of tool. How helpful was that tool to you, as a student, for this particular course?

Participant C: I think it was pretty helpful. It was different to actually watch it like that. But, I do that. I stream stuff all the time via church and stuff. I guess technology has changed a lot. It benefited me. I like the fact of not having to actually go to the classroom to listen to the speaker.

Carlos : Okay. Any other items that were helpful to you as a student using that technology?

Participant C: I haven't used it since. I will say that. I don't have nothing that ... I couldn't use it. But I would, in the near future, if I was to do like a seminar for my business, for the type of things I do for my business. That would be something I would use, being that I already know about it a little bit.

Carlos.: Yeah. You may have alluded to it earlier, what were some of the features that you liked about it?

Participant C: That I can come in and say stuff ... Sometimes we would be rambling on to each other at the same time, but then, sometimes, we'd get it together. We would all get it together. I liked it, the interaction part.

Carlos : Okay. Next question, what would you say some of the challenges were with using that particular technology?

Participant C: I wouldn't say there is any.

Carlos : Okay. You kind of mentioned a lot of students kind of rambling or talking. Was that, sometimes, a barrier to you? Was everybody talking at one time?

Participant C: No. I just figured it was because we all started having thoughts or just trying to interact in the course. I didn't think it was an issue, per se.

Carlos: Okay, next question. How did the use of the Adobe Connect impact your communication between you and the instructor?

Participant C: It was a good impact. It was a way for him to do attendance for us. And, to let us know every week what we need to be looking for, what we need to turn in. Even though it was all on Blackboard, that communication was good to me. It was a very good key to me.

Carlos : When you say it was good to you, what specifically made it worth your while? Why was it good to you?

Participant C: Because, I was, at that time, I was going through a lot. I was in the process of moving. Even though I had to, maybe, go to Starbucks if I was out and about, because he come on at a certain time, I was still able to get a recap of what I got ahead of me that's due that Sunday or Friday, or whenever stuff was due.

Carlos.: And speaking of coming on at a certain time, what are your feelings towards that? Was that kind of a pro or a con as it relates to using that tool? You mentioned it may have happened at a certain time or day. Was that a benefit or-

Participant C: That could've been a con. Maybe, I wish, it didn't always had to be at like 12:00 or something like that. I mean, he did do different time frames. That was, maybe, a pro, too. But I just wanted to go ahead and do it at 12:00 so I wouldn't forget. That's all.

Carlos: Okay. A few more questions. Do you believe Adobe Connect, or this type of tool should be used in all online classes? If so, why?

Participant C: I don't think all, but then again, I don't know. I'm kinda iffy on it.

Carlos : What makes-

Participant C: I don't think that all should be, 'cause it all depends on what the course is, sometimes, I feel like. For instance, how would you do it if it was a keyboarding class? I took a keyboarding class online.

Carlos : Okay.

Participant C: So, how would you do that, 'cause it's more so of like a hands-on type of thing. You couldn't really ... What, you're just gonna come on and say, "Hey, this is ..." Talk about the assignment that's due? I'm pretty sure, you know, with keyboarding, they're tracking your strokes of how many words per minute and things like that.

Carlos: What type of classes do you think it would be appropriate, in your opinion, for online class [crosstalk 00:09:40]

Participant C: ... discussional classes, things like that. Maybe even math, if they was to ever do math and subjects like that online. I don't know how many ... I've never took ... I wouldn't wanna take math online. But I was thinking more of the discussional courses would be better for that, I think.

Carlos: Okay. In what ways did the use of this technology, the Adobe Connect improve or deter your interactions with your classmates?

Participant C: What would they need to improve?

Carlos.: I'll reread the question for you. In what ways did the use of Adobe Connect improve or deter your interactions with your classmates?

Participant C: I wouldn't know. I don't know if it would need to improve ... a way to need to improve. I wouldn't know a way that it need to improve, 'cause I felt like it was all right. I don't know if it's changed since then, but ... I wouldn't.

Carlos.: As it relates to your classmates. Did you interact at all with them via the Adobe Connect? Was that a positive or a negative, just in interacting with your classmates. Did it help or hinder?

Participant C: It helped, to hear other people's opinions and thoughts. Then, maybe they may bring something to your attention you didn't think about.

Carlos : Okay. It sounded like you didn't use the texting. I think both of these tools were optional. Why did you decide to use the Adobe feature and not the texting, if you can remember?

Participant C: Probably because, I probably would've overlooked it on my phone. I would've looked at it, but then, if I was doing something at the time, I probably would've forgot.

Carlos : Okay. My last question is ... first of all, congratulations on getting an A in a class. Do you believe the use of the Adobe Connect tool, or that type of feature was beneficial in you getting an A? Or do you think you would've gotten an A without it?

Participant C: I mean, I probably would've got a A either way, because I was really into the business courses. I don't know. I feel like I would've probably ... Either way, I probably would've got an A. But, I do feel like I did benefit from being a little bit more disciplined with it, maybe.

Carlos.: Okay, good. That concludes my questioning. Do you have anything else that you'd like to add about online in general or anything as it relates to the Adobe tool?

Participant C: No.

Carlos: Okay. Good deal. I'm gonna stop the recorder here. I appreciate you. And-