

Collaborate Ultra vs. Zoom Survey Results Summary

September 2021

Eastern Illinois University

Have you used Zoom/ Collaborate Ultra in your work at EIU?

	Zoom	Collaborate
Yes	95.71%	37.61%
No	4.29%	62.39%

How often do you use Zoom/Collaborate Ultra?

	Zoom (216 responses)	Collaborate (82 responses)
Almost everyday	25%	7.32%
2-3 times a week	30.56%	13.41%
Once a week	22.22%	13.41%
Other	22.22%	65.85%
	<ul style="list-style-type: none">• Occasionally• Only as needed• For interviews• Very often last year, but not recently• Once a month	<ul style="list-style-type: none">• Rarely• Before switching to Zoom• Briefly during Spring 2020• Only as needed/forced to

What's your level of satisfaction with Zoom/Collaborate Ultra?

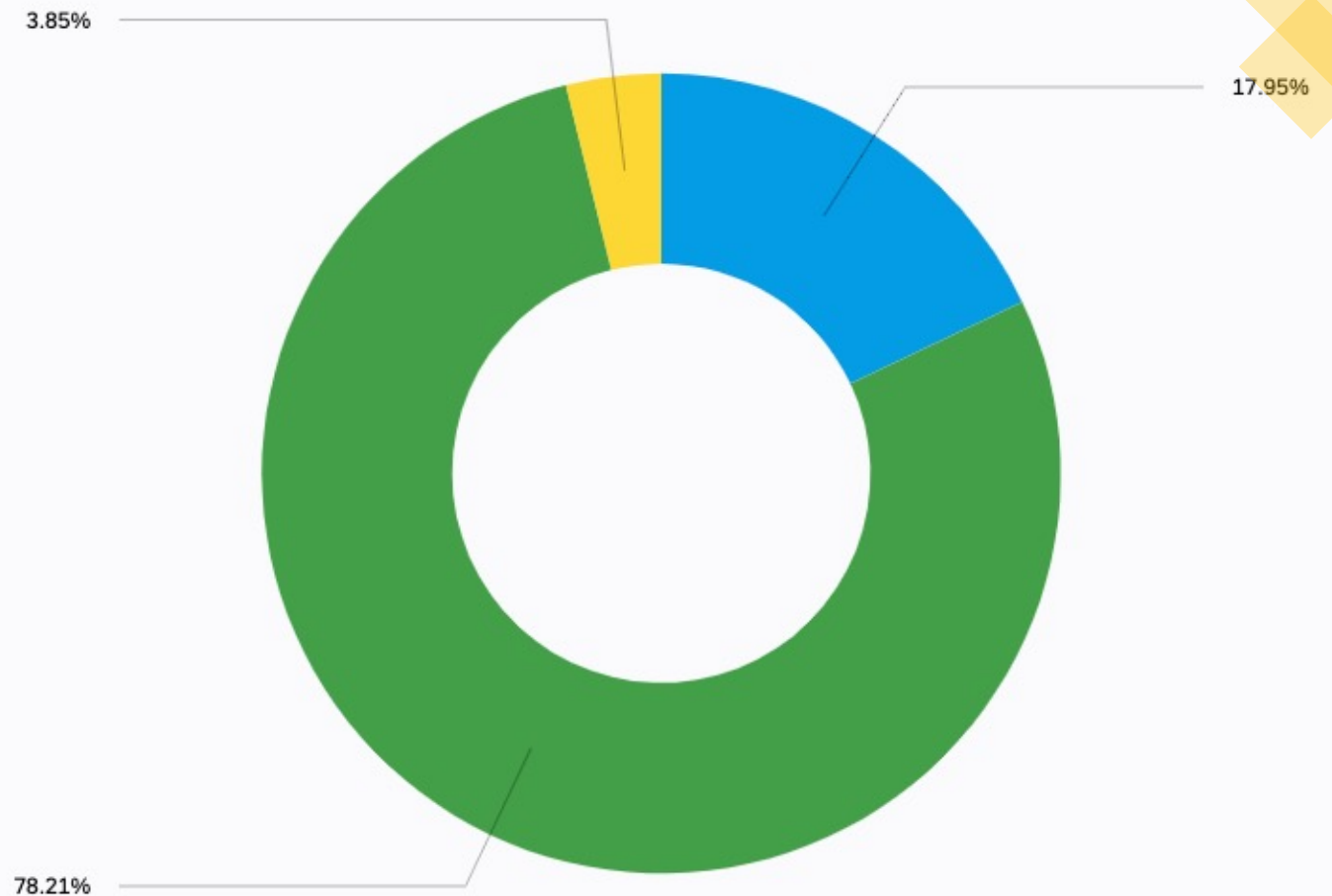
	Zoom (216 responses)	Collaborate (80 responses)
Extremely dissatisfied	4.63%	17.50%
Somewhat dissatisfied	2.78%	40.00%
Neither satisfied nor dissatisfied	5.09%	18.75%
Somewhat satisfied	24.07%	12.50%
Extremely satisfied	63.43%	11.25%

In what ways have you used Zoom/Collaborate Ultra?

	Zoom (200 responses)	Collaborate (82 responses)
Conducting synchronous meetings (including synchronous classes)	53.91%	60.00%
Recording videos	29.38%	27.83%
Captioning videos	8.89%	8.70%
Other	7.82%	3.48%
	<ul style="list-style-type: none">• Interviews• Breakout rooms• Sharing content• Public workshops/meetings/office hours• Live streaming	<ul style="list-style-type: none">• Hosting guest readings• Putting students in groups to work on an assignment. It didn't work well. And it could not be done ahead of time.

Do you prefer to use Zoom or Collaborate Ultra for your classes, and why?

- Zoom
 - Easy to use
 - Flexibility
 - Additional features in Zoom not available in CU
 - Outside colleagues also use it which makes everything easier
 - Reliability
- Collaborate
 - Audio issue
 - Clunky
 - Integrated in D2L
 - Polling results can be exported



Do you have any other comments?

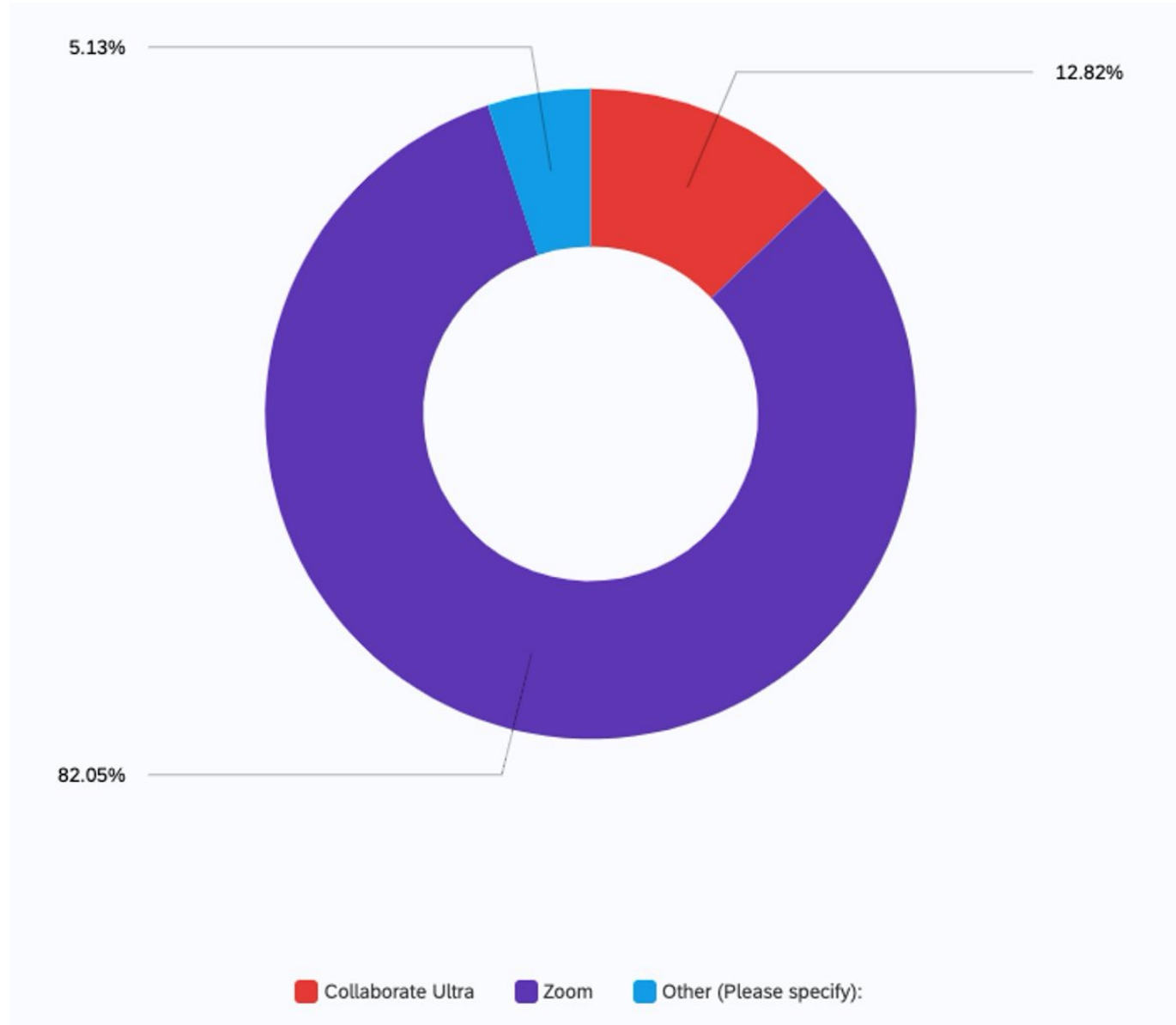
Almost all participants reported that they would like to keep Zoom due to a variety of advantages compared to CU.

A few participants also mentioned MS Teams can be another option.

Only one participant prefers CU to Zoom

What platform do you think is best for EIU faculty?

- Other
 - Keep both if can





This survey was conducted by
the Online Meeting Tools
Working Group at EIU.