CALIFORNIA STATE UNIVERISTY, BAKERSFIELD
ACADEMIC SENATE

AS&SS

Knowmia Replacement Project Summary
RES 222310

RESOLVED: That the Academic Senate of CSU, Bakersfield
recommends the adoption of Panopto as endorsed by
the Faculty Teaching and Learning Center (FTLC)
and Information Technology Services (ITS) Evaluation
Team in their Knowmia Replacement Project Summary.

RATIONALE: Knowmia (formerly known as Relay) by Techsmith is a video media
manager service that CSUB has used for many years. Techsmith has
decided to deprecate the Knowmia service by the end of 2023. CSUB
is one of the last licensed customers for this service and must
transition to a different video media manager service as soon as
possible to avoid any interruptions for faculty and staff that rely on
it.

None of the other current cloud storage services can adequately
support managing and sharing videos. The last day of CSUB's
Knowmia contract is 10/31/2023.

ATTACHMENTS:
Executive Summary Knowmia Replacement Project Summary, and Media Solutions
Evaluation

Distribution List:
President
Provost
ITS
FTLC

Approved by the Academic Senate: 12/1/2022
Sent to President: 12/12/2022
Approved by President: 12/13/2022

Knowmia Replacement Project Summary

Techsmith Knowmia Overview
Knowmia (formerly known as Relay) by Techsmith is a video media manager service that CSUB has used for many years. This service is used to host and create faculty, staff, and students' videos on their website (https://csub.techsmithrelay.com). Knowmia is typically used to share videos for academic and training purposes in a Canvas course, email, or website.

Problem Statement
Techsmith has decided to deprecate the Knowmia service by the end of 2023. Our institution is one of the last licensed customers for this service and must transition to a different video media manager service as soon as possible to avoid any interruptions for faculty and staff that rely on it. None of our other current cloud storage services can adequately support managing and sharing videos. The last day of our Knowmia contract is 10/31/2023.

FTLC/ITS Evaluation team
Leadership includes:
- Faust Gorham – ITS CIO
- Rebecca Weller – FTLC Director

Evaluation team includes:
- Alex Slabey – FTLC Instructional Designer
- Mallory Gardner – FTLC Instructional Designer
- James Evans – ITS Zoom Administrator
- Don David – ITS Canvas Administrator
- Ernie Hashim – ITS Media Services Support
- Bryan Ellison – ITS Client Services Support

Products Evaluated
The FTLC and ITS Evaluation team has met with five (5) different media solutions vendors. Each vendor provided a presentation and overview of their tool and services.
- Panopto (recommended by Knowmia)
- Yuja
- Kaltura
- Canvas Studio
- MediaSite

CO Contracts in place
The Panopto currently has a Master Enabling Agreement (MEA #150718) with the CSU system that was negotiated with the CSU Chancellor's Office that provides lower pricing for CSU institutions that implement their solution. This MEA is being renegotiated with the Chancellor's Office (CO) at this time and pricing may increase or stay the same.

MediaSite also has an MEA (#140256) with the CO, but their proposal that they provided did not express MEA discounted pricing.

CSUB Data Usage
In the 2021-2022 year, Techsmith Knowmia reports that
- 4,213 different CSUB faculty, staff, and students have accessed videos.
- 67,509 videos have been added.
- 221,890 videos have been viewed.

Recommendation
Techsmith Knowmia has officially partnered with Panopto to support customers transitioning to a new service. This partnership has allowed Panopto to create tools to readily transfer Knowmia media to their platform and create a dedicated export video option to Panopto from Techsmith's video editing tool Camtasia.

Our evaluation team recommends that CSUB transitions to Panopto as our new media manager service after reviewing their presentation, MEA pricing, and partnership with Techsmith. Our team also recommends using a company called K16 Solutions to work with Panopto to transfer all Canvas links of current Knowmia videos to Panopto so faculty do not have to re-link their videos in their courses.

Expected time to implement
Migration and testing may take up to 6 months. Implementation time may vary depending on the availability of Panopto's migration team, K16 Solutions to replace links in Canvas, and CSUB faculty and staff time to test.

Impact if no decision is made
Once the Techsmith Knowmia service is no longer available at the end of 2023, all links to Knowmia videos will cease to work in Canvas courses or elsewhere. CSUB ITS will need to download all videos to cloud storage, like Box, where they will reside in a central location until a new media manager service is implemented. CSUB members will not readily have access to their own videos in this location. Zoom cloud recordings will no longer have a backup copy in Knowmia to retain recordings past 180 days. And finally, CSUB will not have access to a video manager website to upload and organize videos for instruction or sharing.

	Panopto	Kaltura	Yuja	Canvas Studio	MediaSite
RECORDING					
Multiple source recording (e.g. webcam and screen capture) PiP	☑	☑	☑	☐	☑
Multiple input sources (e.g. DocCams)	☑	☐	☑	☐	☑
Embed a webpage	☑	☑	☑	☐	☐
Sharing Recordings	Panopto videos are stored in the Panopto Cloud and can be shared individually with links or via Canvas integration.		Normal sharing functions in place; Able to give sub-admin access for folders	Canvas Studio videos are stored in the Canvas cloud and can be shared within Canvas.	
EDITING					
Thumbnails can be changed	☑	☐	☐	☐	☐
Basic post-production online video editing (e.g. trim, hide)	☑	☑	☑	☑	☐
Caption Editing	☑	☑	☑	☑	☑
Merging recordings	☑	☐	☑	☐	☐
ANALYTICS					
Analytics that show the segment(s) of a video watched per student	☑	☐	☑	☐	☑
Analytics that show how many times students watched a video, heat maps of re-watched sections	☑	☐	☐	☐	☑
VIEWING					
Create publicly shareable links	☑	☑	☑	☐	☐
Comments/discussion	☑	☑	☑	☑	☐
In-line comments	☑	☐	☑	☑	☐
Change the position, color, and size of closed captions	☑	☐	☑	☐	☐
Search on video audio	☑	☐	☑	☐	☐

	Panopto	Kaltura	Yuja	Canvas Studio	MediaSite
Search on screen content (e.g. if a PowerPoint is recorded, you can search on text in the PPT)	☑	☐	☑	☐	☐
Note taking (individual and as a group channel)	☑	☐	☐	☐	☐
Bookmarking	☑	☑	☐	☐	☐
Playlists	☑	☑	☑	☐	☐
ASSIGNMENTS & QUIZZES					
Grade on Quizzing	☑	☑	☑	☑	☐
Grade on % watched	☐	☐	☑	☐	☐
ORGANIZATION					
Foldering	☑	☐	☑	☐	☑
Shared libraries/collections	☑	☑	☑	☑	☐
Video Search	☑	☐	☑	☑	☑
Storage	No limits at this time.	Unlimited vs buying a 'bucket'		No impact on course storage in Canvas Studio. 1g per user	Unlimited with retention policy
Bandwidth	No limits at this time.	Unlimited vs buying a 'bucket'			
Supported File Formats	.avi, .mp4, .mpg, .wmv, .mov, .qt, .asf, .3gp, .wma, .mp3, .m4v, others.	Didn't specify, but supports video, audio, and picture file formats		.flv, .asf, .qt, .mov, .mpg, .mpeg, .avi, .m4v, .wmv, .mp4, .3gp, .mp3, .wma, .wav	
Permissions	Can prevent faculty from changing sharing permissions (such as share publicly)	Can prevent faculty from sharing publicly		Limited	
ACCESSIBILITY					
Automatic speech recognition (ASR) captioning	☑	☑	☑	☑	☑
Upload caption files	☑	☑	☐	☑	☑

	Panopto	Kaltura	Yuja	Canvas Studio	MediaSite
Integration with third-party captioning services	☑	☑	☐	☑	☐
Record on iOS and Android devices	☑	☐	☐	☐	☐
View recordings on iOS and Android devices	☑	☑	☐	☐	☐
Etc.					
SSO	☑	☑	☑	☐	☐
Transfer from Knowmia to New Platform	Migration tool built WITH Techsmith	☑	☐	$1k minimum @ $1/video	☐
OTHER Notes	"SWITCHING PLAN" Available (Free til the end of 2023 to avoid paying for 2 systems at once).	Hotspots	IMS Certified; LTI link; Auto captioning in 20 languages; Customizable PLAYER skins; PnP + Captions - Draggable; Able to retain user content when they leave; Policy creator interface is clean Replace media (similar to Knowmia); 'Capture' software/plugin; Zoom plugin (May need more info)	Can't lock down in order to NOT be public; Works well with speedgrader; 10g limit per file; Not shared storage w/canvas; Integration with Zoom; No user information;	
Pricing	30.5K Annually	29.5K Annually	25K Annually	32K Annually	40K Annually