DARREN BRITTEN: Hello and thank you for joining us today. My name is Darren Britten and I'm the National Assistive Technology Officer with the Australian Disability Clearinghouse on Education and Training, that is ADCET for short. Today's webinar is being live captioned by Donna from Bradley Reporting, and is being recorded, and this recording will be available on the ADCET website in the coming days. To activate the closed captions, click on the CC button in the tool bar that will be located either at the top or the bottom of your Zoom screen. We also have captions available that you can access via your browser and Jane will put a link to that into the chat box.

Myself and the staff from ADCET are joining you today from the lands of the Wurundjeri people of the Kulin Nation in Victoria and the Palawa/Pakana peoples of Lutruwita which is Tasmanian Aboriginal land. In the spirit of reconciliation, ADCET respectfully acknowledges and recognises the Aboriginal history and culture of these lands, and we pay our respects to elders’ past, present and emerging and to the many Aboriginal people who did not make elder status. I would also like to acknowledge all countries participating in this webinar and also acknowledge their elders and ancestors and their legacy to us and to any Aboriginal and Torres Strait Islander peoples joining us today.

Today's webinar, Glean, what's new so far in 2023 is presented by Lee Chambers and Jim Spiralis from Glean. The first half of 2023 has seen Glean release a significant number of new features and enhancements, further improving the note‑taking experience for users. This webinar will commence with a brief demonstration of Glean's core features, for those who may be unfamiliar, and the design principles followed by highlighting some of the more recently released enhancements. This presentation will run for about 45 to 50 minutes and then we will have about 10 minutes or so for your questions.

If you have any technological difficulties, please admin@adcet.edu.au email, that is admin@adcet.edu.au. Throughout the presentation feel free to use the chat box with us and to chat with each other, but please remember to choose all panelists and attendees so we can all read what you have to say. Feel free to use the reactions button as well if you'd like to share how you're feeling at some of the things that are coming up.

Lee and Jim will be happy to answer any questions you have at the end and if you have a burning question, then please use the Q&A box rather than the chat box to make sure that we don't miss that. So without further delay welcome once again and over to you Jim and Lee.

JIM SPRIALIS: Thank you, Darren, and thank you for all of you who are attending this afternoon. I'm mindful here in Adelaide, in South Australia, the symposium has been going for the last couple of days and many of you have taken time to continue accessing webinars. It's much appreciated that you're attending. As Darren mentioned, we're going to start firstly with Lee, and Lee will quickly demonstrate some of the features of Glean, so just to give people a bit of familiarisation, those who may not know too much about it, but also just to remind us of the core features and how they work. These are the things that Lee will cover in his demonstration, so I'll stop sharing, Lee, and I'll hand over to you.

LEE CHAMBERS: Excellent Jim. I just need you to stop sharing before it allows me to start sharing it. Fantastic. Let me check the correct screen. If you can just confirm you can see my screen, Jim, that will be fantastic and I'll get going. Great. Okay.

Like we explained, the bulk of this webinar is going to be showing you the new enhancements in 2023 but we just want to make sure that you are aware of the core functionality before we go through and show you them, so I'm going to take about 15 minutes covering the core features within Glean as a bit of a refresher for everyone.

So as you probably already know, Glean is a tool that is designed to help anyone with note‑taking challenges. It's predominantly used by students, but is also applicable and useful for people in the workplace environment as well. You can use Glean on any device, so I am on a Mac, but this would work the same on Windows or a chrome book device, and you can also use it on a mobile app as well. I'm not going to show you it on all different platforms. We're going to stick to showing you on my Mac, but just be aware you can do this on any device. It really doesn't matter what you are using.

So we're going to take the standard scenario of using Glean which would most often be in a classroom‑based environment and show you how you can use it to take some useful notes. So I am already logged in to my screen, as you can see, and I am going to go and start off by creating a brand-new event. It's always a good idea to give your event a title, so we're all going to pretend that we are going to be in a class all about time travel. Now, with Glean the fundamental of using it is to record everything that is said, but you can also record and capture things that are displayed as well, so usually in a classroom or lecture type of environment this might be presentation slides, so as part of the demo I'm going to show you how that works. You don't have to use slides if they're not available, but we will here. The best way to utilise slides is to import them into your Glean event before the class starts. You can do it afterwards if you want, but in this example we're going to do it before it starts, and it's dead straightforward. You would just go and import the slides that are going to be used. These can be in PDF or PowerPoint format and then import them into here ready for us to use.

We'll come back to them in a minute or two, because what you would do is when the class starts you want to start recording so that you capture everything. So you just click on the record button and the only thing you need to do is decide where you need to capture the audio from because you may be face‑to‑face in an in‑person classroom. In that scenario, you want to record with your microphone, but you might be learning remotely as well, so you are learning remotely now on a webinar, or maybe you're reviewing a video or something like that. If you were doing it that way you would choose one of these screen audio options. Basically it allows you to capture what's going into your computer or what's coming out of it. We're going to use the microphone option because I'm in the same room as my computer right now, and as you can see, Glean starts recording the audio, visualises it on screen. If you've seen Glean before you'll be familiar with this. It visualises the audio and displays it as these blocks of speech with gaps whenever there's a pause. The whole point of recording the audio is really to free you up so that you don't have to worry about trying to jot everything down that's being said because you're recording everything so you can focus more on listening, paying attention, asking questions. But the idea behind Glean isn't just to record the audio because if you just did that and you recorded someone talking for an hour, say, that's going to be quite a challenging file for you to go back through and filter through afterwards, because most of the time you don't want to listen back to everything, you just want to go back to the key moments, the things that you thought were important, maybe the things that you didn't understand. This is where Glean comes into it because it allows you to take notes alongside those audio recordings and the two things are linked. There's a few different ways you can do that, so if you want to take a text‑based note to start off with, you literally just have to start typing. So maybe the teacher, the lecturer, says something really important now so you start typing key point, and then press the enter key. So any time you add a note it adds to your notes feed here in the middle and you can see that it is timestamped but also visually there is a bullet point and you can see where that bullet point exists on your timeline. So what this allows you to do is to be very brief with your notes. You don't want to write a lot of notes live in the moment. That's going to make it difficult to listen to somebody and pay attention, etc, and you don't need to either because remember you are recording all of the information. So all you're really doing is bookmarking it, making it easy for you to get back to it after the event, and it is as straightforward as that. You can just use text if you want, but if you don't like using text or you find any kind of text to be a challenge, you can use these labels instead. They allow you to do the same thing, you're just removing the text option. So this one here is really useful if you hear something important, you can just click and hold for a second and it tags something as important. It's the same principle, still timestamps it, still links it to your audio, you just have a different type of bullet point there.

You can combine these two approaches as well if you want, so you can combine text and labels. Maybe you type “exam” because somebody's talking about something that's going to be on an exam, and you want to give that the review label. You can do. So it's text, labels or a combination of the two.

One of the tools in here I like to use quite frequently is this one here. This is the ability to add tasks as well, so maybe someone gives you a task that you've got an essay to hand in, you can add in a note about the task, and as it's a task we allow you to add due dates as well, which is really handy for staying on top of the things that you need to get done because with these tasks you can not only assign them, but you can tick them off when you've done them, and on the home screen there's a view where you can see all your tasks across all of your events.

The only other real tools in here that I would recommend you use live in the moment are the heading tool. I use this quite frequently to break my audio up based on kind of sections. So I use this in meetings and I use the heading “label” to kind of symbolise when we go through agenda points, for example. You apply it in the same way as the other labels. It just looks a little bit different so you can see that's a heading into your notes and also adds your audio pane as well and then you continue on with your note‑taking as before. What we do find, though, is if you are using Glean in conjunction with presentation slides, a lot of people don't bother using the heading because they find that when the teacher, the lecturer, moves to the next slide, that provides a natural break point to break the audio up for them. So we'll finish off with this just by jumping over to those slides, because as you can see, I have imported them and they are sat here ready for me to use, but I haven't actually used any of them yet.

Using these is dead simple. You can probably figure out how this works. If the teacher moves to the next slide and you want to add that to your notes, it is as simple as clicking on “post next slide”. There are keyboard shortcuts as well for all of these as well, and it shows you the slide on screen, simple as that, and adds it as a heading.

One thing that's quite nice about the slides in Glean, though, is you're not forced to include slides in your notes that you don't want. That's why we have these forward and back arrows. It's also quite handy if the teacher goes through slides in a bit of a random order because you can be in full control over what ends up in your notes. So as you can see here, maybe the teacher skips a few slides ahead, you can just skip straight to the ones you actually want to use excluding the ones you're not bothered about and just post the relevant ones in there.

My favourite little tool that you can utilise with slides is if you happen to have one which has some text on it and you want to use some of that text in your notes you don't have to type any of it out, you just need to hover over the slide, click on this icon here and it will strip out all of the text from there and pop it into a note for you which can save you a lot of time. They are all of the functions that you use when you're using Glean live in the moment. There's nothing particularly complicated about this if you haven't already done this yourself and maybe you're seeing it for the first time, please do give it a go. Honestly, you can pick this up really quickly.

I'm just going to stop the recording there. Now, like I said, I've been doing all of this on my laptop, but just to point out you can do it on your phone as well or a tablet. Now I'm not going to show you this, we don't really have time to do it, we're just showing you this is what the mobile app looks like. This is just my iPhone. So as you can see you can go on and you can do the same thing in here, create a new event. It just looks a little bit different when you're doing this on your mobile. That's the only difference. You can still import slides, use all of your headings etc. The only thing that's different when you're doing this on your mobile device is that you can take pictures as well, which is handy if you're in a smaller classroom, you want to capture something that's written on a whiteboard or maybe something like that, so you can snap a quick picture of it. It's not going to be the most entertaining of pictures, but just so you get the idea you can drop one of those into your notes as well. So you can employ this strategy anywhere you need to. Now, that's what you would do live in the moment.

What I want to quickly show you now is what you do afterwards with your notes, because that is just as important, because we do not have a completed set of notes now, but what we do have is all of the information and a structure that allows us to go through this efficiently and effectively afterwards. Now what I'm going to do is just jump into an example event to show you because it's got a little bit more information in. So this is what one of these events might look like after you've been through this process. So you can see we've got a lot of audio in here, we've got lots of these labels and brief text notes, but not a complete set of notes yet.

So what you would do is you would go back and review this at your own pace. Because we have this outline of our notes, these annotations, we don't have to listen back to all of it, we can just go back to the things that matter. So let's say, for example, you want to listen back to when the teacher was talking about an assignment, it's debt straightforward, you just hover over that note, click the play button above it and it will play it back. I'll just do that now so hopefully you can hear it.

AUDIO: For your first assignment on this course, you’ll be asked to analyse the extent to which sci-fi movies are obeying the scientific rules of time travel. There will be more information on that at the end of today’s lecture.

LEE: And then you can listen back to this as many times as you need and then, of course, you're doing this in your own time, so you can then write your notes up in as much detail as you need. So analyse the etc etc. I'm not going to write out a note. You get the point.

Just a little point to make is that there are lots of audio tools in here you can utilise as well, so if you do need to speed things up or slow it down, you can click on the little icon here. We have a slider you can change these settings and also, we have some audio clean‑up settings where you can reduce background noise and things like that. You just toggle on and off.

Now, I just played the audio back in that example, but you may also know that with our Glean for educational licences you also have the ability to transcribe audio afterwards as well. So you may notice, if you look at the top of here, you actually have a toggle, so you can toggle between an audio view and a transcript view. Now this is completely optional. Some people just like to listen, some people like to listen and have the transcript as well. Personally I just tend to listen when I'm doing this, but I do want to show you what the transcript looks like. So let's just go and find another note to play back. So we're going to play back some information about Interstellar, one of my favourite films, but this time we're going to toggle into the transcript view so you can see what this looks like. I'll do exactly the same as I did before, just hit the play button and then just note how it plays the audio but also highlights the transcript and follows along with it as well.

\*\* audio played

LEE: So it highlights the sentence, highlights the word, just allows you to stay on track with the visual as well as the audio, but it's entirely optional how you use this. One of the things to point out, though, is that when you have the transcript it allows you to do a few things. First of all, it means that you can search through all of your audio for any notes that maybe you didn't make. So maybe you remember the teacher said something but you forgot to make a note about it. Well you can transcribe your audio, do a key word search, so command and F on my Mac and then search for something in here and it will take you to that moment in time in the audio. I utilise that quite often. What you can also do, though, is you can grab snippets from your transcript as well. Ideally notes should be your own words but sometimes you just want to grab what somebody else has said, maybe rework it a little bit, add to it, and this is dead straightforward in Glean, you just highlight the section you want to grab and then you can post this over directly into your notes feed which is quite handy.

Just to finish this off, I'd just like to point out that note in Glean doesn't all have to be text and slides either. We have lots of different note types you can put in here so I'm going to show you a couple of my favourites. So we have a definition tool you can use. So let's say I want a definition of what interstellar is, never heard of the film interstellar before, so I can go and add a little note under here. This icon here brings up my definition tool and I can search, so interstellar, and this is a link between Glean and Wikipedia, so it allows you to grab articles from Wikipedia and drop them into your notes. So I know I want information on the film, click on it, it drops that straight into here for me, also links you to that page as well so you can go to that article if you want to learn more. I utilise that quite a lot. It also allows you to grab images as well. So perhaps you have decided now that you are interested in this and you want to know what the producer, Christopher Nolan, looks like. We have an integrated image search so you can add a card, it's this image icon, same as before, search for whatever it is you're looking for. I'm going to search for picture of Christopher Nolan, Glean will return all of the results for you and if you want to use one of these, just click on it, it will go and grab it and drop it in your notes.

And last but not least, if you want to add links to different web pages within Glean, this is quite handy as well. So if I, for example, went and did research on this film, found a web wage that I thought was going to be useful to add to my notes, I can go and copy the URL from here, paste this into Glean, but just to show you that when you paste URLs into Glean, it doesn't just leave it as this long number like this. What it will do is unfurl the information on there and show you the website it came from, give you a more human‑looking link and it will give you a little thumbnail image as well. So there's lots of different ways you can write your notes up.

By the time you've done all of this, what you'll have done is converted your simple audio recording into a file that hopefully looks a little bit like this one which is your completed set of notes, and you can keep this within Glean or if you ever need to come back to review them you can jump into our reading view which is always popular. So it strips out the audio and just shows you more of your notes in a linear fashion, and you can get it out of Glean as well if you want, so a lot of people want to print their notes out and have a hardcopy. You can do. We've got a print button up here to make that process nice and straightforward. Sometimes that's printing that as a PDF to share with somebody, actually, or what a lot of people like to do is copy their notes out to a Word document or Google docs or something like that. So there is a button here that allows you to quickly copy all of those notes to your clipboard and then go and open up a blank document, wherever you want to work, and paste them in there for yourself. That's entirely optional. You don't have to do this. I just wanted to show you how you can export it out.

And that is a whistlestop tour of everything that you can do in Glean that we regard as essential features. Hopefully that was useful as a bit of a refresh. I think I'll pass you over to Jim so he can show you all of the new stuff that we've been working on in the past year now.

JIM: Thank you, Lee. That's much appreciated, very concise way of presenting an overview of Glean. If you'd like to stop sharing and I'll just share my screen now. Thank you. Hopefully if someone can let me know that they can see the slides on the screen, just with a thumbs up. Thank you, Lee. So that was the refresher that Lee has conducted for us and, as Lee mentioned, we do have some updates this year. We're only going to cover five of them. Some will be quite brief and others we'll go into greater detail.

I'm glad that Lee actually went into a bit more detail about the transcription feature because we'll talk about how that supports you with live caption when we get to that near the end of the webinar. Now what we'll do, though, is we would like to talk about the first of those five updates we're going to share with you today and that's the audio import, because this is one that is requested a lot of the time by students. We know students access multi‑modal information in the form of podcasts, audio books and so forth, and as Lee mentioned, Glean is a tool that gives you the structure to build notes from lectures, but it can also now be used as a structure support to build notes from your podcasts and your audio books. So I think this is a welcome release that students have really celebrated.

Just to show you what it would ideally look like, on the next slide you can see a series of screenshots which show the workflow for importing the audio. Basically you open a new event, as you can see in the top left corner of the screen, you would click on import audio, it would take a few moments to import a wave or MP3 audio file. Once it's done that, the audio will appear in the audio feed, as you see in the bottom right‑hand corner, and as Lee mentioned you can then play it back either in that audio mode, and as you listen back to it put in your key moments, whether that might be text notes or important labels, and as Lee mentioned, some people might prefer to actually do that process but looking at the transcript. So once that audio is transcribed you can see in the bottom left corner the results where the transcript is and you can press the play button, use the playback features to go through that audio feed and start to build your notes from it. So I think it's just fantastic that we now have that option available because, as I said, many, many students tap into multi‑modal resources in their studies. So that's number 1.

The other one which I'd like to now talk about, and we have found in our research with our Glean users approximately 80% of our students, not all the time, but the majority of their time when they're taking notes, like to use their mobile device. It's certainly a discreet way to record lectures. They can do that, just go about campus and continue to do that, but of course it has that added feature that they can also take photos of that white board or perhaps a poster that's on the wall to go with that, and we've worked very hard ‑ because 80% of students do use the mobile app, we worked very hard on trying to build parity between the mobile version of Glean and the desktop version. There are some things that are not in the mobile version, but the full experience note‑taking process is certainly there so that we have that consistency.

During Lee's demonstration he showed how, you know, he had total control over importing the slides and considering which ones to post, adding definitions and images and the tasks, generating transcripts. So all of those key things that we do in the moment are present within the mobile app. The ability now to create the transcript is probably the newest release, I think, on the mobile version of Glean, and I think another recent one is the ability to adjust the playback speed as well.

So we'll continue, our developers also do so, continue to try and bridge that gap of the differences between the two of the mobile version and the desktop version and have that parity, but as you see on your screen, the first image is an animated gif, just shows you how the app can be used to post slides, add tasks and highlight key information, and the screenshot above that shows the transcript which, when you press the play button it highlights a block of text in a pale colour and then highlights each word as it reads it back to you.

The other thing I would like to now talk about is an ongoing conversation we have with all our institutions around peer notetakers and the challenges that that does bring in terms of the resourcing demands for support services. It is quite consuming and time complex and we do know that in many cases there's an issue around the quality of notes that students are provided by a peer note‑taker, and also, we know that in the long‑term students aren't really developing those life‑long study skills that they would require once they graduate and continue their learning in the adult world.

So what we've done to address this in many ways is we've introduced something called shared collections. So shared collections, it's a bit like having a shared drive and what it does, it means ‑ it's a space where notes can be shared anonymously between students. So your peer notetakers would be a Glean user, as an administrator you can set them up to use audio note‑taker to capture events, put it into a shared collection that's been created for a recipient, and so it's drastically ‑ this approach has drastically reduced the administrative burden put on support services and also makes it a much more improved experience for both the note‑taker and the recipients alike.

So just to show you how the process works as an administrator, you would set up the actual folder called ‑ in shared collections, so let's say it's biology 101, then you would allocate a note‑taker who takes notes and assign it so that when they post their notes it automatically goes into that collection, and when they do post them, the recipient instantly receives those notes with the audio recording to download to work in Glean for themselves. So it's a very streamlined process. But what it means is that it has great benefits, as I said, in a number of ways for your support service. It's very quick to set up, just three clicks. I think the key one, though, is that you start to get consistency in terms of the experience where the notetakers give those notes over to the recipients and they contain everything that they need. So not just written text notes, it will have perhaps the tasks, it will have the slide deck, it will have the audio. So that quality of provided notes, I think, is very reassuring for administrators because, as Lee mentioned, because it's all captured by Glean in the moment, nothing is left out. So it means then for the students that when they receive the notes, they can actually go through them in their own pace with that scaffolding.

It's also been ‑ I think sometimes we overlook the stress it may put on peer notetakers when they're allocated such a responsible task as providing quality notes as a service themselves and we find that having something like Glean for them to utilise also decreases their anxiety around, you know, being unsure perhaps are they capturing the right things for that student. Their interpretation of what they're listening to and what they consider to be important may not necessarily be the case for the student, but knowing that it's all captured in Glean alleviates that anxiety that can come with that.

And I think the key one is that last bullet point there about it supports the independent skill development. In many ways, the student may continue to have access to peer note‑taking throughout their course, but at least during that time when they're using Glean and fleshing out those notes they're starting to develop some more study skills and there may be cases where it's been a transitional tool where a first‑year student who has a note‑taker and they've been a recipient, within a couple of years of their study they've built that independence and those study skills and they no longer require the services of the paid note‑taker and they can continue to use Glean independently for the remainder of their studies.

So we'll come to questions at the end on that one, but a quick update we'd like to bring is ‑ this is another request we've had from larger institutions about managing the authentications and secure log‑ins of Glean, and one way that can be done now is we have now introduced single sign‑on. Usually it's ‑ we'll check at the end with Lee, but I think at the moment institutions who have more than 75 licences are eligible to be put into single sign‑on. There's no cost attached to this but I think it's become something very useful when you start dealing with those larger numbers of licences that you're trying to manage. So it's certainly the big advantage, of course, is that security with the institution's credentials playing a role for that log‑in.

Okay. It also means that students have one less password to try and create and remember because it's all just tied into their single sign‑on and it has that security and peace of mind. I will leave it to the end if people have questions about what methods we single sign‑on are required, but Microsoft Azure is one of them and OCTA, but we can talk a bit more about that with any questions at the end. Okay.

So this brings us to our biggest update around live captioning, and this has recently been released I think last month in the US, maybe the month beforehand. We've had a staged roll‑out to just a small number of institutions to start with. Again, it's like the mobile phone parity, the single sign‑on, the shared collections for peer notetakers, captioning is another one of those requests that comes up quite a lot from our customers around the world. They tell us, you know, they give us that during feedback because they also tell us that for the students who are using Glean, 90% of them are achieving better grades, and in their surveys, they've found the stress levels of their students for… 88% of them have reduced when they're studying, and certainly those percentage points translate to also when it comes to learner confidence. When they've given us this feedback… they've also given us the feedback, wouldn't it be terrific if we could actually capture more students in this data, particularly those who are hard of hearing or may have auditory processing challenges where they find difficulty with focusing.

So we have now decided to bring in live captioning. So what I'll do is I will come out of the presentation and bring up Glean, and we'll just go through and show a quick demonstration of that. So I'm going to just bring up a new event that I've pre‑prepared. What it has in it is an image. It doesn't have anything else in it, but it shows an equation of a lovely little two‑minute lecture recording of Dr Brian Cox. I don't know if you've heard of him, but he's a very popular, well‑spoken young man who is quite the flavour of the month, but I'm just going to press the record button. Before I do that, you will notice that before I press the record button to my right you can see a little icon that closed caption icon. This is to toggle on and off the closed caption feature. I'm going to click the toggle switch and once I do that, you'll see now down near the bottom of the screen a message is showing saying “live captions will be shown here when recording”, so the captions won't appear until I press the record button.

The captioning shows three lines at a time, and then as more information is spoken that gets replaced. You probably notice that because I'm on a very wide screen monitor there will be quite a lot of text for those three lines displayed to you. You also may notice that words will change after a few moments. This occurs as new audio is processed and more ‑ and greater context is added to what's being spoken, and the AI of the captioning tool will replace the word with the contextually correct word. So what I'll do is just so that you can keep an eye out for the changes, I'll try and speak relatively quickly ‑ I won't speak too quickly. I'm mindful that we do have to keep it at a certain pace, but hopefully it's quick enough for you to see how the live captioning does correct itself as it goes along very quickly. It processes things I think at about 300 to 500 milliseconds. I'm going to record in the room, so let's just give that a go and see and see how we go with the live captioning.

At a fundamental level everything we know about the universe at the start of the 20th century is in this equation. It might not look simple to you, it doesn't look simple to many of us, but if you think about it, it's rather amazing that you can write down a piece of mathematics that describes every phenomena we know of in the universe other than gravity in such a simple and beautiful way. But there is a problem with it. Well, not a problem, it's a prediction, and it lies in these last two lines. See the first two lines contain symbols that represent all the particles here. They are the forces of nature, electromagnetism, all those forces, the nuclear forces that stick the nucleus together all described in the first two lines.

I'm going to stop there shortly, but before I do, you can see it's still transcribing what I'm saying but once I click the stop button that will now disappear. That's the live captioning in action. As Lee showed, while there was live captioning ‑ it is transient. It will disappear as it goes through the presentation, but of course Glean has captured it all in the audio feed. So once our recording is complete, we can, of course, click on the transcribe audio button and all that temporary captioning is permanently placed within our transcript anyway for future reference. So I'll allow that to transcribe and hopefully you'll see how that's going to appear shortly.

Okay. I might just press the play button so we can just see that in action, and I'll just mute my microphone so we don't get feedback. At a fundamental level everything we know about the universe at the start of the 20th century is in this equation. It might not look simple to you, it doesn't look simple to many of us, but if you think about it it's rather amazing that you can write down a piece of mathematics that describes every phenomena we know of ‑ well, I didn't say every phenomena very well did I, but that was my articulation, but there you go, it did ‑ the transcript is always there afterwards.

So I'm just going to head back into my presentation for a moment. So as you can see, what we've now got available for our Glean users is that instead of having a note‑taking tool, a dedicated note‑taking tool, and then having a dedicated live captioning tool, you can have them both together within Glean. So it is an add‑on so you don't need to ‑ I'm going to make an example here. Let's say you have 50 Glean users, it doesn't mean you have to have 50 live captioning subscriptions with it. You can choose a smaller number because that would be dictated by the number of students who require that feature to use along with Glean. So that's the quick demonstration of live captioning. So I think it's ‑ we're at that time, actually, we're almost close where we think we can open things back up for all the Q&As and the chats.

DARREN: Excellent. Thank you very much, Jim, and thank you, Lee, for running through, you know, the background of those things. I always manage to forget how loaded I suppose it is with features – Glean, so just a reminder of some of those things that was in there was most welcome, so thank you for that, and a whole range of features that have obviously inspired a few questions from people here. One I'll get to is around the compatibility of Glean with other assistive technology, particularly screen readers, which also maybe couples with a question that Doug had and when you hovered over the icons in terms of marking things. Does it bring up a name about those icons or does it read it out for people?

LEE: Yeah, if you hover and hold for a second it will bring up a name of all of the buttons, and it also should be fully compatible with screen readers. I'm just double checking we have a help article specifically on how we support use with screen readers. I might put that in the chat, actually, in case anyone is interested and you can have a look at that article.

JIM: We've had a lot of end-user feedback from around the world, including Andrew Downey has contributed, he's run through it earlier in the year and a lot of that, as Lee mentioned, is actually documented for our accessibility requirements. So it is compatible with Jaws as well.

DARREN: Beautiful. Thank you. If it's not too much of a sensitive question, I suppose, Doug's asking what's the proximate uptake for universities around Australia with Glean?

JIM: Well, across Australia and New Zealand there are currently about 42 institutions that have Glean. That's in various numbers.

DARREN: That's a pretty good uptake then, which is great. There was a question there around ‑ it may have been mentioned, but how accurate are the Glean transcriptions? Have you done an analysis on those?

JIM: That can be varied because we're also currently undergoing ‑ doing analysis of accuracy of the live captioning too, but you can be mindful that in both situations it's really difficult because it depends on the environmental factors, the quality of the audio, you know, what microphone was used, what sort of ‑ was there a lot of reverberation in the environment as well. It would be really nice that when we do use analysis tools to measure the accuracy, it would be nice to know, well, under what conditions was that particular audio captured, because that ‑ at the moment I think we can't differentiate whether the audio came from a really poor microphone or not.

DARREN: It's a fraught question.

JIM: Anything else on that Lee?

LEE: I think the honest answer is we benchmark our system against the best that you can get in the automated speech to text, so you would struggle to find anything that's more accurate, but as Jim said there, accuracy is always going to depend on the clarity of the input. If you can barely hear what something is said yourself on the recording, then the AI is obviously going to struggle ‑ it will have more errors in the transcript. So if you're planning on utilising the live transaction, the live captioning tool, it's always best to ensure you're capturing the clearest audio you can.

DARREN: Yeah, and look the same is true - I know of some people that certainly have used the same for that podcast, a feature of getting some podcasts in there and podcasts are largely more professionally produced so the quality of those certainly is much higher and the accuracy is pretty spot‑on, is the feedback that’s been received. Another question here with that, how can we ‑ how can we use the import MP3 when using Glean on a mobile device? Can you import MP3 to a mobile?

LEE: The short answer is no. That is one of the features that you need to do on the web app so that would be Windows, Mac, Chrome book you've got that feature, but I'm not sure if it's possible on the mobile app. It may come in the future, but not right now.

DARREN: Sandra is asking does the peer note-taker also need a Glean licence that you were talking about there, Jim, or are they able to link to the same student's licence?

JIM: The peer note-taker also needs a licence.

DARREN: And Natalie has asked can we get some more information about the single sign‑on for institutions? They're certainly interested at this option at WSU which would be Western Sydney Uni, Natalie?

JIM: Certainly can. On my next slide, I've got my email address ‑ or was that the last ‑ what happened there? I think I've got ‑ I've deleted a slide accidentally. My email address, I need to put that up. It's missing from the slide, so we can contact them and talk about single sign‑on, but they can certainly email Glean and request single sign‑on and we can get that in train.

DARREN: Is that a long process, or a fairly simple process that just takes some time and‑ ‑ ‑

JIM: Probably best positioned ‑ we haven't got anyone in Australia who has gone through that process yet.

LEE: It's not particularly long‑winded. We just need to find out what single sign‑on you use because obviously there's lots of different types, and then I believe our IT team usually has to speak to the University's IT team just to make sure it works and we have the right credentials set up. It's not a particularly long‑winded process though.

DARREN: Excellent. A question that I've certainly got with the live captioning, and also with the transcript, how long does it generally take ‑ because I get asked this quite often for it to transcribe ‑ not the live, for the normal transcribing, after you've recorded the session?

JIM: So when you finish the recording the session, because it's up in the cloud already, I think, Lee, before you leave campus you can click the button and it starts to happen up in the cloud, so you can actually start to make your way home, but I think it's about ‑ for every one hour it can be about five/six minutes. Is that right Lee, something like that?

LEE: Yeah, on average it's around about five minutes per hour long audio recording. It will depend on the speed of your internet, though, because it needs ‑ you need to be online to receive the transcript and do the conversion, but like Jim says, often the best practice there is to finish recording, click on transcribe, and then even if you shut your computer down it's fine, once you load it back up again the transcript will have been done and it will be ready for you.

DARREN: Yeah, and I think, as you said, because that's already off in the cloud part of that is already ‑ yeah, it's already in tow, so you don't have to wait for the extra uploading time and downloading again, etc. I think ‑ is there any other questions anybody has at this point? We've got a question from Doug, maybe it was a question for me, any students who are under the NDIS funding have purchased this? Do you know Jim? Have we had any NDIS participants?

JIM: Good question. I know a few universities have asked can our students purchase ‑ they'd like to purchase individually, but how they source that funding, I don't know, but individual students who purchase in Australia can use that code to get it 15% cheaper, whether it's through NDIS or personally, they just use AUS15 for Australia 15 to get a discount code and they'll get it cheaper than the listed price on the website. Couldn't tell you if it was NDIS funded or personally funded.

DARREN: Natalie has just put into chat that Western Sydney is using Microsoft Azure for their single sign‑on.

JIM: Excellent.

DARREN: Pretty standard. You'd be familiar with that then. We've got a few more minutes. Anything else? Any new features coming up, any hints of anything we might be able to expect in the future? Are you going to give anything away?

JIM: I'll leave this one to Lee.

LEE: So I can give you a few indications. We're working on more flexibility with the layout options in Glean, so the ability to turn different areas on and off. I'm not going to go into the details of why that would be useful, but it will be. I know we're working on the ability to annotate slides as well. So we're calling it slide pins internally. I'm not going to describe too much, but you'll be able to annotate any slides that you enter. Then I've also seen them working on a freehand scribble tool so that if you wanted to jot equations down or something like that. All of these I know they are looking at. I'm not telling you that they're definitely going to be released because until it's released it's just‑ ‑ ‑

DARREN: We won't hold you to it, but it's a bit of a peek behind the curtain.

LEE: Yeah, and I know like a lot of companies like us, probably anyone working within the tech space, we are looking at how to intelligently utilise AI, generative AI to support the note‑taking process. So I know that is a big topic of conversation probably for every single person doing anything, but we're trying to not just rush features in. We're trying to think of how can we utilise AI to support the existing note‑taking process rather than, you know, replace it or ‑ I can't say much more than that other than it's a very active thing we're looking at in the background.

DARREN: That probably runs testament towards the way Glean has rolled out other updates and changes in the past, there's nothing rushed, things come out slowly, tested and tried before they're put out there‑ ‑ ‑

JIM: Can I add to that because everything that we consider, as Lee sort of alluded, it's around making sure that we enhance the note‑taking process because it's a process, it's not a product, whereas generative AI you have a product that you finish up with and where was the cognitive process that went with that. So we are very mindful.

LEE: It's an important point Jim makes there, though, because I think technology now can do a lot for you, but as we often say, there is absolutely no shortcut to learning and understanding and you often need to go through the process. I often create notes and never look at them again because my value, my benefit, has been the process of creating them in the first place, actively working with the information and thinking about it at a much more deeper level, and we don't want to jeopardise that by throwing tools in which might discourage people from doing that. So we're taking our time with it, let's say.

DARREN: Active learning versus passive, which is always a much better thing. I think that's probably it. There's another question. Somebody else has posted a new one. In chat there's a new question. Give me two seconds.

JANE: In the chat.

DARREN: Sorry, I've lost my point in the chat there. Jane, do you have the question there?

JANE: Yeah, it's how can institutions from South Africa benefit from Glean?

JIM: They can certainly ‑ we have users all over the world. We're in UK, US, Australia, New Zealand but also in the Asia Pacific, and I think there's some in northern Africa too. So it captures what you record, so if they're alluding to different languages, like Afrikaan or something, I'm not sure, but it certainly can be used in whatever context, whatever language, I guess, because you're recording audio. It would just be the transaction that I don't know how we'd manage that if it was a different language.

DARREN: Thank you for that, Jane. Thank you, Jim. Sorry I missed that question. I shut down chat and there's lots of bits in there. Yes, Lee?

LEE: I was going to say the different licence types we have available, the institutional or the individual, they're available to anyone in any country, but as Jim said there, although if you're just talking about the audio, you can record in any language, you can type in any language, but currently the transaction, the live captioning would just be in English, so we don't support other languages at the moment. That may come down the line.

DARREN: Excellent. Well, thank you very much for your input today and for showing us the new features etc that are there. Some very exciting developments for Glean, so thank you for joining us, Lee and Jim.

JIM: It's a pleasure.