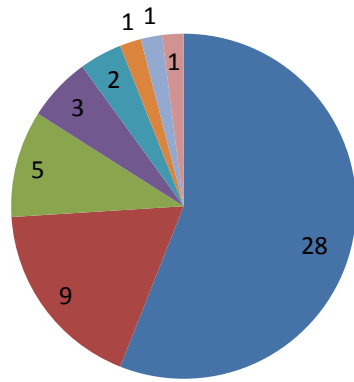
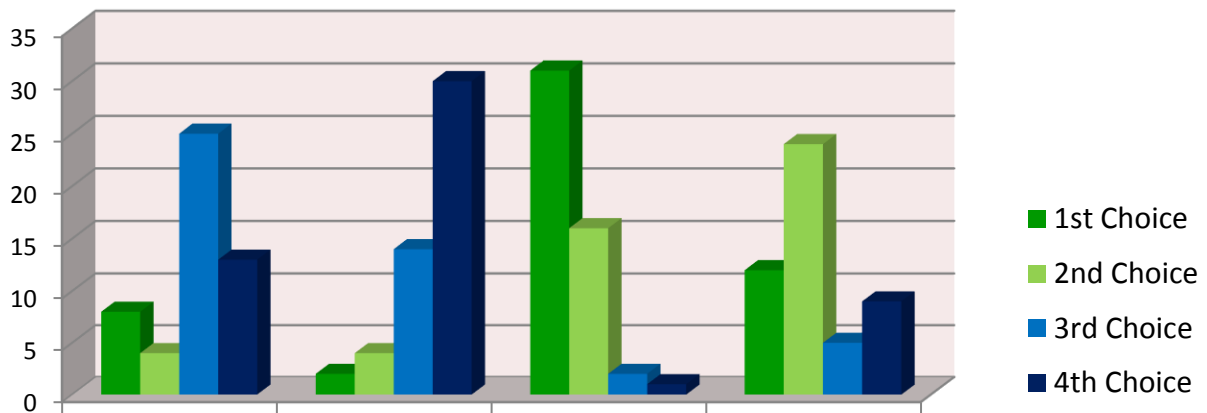


## 50 Responses by Practice Area



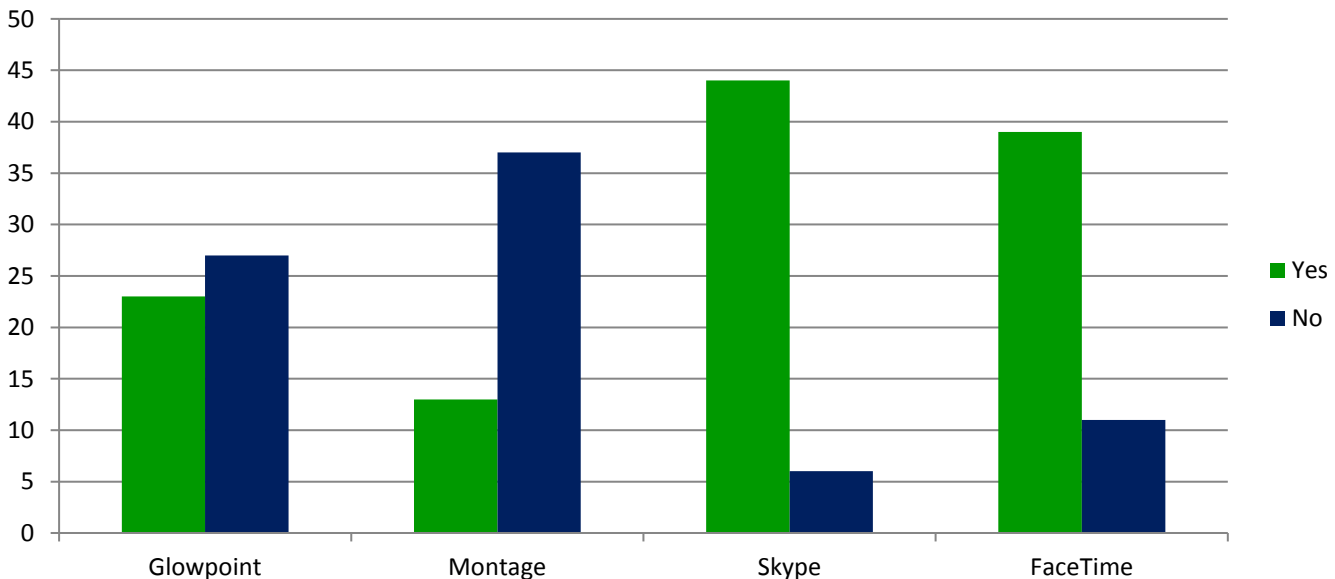
- Healthcare
- Education
- Academic Medicine
- IT
- WKA
- Board Services
- Life Sciences

## Preferred Video Platform of Current Offerings

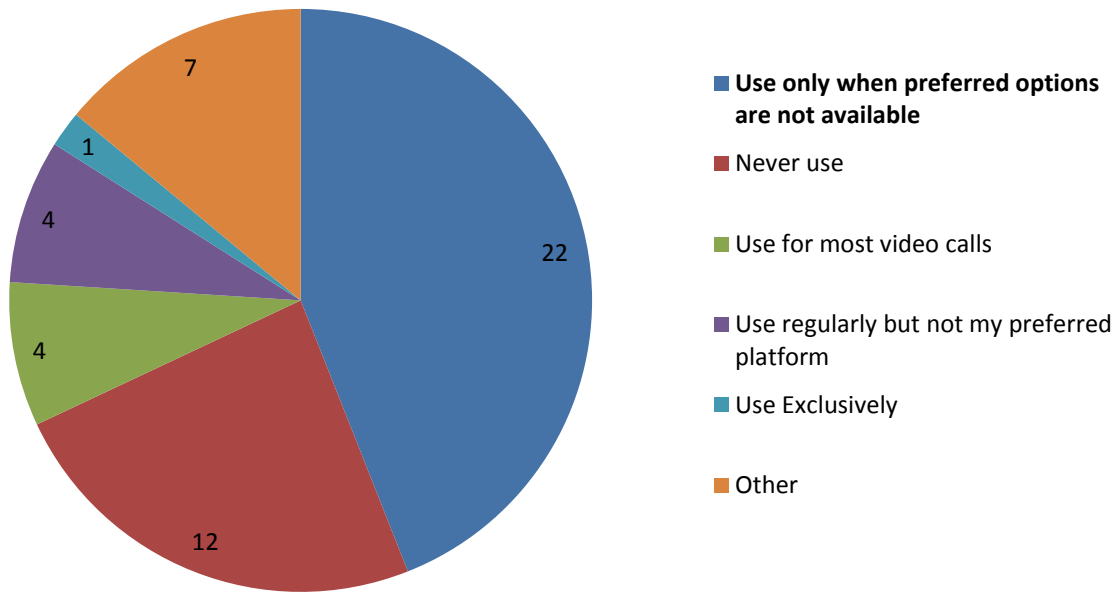


	Glowpoint	Montage	Skype	FaceTime
1st Choice	8	2	31	12
2nd Choice	4	4	16	24
3rd Choice	25	14	2	5
4th Choice	13	30	1	9

## Do the current platforms meet your needs?

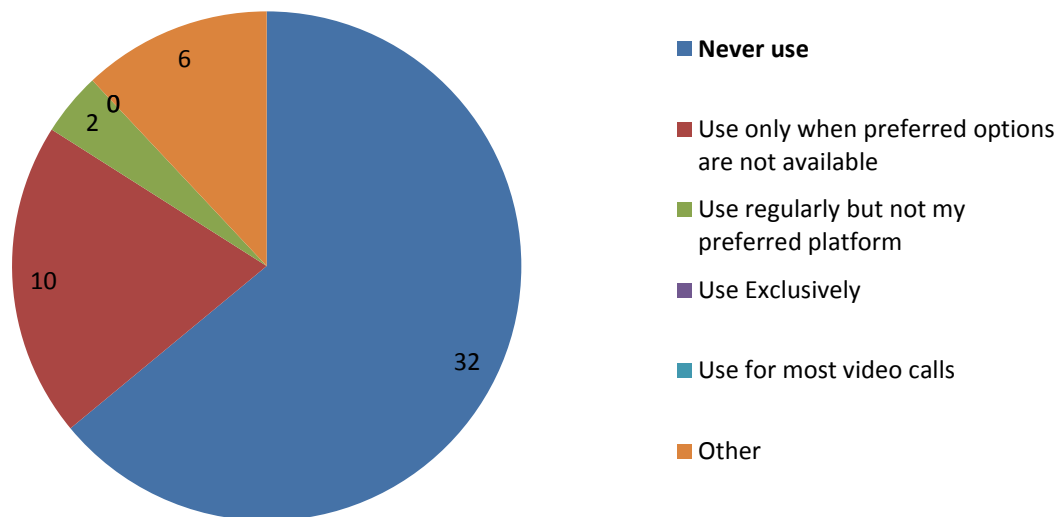


## How often do you use Glowpoint?



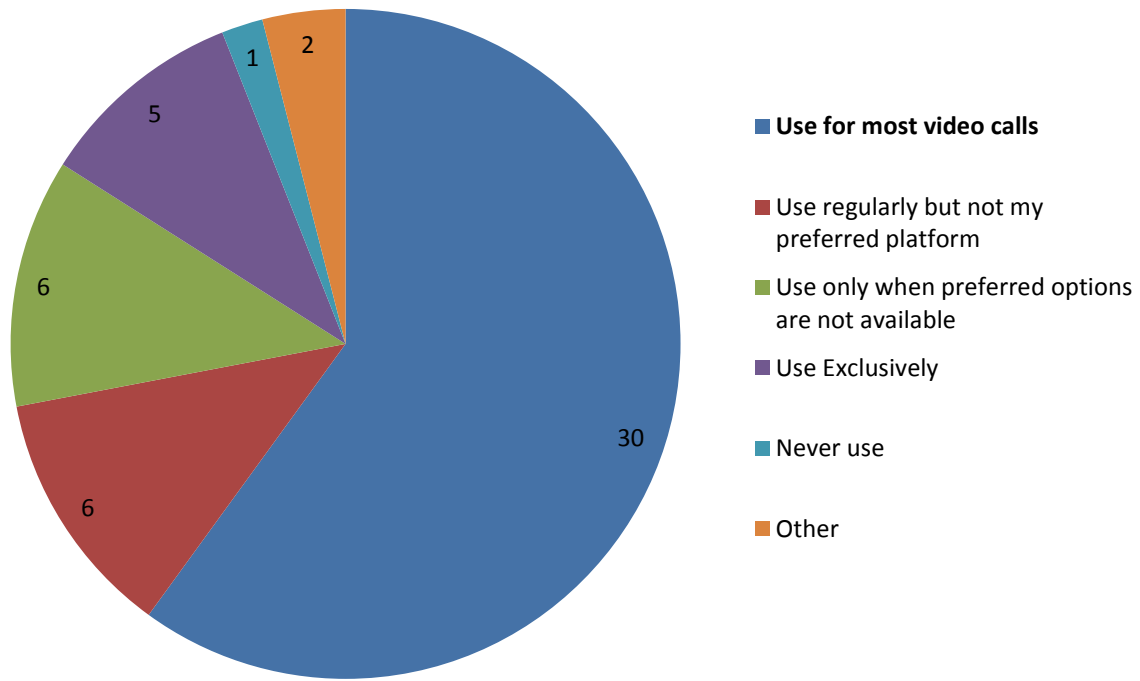
**OTHER Comments:** It has been months, likely over a yr. since used  
 Use when candidate prefers it  
 Negative experiences -see no reason to use them.  
 Last glowpoint was horrible; frozen picture  
 Once in a blue moon now; used a lot two years ago  
 Only when in a WK office  
 Prefer it, but don't use a lot

## How often do you use Montage?



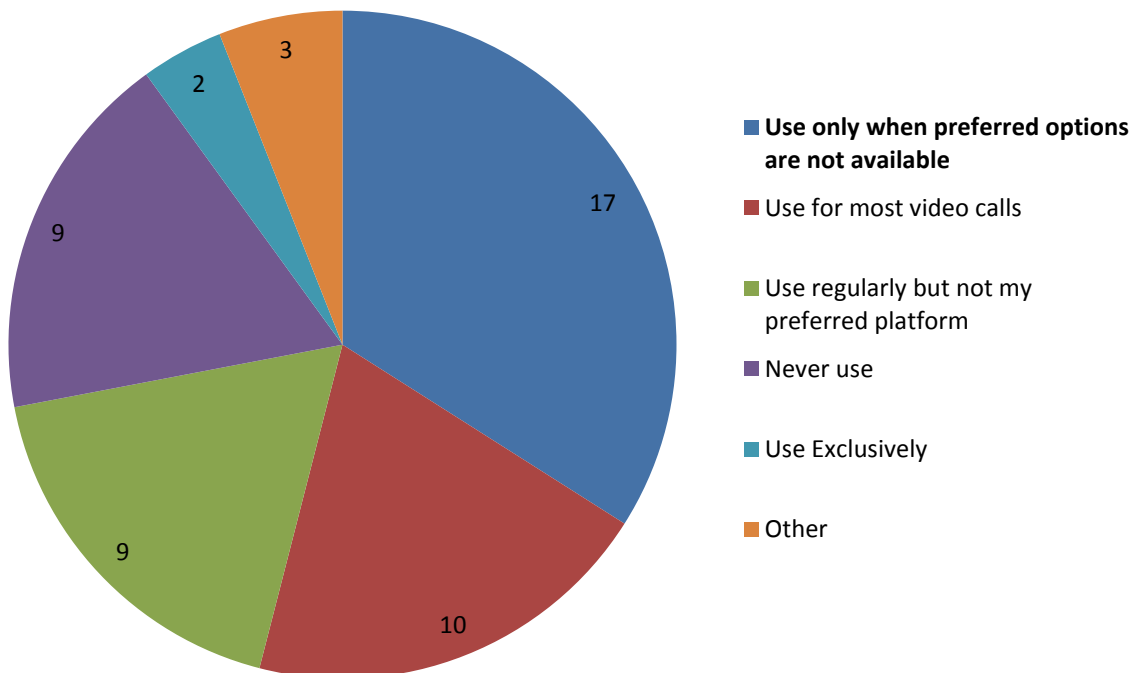
**OTHER Comments:** Haven't tried it yet.  
 Negative experiences - Not willing to use them  
 Just started to use it with consultant  
 1st use this Friday - we shall see... Loved GreenJob  
 Don't know if I have used it  
 Used it once didn't like it

## How often do you use Skype?



**OTHER Comments:** Consultant just got an account to prepare for GreenJob transition; but we don't want to worry about bandwidth etc. so he prefers Montage  
Use occasionally

## How often do you use FaceTime?



**OTHER Comments:** Use when my candidates prefer it  
I use this at home  
Used only a few times when candidate requests

Full Name	Practice Area	Please provide feedback about your experience with Glowpoint.
	Academic Medicine	I was typically disappointed with their service whether at fixed conference room set up or off my laptop. The administrators just stayed linked at the beginning and invariably troubles hit within 30 minutes and there was no way to correct other than call them. Pretty expensive option for lack of support through the whole call.
	Academic Medicine	Seems expensive and not better quality
	Academic Medicine	too restricted to location
	Board Services	Glowpoint conducts testing of candidate's PC/laptop which eliminates troubleshooting the day of the video. They also bridge calls for me because I'm often in a different location than CEO - this assures good connectivity as well. I rarely have technical difficulties during a meeting when using Glowpoint.
	Education	found that we had about the same instance of unrecoverable problems as with Skype, but with cost, and also scheduling and expense management hassle -- Inconsistent quality. Candidate firewall issues.
	Education	How can you require me to answer a question for which I have no experience or point of view?
	Education	I don't know, since I've never used it.
	Education	I have never used
	Education	I NEVER USE IT BECAUSE IT REQUIRES TOO MUCH ORGANIZATION, AND WHEN I DID USE IT IN THE PAST, THERE WERE ALWAYS PROBLEMS WITH THE BRIDGE
	Education	Tech support was not available when needed, thus we switched over to Skype.
	Healthcare	95% of the time I have no problems with their service.
	Healthcare	Bridges are inconsistent. People on the other end are not always familiar with the equipment, so the candidate is far away. All adjustments on our side. Connections seem very unstable. Expensive. Many candidates don't want to travel to external sites.
	Healthcare	For the most part there are no issues - sometimes the site they connect us to does not work well - later start time in the morning - or equipment failure.

Full Name	Practice Area	Please provide feedback about your experience with Glowpoint.
	Healthcare	Glowpoint is expensive, especially when you need to use a Bridge. My clients don't like to see these charges.
	Healthcare	Glowpoint service works great, customer service is always excellent. But it is costly.
	Healthcare	Glowpoint videos are easy to setup. The day of is when things tend to go awry. I have had to call Glowpoint on 5 occasions to make sure we were not charged. We have had connection issues with bridged calls from pc to pc as well as from our office to a reserved Glowpoint video suite. Glowpoint is also not very flexible. I have had a few candidates need to reschedule their video call within the 24 hour period before the call. So we have billed clients for calls that didn't happen. I have had a few candidates who liked the service so much that they asked if they could use Glowpoint for video interviews with the client. However the clients use other platforms such as "go to meetings"
	Healthcare	Haven't used it on a couple of years, maybe longer.
	Healthcare	I typically use Glowpoint when I feel that there is need to have support services on the candidate side of the interview
	Healthcare	It's been satisfactory for the most part, but prefer Skype.
	Healthcare	I've never had an interview without issue using glowpoint.
	Healthcare	Most of the time. Occasionally, I can't find a room in remote locations
	Healthcare	my remote office based shareholder forgot how to use this/doesn't know if it's loaded on current laptop
	Healthcare	Not nearly as convenient and more expensive than Facetime
	Healthcare	only been involved with once... not really sure of its capabilities or procedures... still learning.
	Healthcare	Only used Glowpoint twice via Video Conference Room
	Healthcare	Poor quality
	Healthcare	Positive - Good reliable connection
	Healthcare	service is usually not great; video frequently disconnects and doesn't work properly
	Healthcare	since I office virtually it is not a good option
	Healthcare	Too often connections are poor

Full Name	Practice Area	Please provide feedback about your experience with Glowpoint.
	Healthcare	Usually I can find a location nearby but they don't accommodate like Connexus does.
	Healthcare	would often lose connection and I believe it is rather expensive
	IT	Bad service, candidates don't like it
	IT	It used to work well and then was awful and I stopped using it.
	IT	It's expensive, time consuming and never had luck
	WKA	Poor audio issues and video interruption. Most of the candidate need to connect via wifi and this seems to create problems (according to Glowpoint).

Full Name	Practice Area	Please provide feedback about your experience with Montage (formerly GreenJobInterview).
	Academic Medicine	Better experience with them than Glowpoint however I opt for less expensive options
	Education	Frankly, don't use this due to non-comfortability of consultant -- also, if I have to schedule a video, I prefer to speak with a person vs filling out
	Education	Haven't tried - don't know if meets or not. But can't skip the question
	Education	I don't know, since I've never used it.
	Education	I have never used or it has been a really long time.
	Education	Tech support is OK, but the platform doesn't always work, and the audio is very balky.
	Healthcare	audio has to be done with phone; recently used montage and image delay was distracting and the issue of having audio/video on computer
	Healthcare	Doesn't seem to be any easier than just using Skype or Facetime.
	Healthcare	Have never used
	Healthcare	Have not used in a while, when I did it was fine
	Healthcare	I don't like that the video and voice is separate (video on computer and voice over the phone)
	Healthcare	i have never used it so i cannot answer the above ? so i don't know...
	Healthcare	I have never used this platform
	Healthcare	I used them a couple of times and experienced problem with connection each time. I now prefer not to use them.
	Healthcare	It doesn't work well; we ALWAYS have issues with echoing, picture, sound. Not worth the aggravation.
	Healthcare	last time I used this (years ago) it met our needs
	Healthcare	Never used this form of video
	Healthcare	only used it once
	Healthcare	poor connections
	Healthcare	Seems to work well - easy to schedule - no problems.
	Healthcare	Sound quality is terrible. Lots of echo. Often have to disconnect and finish by phone.
	Healthcare	The consultants I support do not like to use the phone and the computer to do a video.
	Healthcare	we shall see... first use is on 12/15
	IT	never used and don't know anything about it
	IT	Never used it.
	WKA	I have never tried it.

Full Name	Practice Area	Please provide feedback about your experience with Skype.
	Academic Medicine	Can be hit or miss but no worse than others. Less candidates use it though
	Academic Medicine	connection is often variable but it is very important to keep client costs in check
	Academic Medicine	Really the answer is maybe it meets my needs. Some calls have disturbance depending on the bandwidth (is that the correct term?) of the candidate or if too much is going on in the office to take up our bandwidth.
	Board Services	CEO prefers a conference room/executive setting for his videos. Skype does not consistently provide good audio/visual and troubleshooting can take up meeting time.
	Education	fairly easy and user friendly
	Education	I USE SKYPE EXCLUSIVELY BECAUSE I CAN SCHEDULE DIRECTLY WITH THE OTHER PARTY, ALMOST ALWAYS USE IT FOR INTERVIEWING CANDIDATES, IT IS NO COST TO THE CLIENT, AND I CAN USE IT ANYWHERE, FROM HOTEL ROOM TO HOME. THE DOWNSIDE IS THE QUALITY. UPSIDE IS THAT THE CANDIDATES CAN EASILY SIGN UP AS WELL.
	Education	Mostly good; on occasion I've had connection issues
	Education	Not always reliable but seems the best option weâ€™ve got. Would far prefer something like zoom. Otâ€™s awkward that our clients are more advanced on this front than we seem to be.
	Education	Not entirely. Candidates often do not have a Skype account and don't know how to use the system.
	Education	simplest option. Once in a blue moon a candidate needs to set up an account, or asks for a location to go to, but for the most part, 98% of the time, hassle free. If video connection is problematic during the session, they revert to a phone conversation, but rarely have an instance where they don't get eyes-on...
	Education	Skype is the best of a bad lot. Audio is a huge problem on all of these platforms as far as I can tell. Think about it. We may or may not make judgments based on what we see, but we MUST make judgments based on what we hear. The audio has to work.
	Healthcare	Connection issues aside, it's the most cost effective and viable option
	Healthcare	East to set up one to one or group session.
	Healthcare	Have never used for an interview here, but I imagine it could meet our needs.
	Healthcare	I used Skype exclusively for the partner and a lot for the other consultant I support. Usually there's no problem but sometimes we do run into technical difficulties.



Full Name	Practice Area	Please provide feedback about your experience with Skype.
	Healthcare	inconsistent in connection; often can't connect with candidate even when I have correct address, and vice-versa (candidate to me)
	Healthcare	It's ok, best when both parties are on wired connections. Seems easiest and most convenient.
	Healthcare	Like that I can do it from where ever. Only issue is not everyone has a Skype account and they have to create one. It's challenging for some people.....
	Healthcare	Most candidates are familiar with Skype and I do not usually encounter any issues with connections.
	Healthcare	my remote office based shareholder forgot his log on info/doesn't know if it's loaded on current laptop
	Healthcare	No problems.
	Healthcare	Occasionally have connection/quality issues
	Healthcare	Often have to educate candidate how to do it, but connections are for the most part good, at least as good as external vendors and its more convenient for candidates. Sometimes candidates don't like this because they do not wish to use work computers for these activities. Free is a factor and some of my clients mandate a free source for video interviews.
	Healthcare	Our Wifi connection is weak, so the connections drop which can be a problem.
	Healthcare	Consultant uses this more and more - once in awhile there is an issue.
	Healthcare	preferred platform. Also like the option to do a 3 way video with other W/K colleague
	Healthcare	Reliable as I am on fiber optic hard wired connection. Have trouble when candidates are on week wifi connection.
	Healthcare	Skype connections can be weak on our wifi and candidates often don't know how to use it.
	Healthcare	Skype from home is okay for one of my consultants. In the office we are often dropped from the call multiple times and end up finishing by telephone. We have even tried hard wiring rather than Wifi. The results are about the same.
	Healthcare	Skype is the preferred method of connecting Consultant and Candidate. No outside vendor assistance is necessary.

Full Name	Practice Area	Please provide feedback about your experience with Skype.
	Healthcare	<p>Skype provides the flexibility needed for scheduling video calls on the go. When Glowpoint videos have not been successful, we have been able to fall back on Skype interviews. Skype is user friendly/easy to set up for candidates who do not have it. Scheduling a Skype interview cuts out the middle man (such as when I have to call Glowpoint to schedule a video conference). The service is free, so I experience less frustration when I have to reschedule someone at the last minute. However, there are some candidates whose internet connection is slow which makes for a bad quality video.</p>
	Healthcare	Will sometime lose connection
	Healthcare	<p>Would be nice to also have Skype for business since it's not compatible with personal Skype and more and more of our candidates are not authorized by their employers to have a personal Skype account.</p>
	IT	Most of the time ok.
	IT	User friendly, I haven't found a candidate that doesn't have Skype.
	WKA	Generally but there are occasional issues with audio and/or video interruption.

Full Name	Practice Area	Please provide feedback about your experience with FaceTime.
	Academic Medicine	If we have a good connection it is the easiest way to connect.
	Academic Medicine	prefer Skype
	Board Services	CEO enjoys the convenience of FaceTime but only for short (15 - 30 minute) meetings. For his candidate interviews, he requires more time and prefers a conference room setting.
	Education	Fine. It's a bit more reliable for connections but it's harder for me to set up for video as I use my iPad and don't have a great way to "hold" the iPad to adjust the set up.
	Education	I DO NOT USE APPLE PRODUCTS.
	Education	I don't know, since I've never used it.
	Education	I use this at home to varying success - from room to room depends on how my wireless signal is at that location... so imagine it would be likewise problematic for "work" calls. Also, maybe I have outdated info, but doesn't this require Apple hardware, which could be limiting?
	Education	i usually don't use as much because i feel more comfortable on my computer vs. my phone or ipad; but may switch to using more
	Education	Stability of the video is usually a problem with the correspondents holding the device in one hand while talking into the camera. It is less like doing an interview and more like checking out your kid's dorm room.
	Healthcare	Actually starting to use more often
	Healthcare	always good
	Healthcare	Calls get dropped often and we end up finishing up by phone.
	Healthcare	Candidates with iPhones or iPads are familiar with Facetime and I do not encounter many connection issues.
	Healthcare	Connection is poorer than Skype; best when both parties are on wired connections.
	Healthcare	Connectivity is fantastic, but small screen size and incompatibility with non-ios platforms not ideal
	Healthcare	consistent connection but view is limited and dependent upon candidate adeptness with it
	Healthcare	FaceTime connections can be weak on our wifi and candidates often don't know how to use it.
	Healthcare	FaceTime is dependent upon the strength of the connection. It will frequently disconnect and auto reconnect. Makes me crazy when candidates are on their phones and moving around.
	Healthcare	FaceTime used only when Skype is not an option. FaceTime involves using cell phone with much small screen, which is why Skype is preferred.

Full Name	Practice Area	Please provide feedback about your experience with FaceTime.
	Healthcare	Found this to be the most convenient solution w/ excellent quality
	Healthcare	Have no idea, but would probably resort to it if nothing else is available.
	Healthcare	I do not have much experience with this. My consultant will self schedule her FaceTime videos most times.
	Healthcare	I only used this method for my consultant as a last resort.
	Healthcare	n/a
	Healthcare	No complaints
	Healthcare	Our Wifi connection is weak, so the connections drop which can be a problem.
	Healthcare	Problem with FaceTime is that candidates try to do from iPhone and that does not create the same type of interaction as a full screen video. Will use when necessary.
	Healthcare	Really same feedback as for Skype. I use my ipad, free, connections decent, easy for candidates who seem familiar with its usage.
	Healthcare	shareholder prefers this because no sign up, log on, passwords required
	Healthcare	The consultants I support do not use FaceTime.
	Healthcare	Works well if candidate cannot connect via Skype
	IT	Not used it.
	IT	not very professional
	WKA	It is simple and works the most stable given our environment

Full Name	Practice Area	Please provide any additional feedback for video conferencing.
	Academic Medicine	There are so many options today several clients use Go to meeting and that seems to work well.
	Academic Medicine	what about Zoom? I have used this with several clients, seems less expensive than Montage.
	Board Services	More frequently our candidates ask for Skype connections. When they do, I simply tell them we need to test our equipment for compatibility and they are very happy to schedule a test through GlowPoint. Therefore our overall preference for video conferencing continues to be GlowPoint. They provide outstanding technical support that takes the burden of troubleshooting and testing prior to our meetings off my plate. And testing in advance allows for reliable connectivity and audio/visual the day of the meeting. I think this smooth transaction without dropped calls and sketchy visuals ultimately leads to a better impression of our firm.
	Education	I only rated glowpoint and greenjobs because it was a forced rating. I just am not comfortable using them.
	Education	I only use Skype for interviews. Increasingly, we are using the clients' Zoom accounts for group meetings and candidate interviews with the search committee.
	Education	I THINK WE SHOULD INVESTIGATE ZOOM WHICH I UNDERSTAND IS AS FLEXIBLE AS SKYPE BUT A FAR BETTER PRODUCT.
	Education	It seems ridiculous to me that we can't find a vendor whose product works.
	Education	I've not tried the other two platforms.
	Education	Skype saves so much time... I used to go nuts with all the Glowpoint scheduling, emails back and forth, expenses, advance cancellation requirements, requests for credits due to failures/disputes. Thanks for asking ;)
	Healthcare	A candidate introduced me to Zoom recently and it worked great. Image good, sound good; he sent me invitation to join the meeting. I plan to set up an account with them
	Healthcare	Each platform has issues - nothing is always perfect - consultant choice really.
	Healthcare	I have clients now asking me to use other platforms like WeChat. Whatever we pick it also needs to work internationally as we now have more than a dozen overseas clients.
	Healthcare	Skype is becoming more of a preference. My consultant still likes video conferences but due to the price she sometimes opts for Skype based on our client.
	Healthcare	Skype is the easiest and most cost effective method of interviewing.

Full Name	Practice Area	Please provide any additional feedback for video conferencing.
	Healthcare	Skype seem to be the best method for my folks and it has improved technologically (video and audio).
	Healthcare	Skype seems to over the greatest flexibility esp when IVing on the road. Testing connections with the candidates is imperative.
	Healthcare	Want to know cost of Montage interviews (vs. GreenJob) and if we can save the co. money by using Skype more. But the Skype connection would need to be consistent.
	Healthcare	We are going to move our Wifi unit to middle of the office so our connection will be better. We hope it happens soon as last week's video was terrible given the number of dropped connections.
	Healthcare	We had one Skype call and two FaceTime calls today. None of them were successful. The consultants had to finish up by phone and are NOT happy with either app. The Skype call was on a laptop and hard wired. The FaceTime calls were on our iPad over Wifi. I understand we are moving our Wifi to a central location in our office soon. Hopefully that will help with Skype and Facetime.
	IT	I'm not sure why we would use something that we would have to charge our clients when we could use Skype and there is no cost...and it works!
	IT	Whatever we use, it should be easy for the candidates and reliable.
	Shared Services	My role does not require the use of video conferencing equipment-thank you!