

A Conversation with Roger about...

Technology and Strategies for Training

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What technologies are we going to talk about?

- Videoconferencing – best quality & most \$\$\$
- Mid-range: easier, less quality, but still \$\$\$
- Low tech strategies with resources everyone has.

Why use technology for training?

- Save \$\$\$, time, resources
- Make trainings go farther
- Access presenters around the world or multiple speakers at different locations.

PLUK history

- Began videoconference training in Jan '01
- Began streaming to the internet in Aug '01
- Began archiving on the internet in Aug '01
- VisionNet system – MetNet/ tele-medicine

Lower tech/ Lower cost strategies

- Tools needed – Mic, webcam, speakers
- Archiving – DVD/ VHS/ web
- Enhance phone conferencing

- Screencasting
- Free internet tools
- webcasting

Archiving

- Why archive?
- Use production team for good quality
- How to archive on the internet
- o Helix server
- o Video services – YouTube/ Google video
- o Video podcast

Enhancing Telephone Conference Calls

- Conference services to add interaction & visuals over the internet
- o ReadyTalk.com
- o WholesaleConferenceCall.com

Screencasting

- What is it? – recording a presentation on your desktop for distribution.
- PowerPoint Producer
- Camstudio

Video conversion tools

- Convert from one format to another
- DVD >>> streaming file

- Streaming file >>> DVD

“Skype” – communication over the internet

- Free PC – PC communication
- Free PC – PC videoconferencing
- Free PC – PC voice conferencing – nine PCs
- Paid services & add-ons
- Other similar services

Webcasting services

- Features – chat, whiteboard, sharing, etc.
- Examples: WebEx.com, GoToMeeting.com, Adobe Acrobat Connect, ReadyTalk, WholesaleConferenceCall.com
- Cost \$\$\$

What is videoconferencing & how is it different from webcasting?

- Does not use the web as an interface.
- Much higher quality video/audio signal.
- Designed for classrooms and large groups to interact in real time.
- Used by the government, hospitals (telemedicine), universities, and larger enterprises.
- Able to connect multiple sites together (bridging).
- Connects through the internet (IP systems) or ISDN (older technology used by US Dept of Ed)
- Additional services available: streaming to the internet, audio bridge (conference call), archiving to DVD.
- Additional equipment available: computer display, document camera, and/or VCR/DVD.

How can you access videoconferencing?

- Borrow, rent:
- Become friends with a company, university, hospital, or government agency that has a videoconference classroom or meeting room and see if you can borrow it when they are not using it. It costs them nothing for you to use it.
- Rent a site that is available for business use.

Checklist to set up your own site:

- Business class broadband internet connection of at least 384K.
- A public IP address available from your internet service provider that will be mapped to the videoconference unit/computer.
- Videoconference unit or computer setup (see below).

Videoconference units

- The main manufacturers of videoconference units are Polycom , Sony, & Tandberg.

Polycom: <http://www.polycom.com>

Sony: http://bssc.sel.sony.com/BroadcastandBusiness/markets/10010/market_10010.shtml

Tandberg: <http://www.tandberg.com/>

- These units are designed for classrooms and should include monitors, speakers, and microphones.
- Cost for these units are in the \$5,000 range.
- Units will include hook-ups for a phone line (for conference calls), video/audio inputs for DVD/VCRs/document camera, and options for connecting a computer display.

Computer setup for videoconferencing

- At least a Pentium IV computer system running at 2Ghz with 1gig of RAM.
- Web cam (640 x 480 VGA capable) – visit Logitech.com.
- Speakers & Sound cancelling microphone with mute or on/off switch – visit Logitech.com.

- Polycom PVX software – this will allow your computer to connect to a classroom videoconference system.

<http://www.polycom.com/usa/en/products/video/desktop/pvx.html>

How to connect multiple sites, stream, archive, and audio.

- Find/buy a bridging service – <http://www.vision.net>
- look for vendors of videoconference equipment
- speak with hospital/university teleconference studios.
- cost – usually by the hour
- add multipoint to VC unit (usually 4 sites)

Real world applications of videoconference technology

- Virtual staff meetings/trainings without travel.
- Regional/statewide team meetings.
- Combined on-site training, videoconference, conference call, streaming to the internet event that is archived to DVD.
- Board meetings that include members statewide.
- Statewide/local training that includes a speaker from another state.
- Statewide training that includes multiple speakers at multiple locations.
- Virtual conference speakers/trainers.