

The background of the slide features a large, semi-transparent watermark of the Rutgers University seal. The seal is circular and contains the text "RUTGERS UNIVERSITY" around the perimeter and "THE STATE UNIVERSITY OF NEW JERSEY" around the inner edge. The seal is centered on the left side of the slide.

RUTGERS

School of Public Health

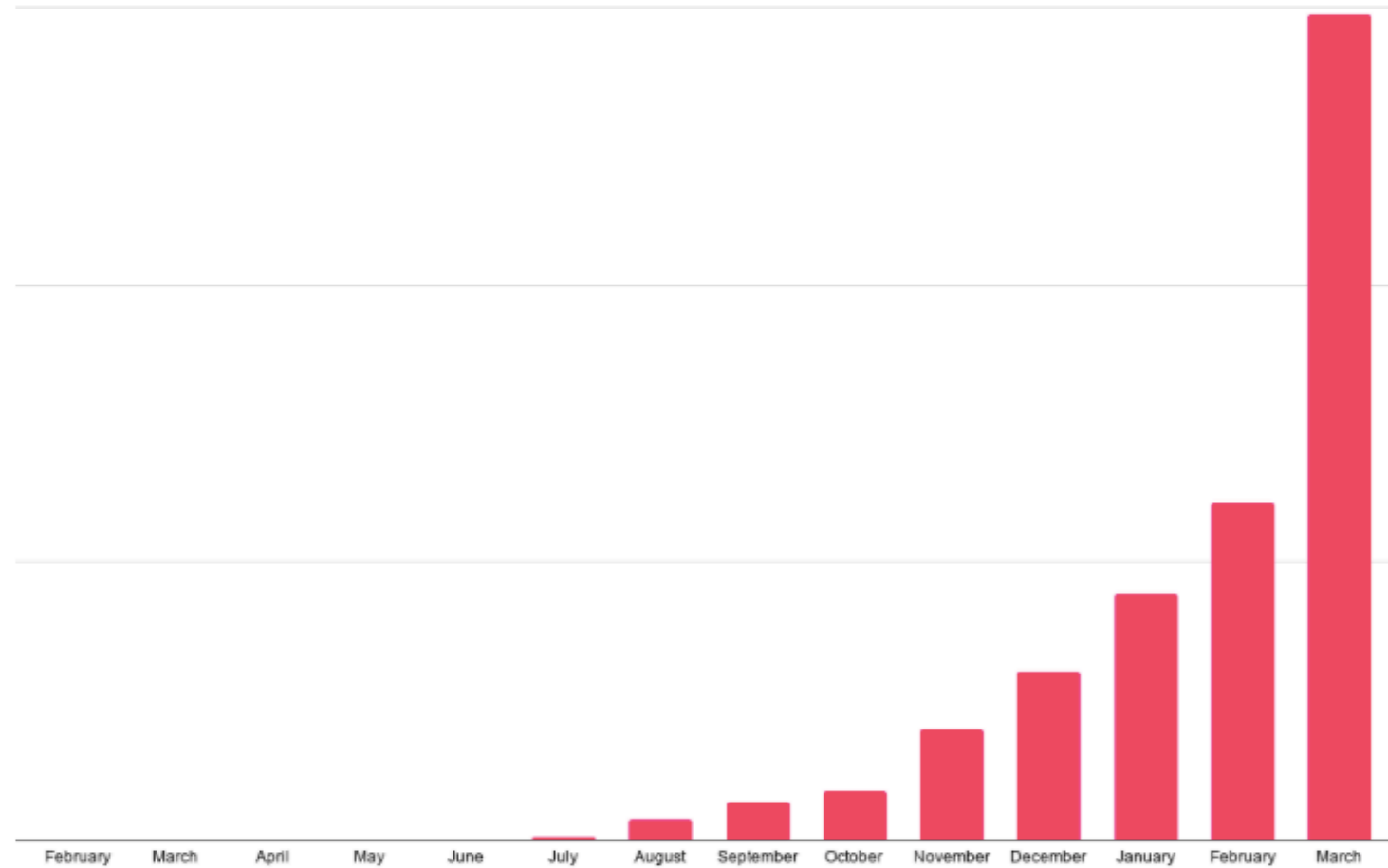
Using Web Conferences for Training

Today's Agenda

- Background information
- What is web conferencing
- Selecting a platform
- Tips for training with web conferencing
- Engage students in the class
- Resources
- Vivid Learning Online Demonstration
- Break out group exercise
- Discussion

Background

Interest in remote working tools has exploded in the last week



Background

“Globally, first-time installs of Zoom's mobile app increased 213% last week compared to the preceding week of March 9, and 728% compared to the week of March 2”

<https://www.businessinsider.com/zoom-video-everywhere-google-hangouts-skype-2020-3#clear-evidence-of-zooms-rise-the-zoom-app-is-dominating-the-charts-for-both-iphone-and-android-users-2>

“Webex daily meeting volume has more than doubled since the beginning of March and expanded 2 1/2 times from February. At peak hours, volume is up 24 times where it would be normally”

“Webex opened a free sign-up and service in response to the virus outbreak that drew 240,000 new subscriptions in the first 24-hour period”

<https://www.bloomberg.com/news/articles/2020-03-23/cisco-sees-video-demand-surge-for-webex-zoom-s-larger-rival>

Background

- Synchronous: instructors and students gather at the same time and interact in “real time” with a very short or “near-real time” exchange between instructors and students.
- Asynchronous: instructors prepare course materials for students in advance of students’ access. Students may access the course materials at a time of their choosing and will interact with each over a longer period of time.
- LMS: A software application for the administration, documentation, tracking, reporting, and delivery of educational courses, training programs, or learning and development programs.

What is Web Conferencing

- An online service by which you can hold live meetings, conferencing, presentations and trainings via the internet
- Most web conferencing platforms support voice and video conferencing.
- Some platforms also support screen annotation, polling, speaker management, chat discussions, shared whiteboards

Some examples

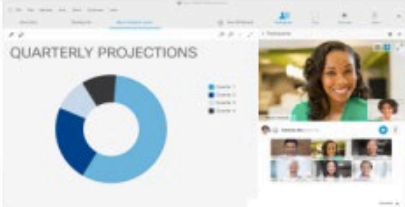
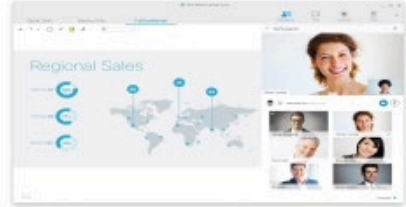



And others!

Selecting a platform

- Does your organization have access to a platform?
- What product do they have (meeting/webinar, free/paid)?
- Do you have IT support?
- Research information about platforms before buying
- For what are you using the platform?
 - Meetings
 - Training (awareness, operations, TTT)
 - Small groups/activities
 - Large audiences
 - Interactivity
- Advantages/disadvantages of each platform

What does your platform provide? WebEx

 <p>Cisco Webex Meetings</p>	 <p>Cisco Webex Training</p>	 <p>Cisco Webex Events</p>
<p>Expand all</p>		
<p>^ General</p>		
<p>Product Description Present information, share applications, and collaborate on projects in a centralized space.</p>	<p>Product Description Deliver highly interactive and effective online training and e-learning.</p>	<p>Product Description Stage large-scale online events.</p>
<p>Usage scenarios Collaborative sessions, internal and external meetings, product and project coordination, demos, sales presentations</p>	<p>Usage scenarios Employee, partner, and customer training product rollouts; certification and IT training; distance learning</p>	<p>Usage scenarios Webinars, events and conferences, product launches, employee communications</p>
<p>Number of attendees Up to 1,000 (including 200 video devices)</p>	<p>Number of attendees Up to 1,000</p>	<p>Number of attendees Up to 3,000</p>

Screenshot

What does your platform provide? Zoom

Meetings vs Webinars

	Meeting	Webinar
Description	Zoom meetings are ideal for hosting more interactive sessions where you'll want to have lots of audience participation or break your session into smaller groups.	Think of webinars like a virtual lecture hall or auditorium. Webinars are ideal for large audiences or events that are open to the public. Typically, webinar attendees do not interact with one another. Though Zoom provides options for you to get more social with your attendees, your average webinar has one or a few people speaking to an audience.

Meetings vs Webinars

	Meeting	Webinar
Best used for	<p>Small to large groups (2+ participants) for:</p> <ul style="list-style-type: none"> • Customer-facing meetings • Sales meetings • Training sessions 	<p>Large events and public broadcasts (50+ attendees) such as:</p> <ul style="list-style-type: none"> • Town halls • Quarterly updates • Educational lectures

So you've selected a platform

- Connect with colleagues to test the platform
- Use all the bells and whistles
- Ask questions
- Use technical support from the platform
- Hire/consult an instructional designer
- Test, Test, TEST!

Tips for training with web conferencing

- Set up your class in advance.
- Test your class with colleagues.
- Schedule your class in the application for your desired date/time
- Ask students to join with video (for meeting)
- Send invitation details to send to your students.
- Join your class a couple minutes early to ensure a proper connection.
- Ask you students to join early. Allowing them to download software, connect, etc.

Tips for training with web conferencing

- Check in with your students to see if they have connected their audio and video.
- Provide the agenda or plan for each class by Screen Sharing a document or slide at the beginning of class.
- Discuss online etiquette and expectations of the students at beginning of class or send this before class.
- Engage students by using available tools.
- Take time to promote questions, comments, and reactions from your class.
 - Allow time for your students to react
 - Ask them to write questions in chat
 - Unmute so that questions can be asked/discussed
- Use breakout rooms for small group discussions.
- Allow students to present their screen.

Tips for training with web conferencing

- Pre-set your meeting to mute participant's microphones upon entry.
- Look at the camera to create eye contact with your students.
- Check chat or video (if on camera) to check-in with your students and get feedback.
- Speak as if you're face-to-face with the class.
- When delivering a presentation, sharing images, files or video, give your students a moment to open or take in what you've shared.
- Take time after the end of your comments to allow students to engage.
- Provide breaks.

Tips for training with web conferencing

- If your microphone is not working, use the phone dial in.
- If your Internet connection is slow or lagging, consider temporarily turning off your video stream.
- Students should wear earbuds or a headphone set.
- Students should mute their microphones if they are not speaking.
- Check the “chat” and Q&A space for student questions and contributions.
- Have a 2nd person just for technical support – answering questions about audio/video, monitoring chat, etc.

8 Mistakes To Avoid When Hosting An Online Training Webinar

- Choosing The Wrong Video Conferencing Platform
- Lack Of Preparation
- Treating Participants Like Passive Observers
- Trying To Cram Too Much Information Into A Single Online Training Event
- Foregoing Rich Multimedia
- Skipping Social Media
- Forgetting To Record The Online Training Webinar
- Failing To Gather eLearning Feedback From Attendees

Engage students in the class

- Polling
- Breakout rooms
- Share screen
- Whiteboard
- Chat
- Attention tracking

Webinar Report (Zoom)

Attended	First Name	Last Name	Email	Join Time	Leave Time	Time in Session (minutes)	Attentiveness Score
Yes	michelle	C		2/25/20 14:08	2/25/20 15:27	80	100.00%
Yes	Nahid	B		2/25/20 14:05	2/25/20 15:27	83	100.00%
Yes	michele	A		2/25/20 13:59	2/25/20 15:27	89	100.00%
Yes	Eric	T		2/25/20 14:03	2/25/20 14:07	5	100.00%
Yes	Eric	T		2/25/20 14:07	2/25/20 14:22	16	100.00%
Yes	Eric	T		2/25/20 14:22	2/25/20 15:27	65	100.00%

Attentiveness score: Percent of time a participant had Zoom in focus.

Resources

- Check help pages on each platform
- Google how to use web conferencing
- Instructional design tips

Break out group exercise

- What platform have you used?
- Were you a participant or instructor/presenter?
- What activities did you use in the platform? (i.e., chat, whiteboard, etc.)
- What is your experience with it?
 - What type of program did you use/participate in it for?
 - What was positive experiences did you have?
 - What was negative experiences did you have?
- What problems did you encounter?
- What tips do you have for others from your experience?
- What questions do you have that we can try to answer?