

If we build it, will you come?

Proposal to form a
collaborative group to
develop and maintain Adobe
Connect training materials

Your Hosts and Presenters

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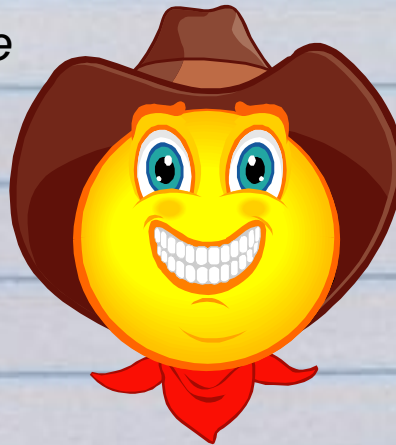
Go Back One Year



John Dorner, NC State



Peg Shuffy, Penn State



Pete Flores, Texas A&M

New Resource – Same Old Problems

- How do you support a new university community central resource without adding more staff and more infrastructure?
- How do you determine if support should be central or local?

Support Considerations for Adobe Connect

- Penn State Help Desk provides centralized support
- Help Desk staff answer general questions
- Adobe Connect is too complex for general support to suffice

Questions are too Specific for Centralized Support

How/if Adobe Connect works is affected by:

- Local unit network customizations
- Local unit firewall implementations
- Local department installation rules
- Users need immediate help when there are problems during a meeting

De-centralized vs Centralized Support

- Need centralized support to reduce unnecessary duplication of efforts at the local level
- Need local support for immediate help and knowledge of customizations
- How do you combine the efficiency of centralized support with the personalization of local support?
- We used Drupal to create an online community

Figured it out yet?



What was needed – A Process

1. Define a driving need

Online Community Scales Well

- Immediate pay-offs of the online community are scalability, flexibility, and efficiency
- Community provides both central and local support instead of either or
- Everyone with the same or similar needs and questions have access to the same answers and information
- Scales across the Penn State community of 80,000

Success of the Online Community

- Our information is at the top of the page for most any Adobe Connect Google search you can think of
- We started getting inquiries from other institutions who were already using Adobe Connect or just beginning implementation
- We realized that the online community scales for a much larger audience than just the Penn State community

What was needed – A Process

1. Define a driving need
2. Build a community

Training and Support Have Similar Issues

- Penn State Training Services staff are generalists -- Adobe Connect is complex
- Different units do things differently -- hard for centralized training to provide adequate instruction
- Remote training is an issue

Immediate Training Needs

- IT support staff needed more in-depth training than they could receive from the general, centralized training sessions
- Ag Sciences needed more extensive training and training for remote participants

Focus Group Feedback

- Short and to the point -- just in time
- Readily available
- Easily searchable
- Apply to all audiences
- Address all user roles
- High quality
- Maintained
- Make source files available
- Work in Share pod both synchronously and asynchronously
- Work with various distribution methods

Training Materials Design Process

- Compile an inclusive list of topics
- Develop scripts – not easy
- Develop content as small, self-contained chunks instead of specific tasks
 - Chunks can be “wrapped” in HTML, Presenter, text
 - Easier to edit and can contain details specific to the audience -- which means that the materials will scale across the Penn State community
- Because the chunks are generic, materials will also scale across a much broader Adobe Connect community

Development and Production

- Experimented with applications to achieve desired outcomes
- Standardized on applications
- Standardized on a PowerPoint template
- Produced learning objects that can be combined into modules which can then be combined into lessons
- Development based on standards makes all pieces interchangeable

What was needed - A PROCESS

1. Define a driving need
2. Build a community
3. Create standards

Examples

- Camera and Voice pod

Our Proposal

- Creating high quality, comprehensive training materials for Adobe Connect is more than any one of us is able to do alone.
- A possible solution is to form a collaborative group that will develop modular training materials for Adobe Connect based on set standards.
- The materials will be owned by the group
- Members will have access to all source files, not just the ones they created
- Maintenance of materials will be shared across the group

What now?

- Join us immediately after this session