



Encouraging Disruption in the Classroom

Combining Video Conferencing, Software Tools and Pedagogy for rich experiences in remote staff training at USQ

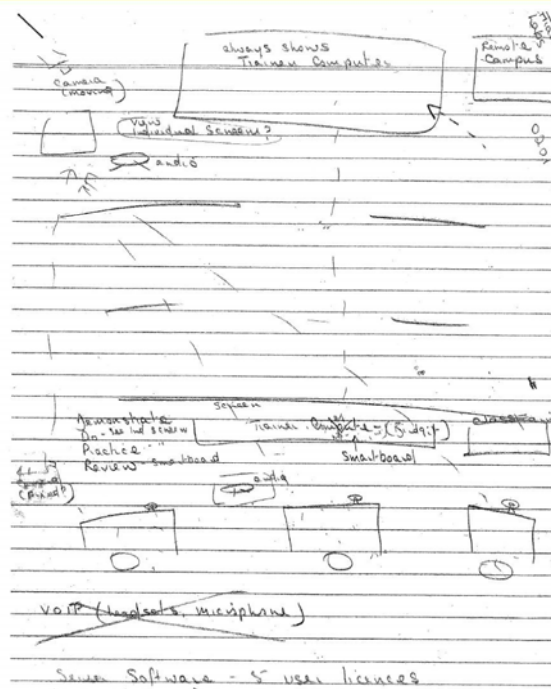
Online vs Face-to-Face

- Did not want a purely “online” solution
- Parallel solution that offered the advantages of the face-to-face experience
 - Group dynamic
 - Instancy of communication
 - Suits most learning styles
- Innovation, not complacency

Remote Training “Cells”

- Remote staff participate in Toowoomba classes
- Maximum class size no more than 13
- Remote staff must feel included in group dynamic
- Must be able to interact with group plus individually with trainer
- Trainer must be able to view the remote participants activity on their computers

Concept Sketch!



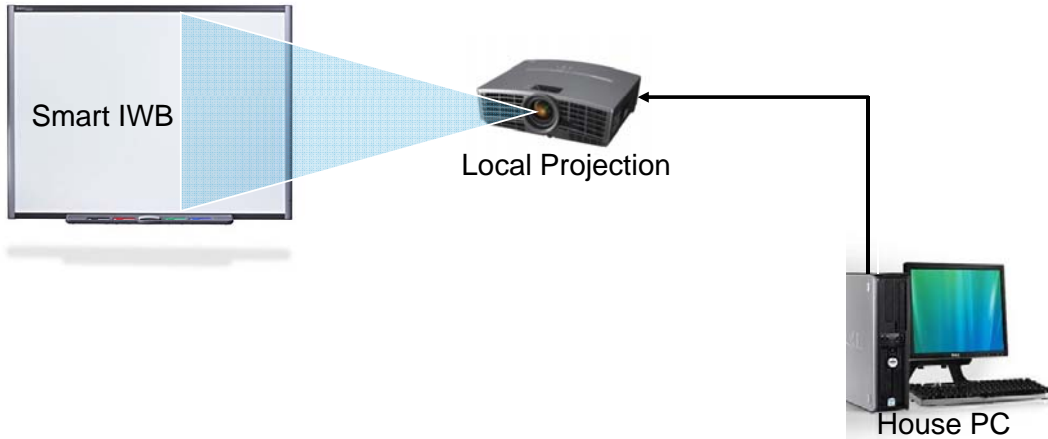
Solutions?

- What technology would enable the connection between Toowoomba and remote ‘cells’?
- What software could be used to view remote participants computer screens and enable private communications?
- What pedagogy would trainers need to incorporate into course design?

The Plan

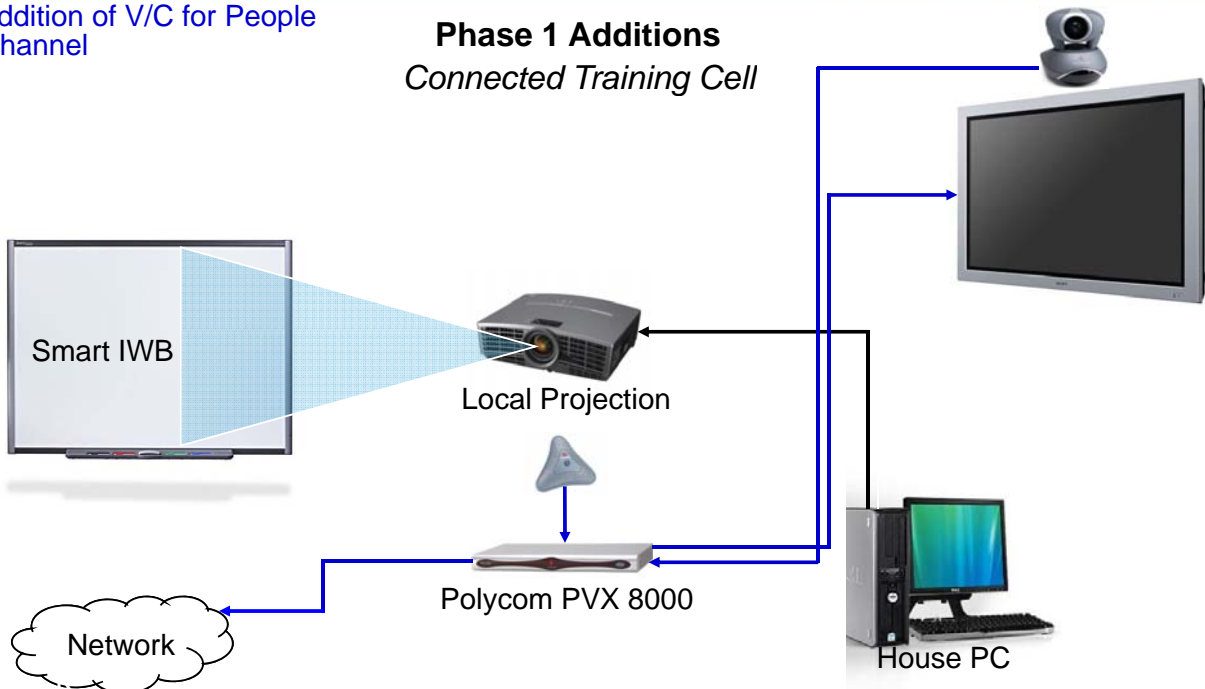
- First phase, one way teaching delivery from Toowoomba to remote campuses
- Technology include video conferencing connections incorporating Bridgit and SynchronEyes software
- Interactive whiteboard at Toowoomba would project onto large screen at remote end using Bridgit software
- 50” plasma screens enable participants to view trainer and visa versa

Initial Installation
Isolated Training Cell



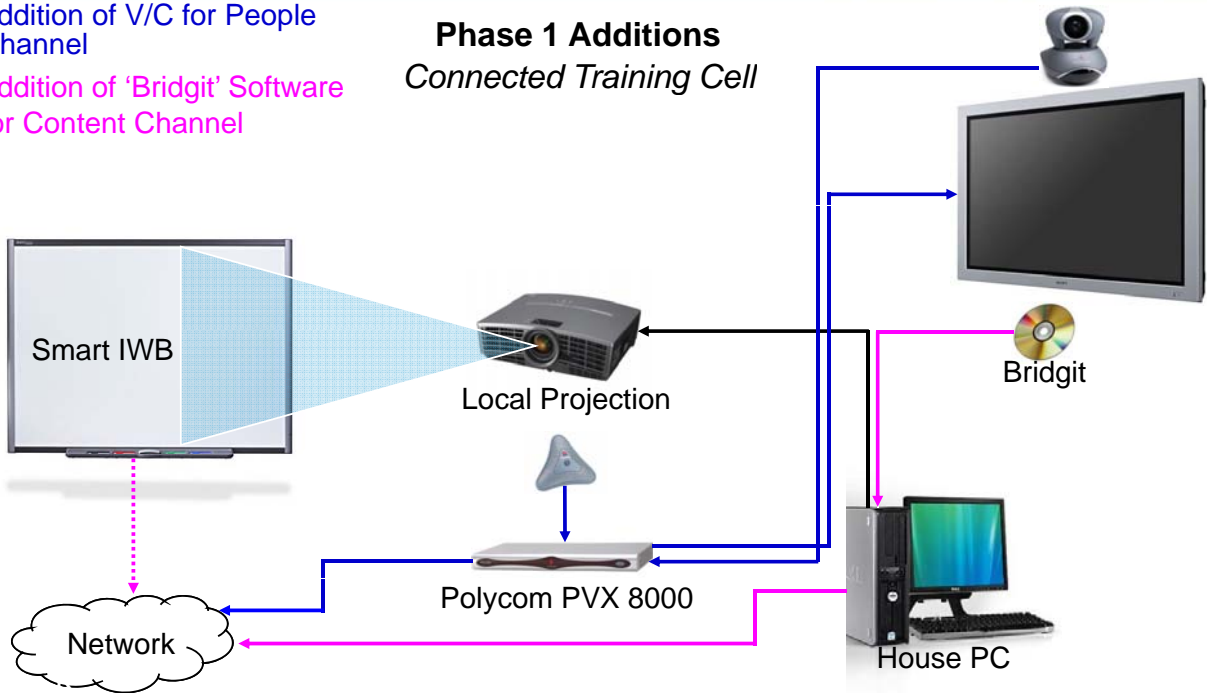
1. Addition of V/C for People Channel

Phase 1 Additions
Connected Training Cell



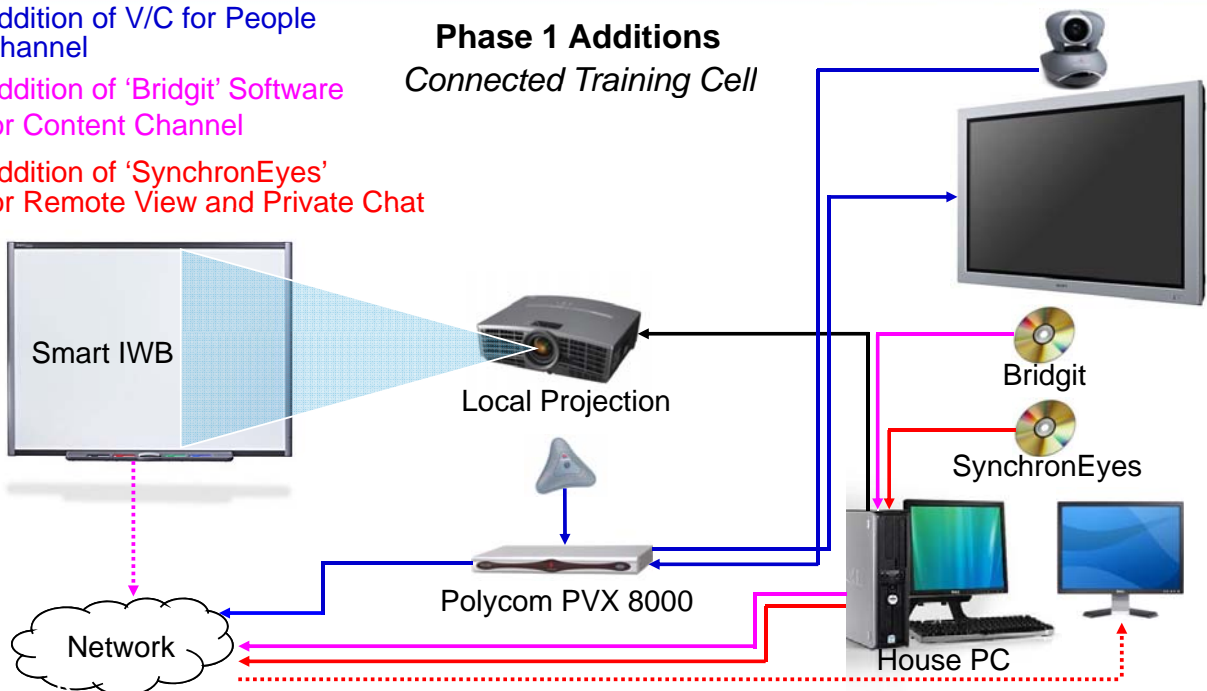
- 1. Addition of V/C for People Channel
- 2. Addition of 'Bridgit' Software for Content Channel

Phase 1 Additions
Connected Training Cell



- 1. Addition of V/C for People Channel
- 2. Addition of 'Bridgit' Software for Content Channel
- 3. Addition of 'SynchronEyes' for Remote View and Private Chat

Phase 1 Additions
Connected Training Cell



Phase 1 Additions

Phase 1 Additions *Connected Training Cell*

Three independent software and hardware layers running in parallel to achieve seamless remote training experience



Video Conferencing

For transmission of high quality audio and trainer / student camera views



Bridgit
Software

For transmission of interactive whiteboard content and annotations



SynchronEyes
Software

For transmission of student PC content back to trainer and private chat

Other considerations

- Would the remote campuses provide dedicated space for the cells
- What contingencies required if network connections failed during a session
- Extra workloads for support staff
- Pedagogical techniques to incorporate remote participants into the social environment and class dynamic
- How would we administer remote sessions

Implementing the Plan – an Exercise in Collaboration

- Concept put to remote campus via relationship meetings
- Dedicated and shared space allocated
- Agreement on who provides what
 - ICT provides equipment, display screen, 3 training computers, one control computer
 - Remote campuses provide space, furnishings (desks, chairs) and fittings
 - Room bookings via Outlook. ICT Training Manager has owner permission, others are reviewers.

Activating the Plan

- CTO provided the funding for our commitment
- Fraser Coast to be ready by Semester 1, 2009
 - Equipment and furniture
 - Bridgit software
 - SynchronEyes and computer images

Testing

- Pilot training test in February 2009 Fraser Coast and April 2009 Springfield
- Worked out methodology
 - Demonstration techniques
 - Global vs private questions
 - Introductions
- Administration issues
 - Distribution of printed manuals and training notes
 - Video conferencing connection

Production

- Fraser Coast came “online” in March 2009
- Springfield in May 2009
- Support and administration staff at both campuses give great service
- Combined with the same level of support at Toowoomba, this has enabled the project to run smoothly
- Courses are advertised and staff register via our Online Registration System



Evaluation and Conclusion

“Once everything was working I found the session to be very beneficial both from a content point-of-view and also with the facilities - the images were clear; the volume was fine and being able to see the trainer and at least some of the other participants just made it feel like you were part of the whole training process.”

“The technology with Fraser Coast worked well”

“Well done with the tech issues”

“Remote connection was great, it is wonderful to be able to participate in more training sessions now with this venue.”

The Individuals



The Teams

Audio Visual Support

Desktop Support

Network Support

Systems Administration

ICT Training