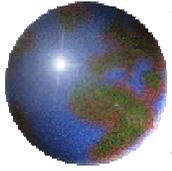


# *Virtual Classrooms Overview*

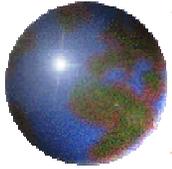
*July 16, 2002*



## *What is a Virtual Classroom?*

A *Virtual Classroom* is a web-based tool that enables participants and instructors to share information from different locations. As a training tool it is similar to classroom training, without the travel time and expense.

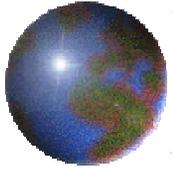
- ❖ Distance Learning is any type of training where the participants and instructor are in multiple locations. Virtual classroom is a *software* based solution; videoconference is a *hardware* based solution. Each offers advantages and tradeoffs.
- ❖ A virtual classroom applies a different *delivery strategy* (web, classroom, videoconference) to the same *instructional strategy* as a classroom.



## *Types of Virtual Classrooms for FSA*

Virtual Classrooms take many forms depending on the size of the audience and the level of interactivity required:

- **Small Meeting:** allows small groups of 2-10 people to share and develop ideas with a lot of interaction of applications, documents and audio.
  - Project team meetings and kick-off sessions
  - Refresher training
  - Brainstorming, focus groups and knowledge sharing sessions
- **Training Class:** intended for instructional events, the training class usually consists of 5-50 participants who interact using presentations, live discussion, Q&A, text chat and breakout rooms.
  - System training and walkthroughs
  - Career Zone and CZ Tech regional training
  - New employee and operating partner orientation
  - Recording experts for future reference
- **Seminar:** similar to a video-conference, a seminar is an educational or informational event where information is presented to several hundred people with some response from the audience in the form of Q&A
  - All Hands Meeting
- **Webcast:** mostly informational, the webcast may share information with several thousand people with little, if any, audience response
  - Informational broadcast to schools



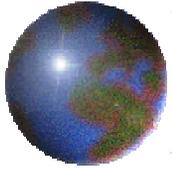
## *Features and Requirements*

### ● Sample Features

- Presentations
- Audio and/or video (Internet VoIP or telephone)
- Live questions and answers
- Application sharing for system walkthroughs
- Electronic whiteboards
- Text-based chat
- Breakout rooms
- Real time quiz
- Audience polling
- Experts available (live or recorded)
- Record and playback of the session

### ● *What are FSA's Requirements???*





## *Benefits and Constraints*

Virtual classrooms increase accessibility and service while lowering the costs to deliver training and information to internal and external audiences.



### Reduce Costs

- ❏ Reduce travel costs
- ❏ Reusable IT platform
- ❏ Reduce labor associated with number of sessions and travel time



### Increase Customer Satisfaction

- ❏ Increase accessibility of training to schools for participants who won't or can't afford to travel
- ❏ Review recorded sessions for refresher training or missed classes
- ❏ Provide consistent and timely information
- ❏ Access "live" experts via real-time Q&A



### Increase Employee Satisfaction

- ❏ Reduce travel for staff
- ❏ Increase accessibility for regional staff to participate in training and meetings
- ❏ Provide consistent and timely information for all employees

Virtual classrooms still have some of the same constraints as regular classroom training (availability of instructors and limits to class sizes). Virtual classrooms do not provide the social interaction of a classroom nor the hands-on use of a system provided by simulated computer-based training.