Adoption Services: Training & Education

Service Overview

Studies have shown that the most successful videoconferencing and collaborative communications systems are the ones in which continuous promotions and training take place. Lack of proper training and education are major reasons why many videoconferencing and collaboration systems have failed to be adequately utilized. Teaching users how to operate equipment is only part of the training process. Users need to be educated on why they should use the technology and how it benefits them. People are reluctant to change unless the change provides benefits. This is especially true as it related to technology.

In addition to basic equipment training, AVI-SPL recommends the following, more detailed education courses:

Video & Collaboration Coordinator Training

- Stress System Operation
- Emphasize User Interface and Applications Development

Training & Education Options	
Video & Collaboration Coordinator Course Includes written, leave-behind training documents	1 train-the-trainer session
User Education Course Includes written, leave-behind training documents	1 train-the-trainer session
Additional courses a la carte:	
Face-to-face training	Per 20 students
Training via videoconferencing	Per 15 students

The in-depth **Video & Collaboration Coordinator Training Course** is a ½ day course that includes a conferencing & collaboration overview, system operation, videoconferencing techniques, and a format for training users and addressing their questions and concerns.

User Education

- System Overview
- Successful Videoconferencing & Collaboration Techniques
- Applications & Benefits
- Case Studies

The **User Education Course** is a 1-2 hour course at each site. Additional time may be allotted if a large group of users requires training. We recommend that Video & Collaboration Coordinators sit in on the User Education Course to learn how to offer subsequent training to new users. In addition to system operation, the course includes successful video & collaboration techniques, specific applications & benefits for videoconferencing and collaboration, and sample case studies. The course emphasizes live interaction with another site.