



# FINAL PRESENTATION

## IMMERSION 2007/2008

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Kim Amin  
Kim Monti  
Matthew Mariani  
Rahel Woldehanna



# Outline

- Introduction
- The Virtual Collaboration Centre (VCC)
- Adobe Connect
- Training Collaboratory
- Building the VCC
- Design Decision
- Prototype
- Recommendations
- References
- Acknowledgements

# Performance Analysis: Key Findings

- From face-to-face training to online delivery.
- More interactive online training desired.
- Staff is dispersed over a large area.
- T/TAC staff belong to priority project teams.
- Teams need to collaborate across distances.





VA Assessments

SOL Enhanced

Resources

Events

Online Training

 Home

 Site Index

 FAQ

 Search

 Contact Regions

 T/TAC Online Brochure

 T/TAC Online User Guide

## Welcome!

[Create User Profile](#)

The Virginia Department of Education's  
Training/Technical Assistance Centers (T/TAC)  
For Persons Serving Children and Youth With Disabilities

### ✓ CHECK IT OUT!

- Take a Look at the Webshop: NIMAS: National Instructional Materials Accessibility Standard
- A Great Resource to Check Out: Audacity, The Free, Cross-Platform Sound Editor
- A new VAAP Instructional Resource - Skills Assessment/Planning Guide: Self-Determination
- As the weather gets warmer, take a look at the SOL Enhanced Plus Lesson: "Feelin' Hot, Hot, Hot."



# Needs Analysis Results

- Real-time collaboration on work products from a distance (Web conferencing).
- Shared file storage areas with document versioning for project teams.
- Integrated scheduling of video and Web conferencing.
- Support for collaborative development of more interactive online training content.



# Design Approach

- Experiential strategy
  - Design team use of collaborative tools
  - Starting October 2007
- Usage-Centered Design
  - Constantine & Lockwood
  - Starting January 2008



# Experience as Strategy

The screenshot displays a web browser window titled "edit791 - Editing - Mozilla Firefox" with a "Share - Mathew Mariani" overlay. The browser's address bar shows the URL "http://edit791.pbwiki.com/SME%20Questions%20Central?edit=1". The page content includes a header for "edit791 | Editing SME Questions Central" and a navigation menu with options like "Getting Started", "Latest Headlines", and "edit791 wiki". The main text area contains a document titled "SME Questions( part 2).doc" with a "Mission/Goal statement" section. This section lists a series of questions for T/TAC professionals, such as "What services are you providing at the moment?" and "How do you 'customize' technical assistance?". The interface also features a "Camera and Voice" control panel on the left, an "Attendee List" showing names like "Rahel Woldehanna" and "Matthew Mariani", and a "Chat" window with messages from "presenters" and "Kimberly Monti". At the bottom, there are "Save" and "Cancel" buttons, along with "Hide page(?)" and "Lock page(?)" checkboxes.

Camera and Voice

Attendee List (1)

My Status

Rahel Woldehanna

Kim Amin

Afua Gyasi

Kim Monti

Matthew Mariani

Chat

(presenters): OK so I was trying the text chat to more than one person, but it won't let me pick more than one off of the list

Kimberly Monti: that is weird

Kimberly Monti: i tried it too

To: Everyone

Note

Share - Mathew Mariani

edit791 - Editing - Mozilla Firefox

File Edit View History Bookmarks Tools Help

http://edit791.pbwiki.com/SME%20Questions%20Central?edit=1

Getting Started Latest Headlines edit791 wiki

edit791 | Editing SME Questions Central

New features! Switch to Classic Mode

B U I ABC Format Normal Font Size Link Insert Image Insert Plugin Source Attach file

SME Questions( part 2).doc

Mission/Goal statement

Questions for T/TAC professionals:

- What services are you providing at the moment?
- How does?
- What do teachers come to T/TAC for?
- What do you hear from the teachers about how they are using the site (quick in and out of T/TAC Online or spending time at the website with the T/TAC resources)?
- Have the teachers mentioned that they would like to have other resources available at T/TAC Online? If so, what are those?
- Have the teachers mentioned that they would like to be able to view/use the resources in another way? Perhaps a podcast?
- What relationship do you have (directly/indirectly) with T/TAC stakeholders (teachers, children w/disabilities, parents, administrators)?
- Do you receive requests from teachers/other T/TAC users that you can't answer/provide information for? Where do you go to get the requested answer/information?
- What are parents requesting from the teachers?
- Does T/TAC have a parental advisory group?
- What is T/TAC's process to determine planning for services/determine audience need? How do you "customize" technical assistance?
- What are the obstacles that you face in order to get your job done?
- What would you like to see T/TAC online do/provide to stakeholders?
- How do you use T/TAC online currently?
- Do T/TAC counterparts across the state currently share information with each other? If so, how is that done? Via email? Conferences?

Would it be useful to have the opportunity to share the information in an online forum fashion such as blogging?

Save Cancel

Hide page(?) Lock page(?)

Share Stop Sharing Full screen





# Usage-Centered Design

The usage-centered design process is a software engineering process that models:

- The **roles** people play in their interactions with a system,
- The **tasks** they perform through a system, &
- The **content** of a system's interface.

# Usage-Centered Design

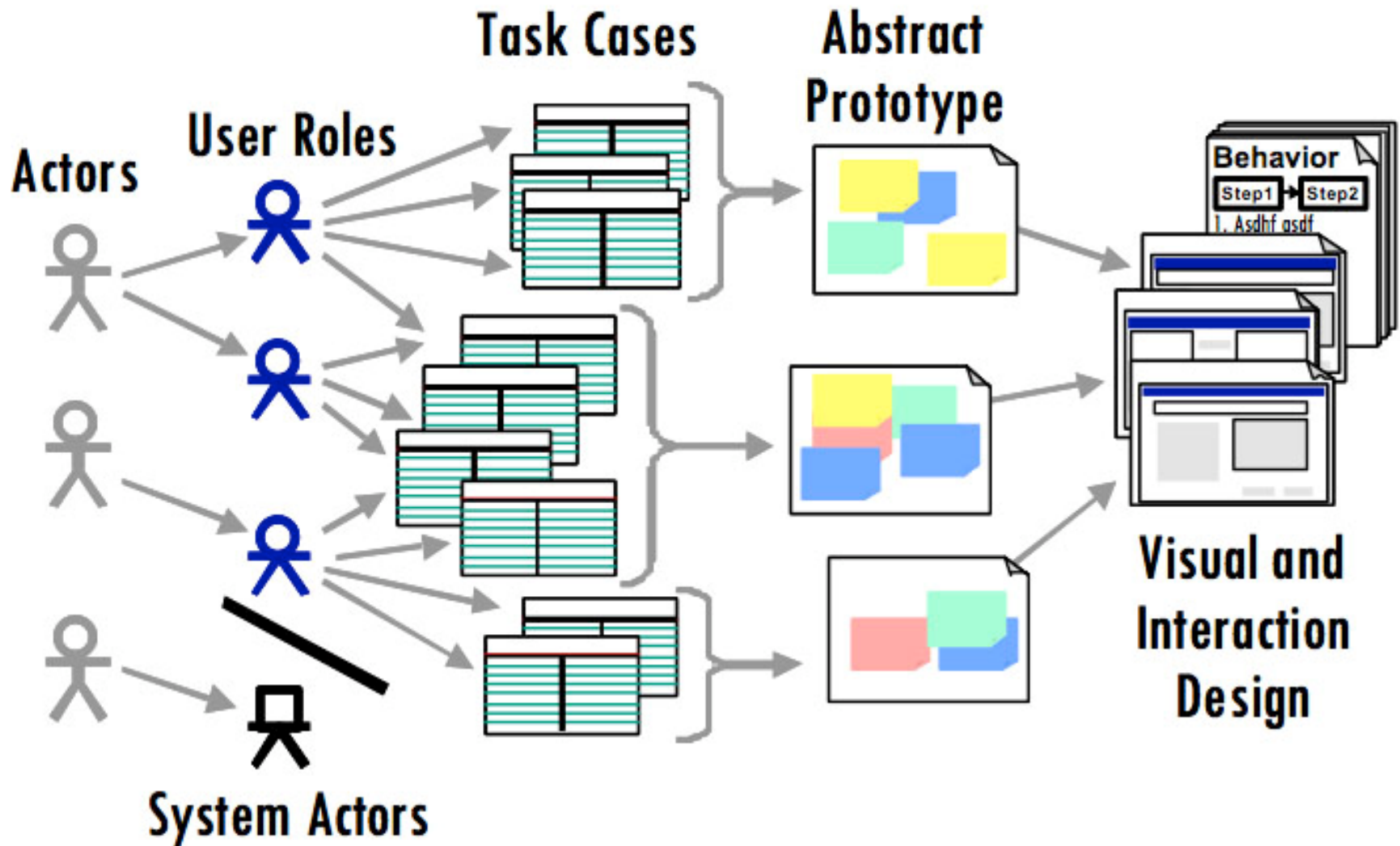


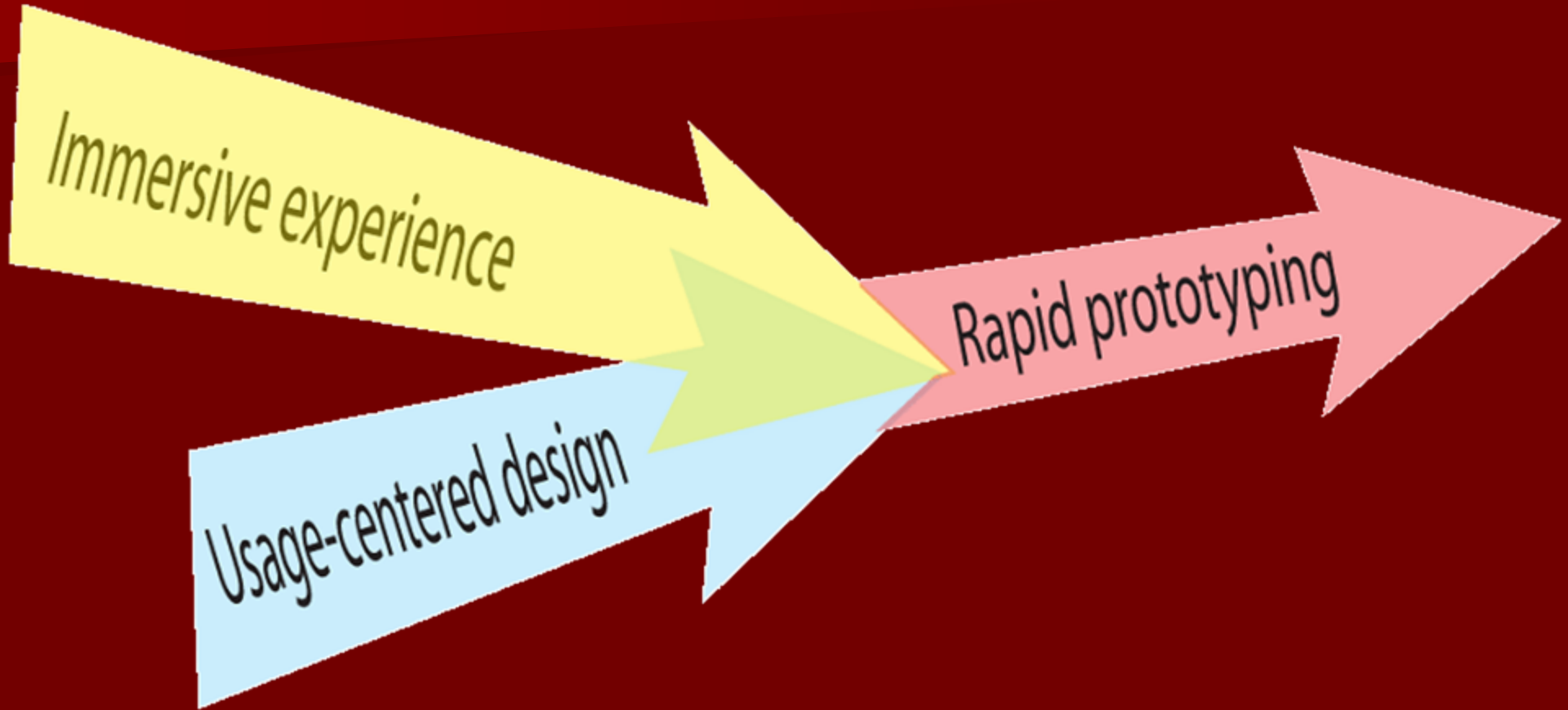
Figure 3 - Logical process of usage-centered design.



# Specializations

- Design of VCC front-end interface
- Adobe Connect Web Conferencing
- Training development support

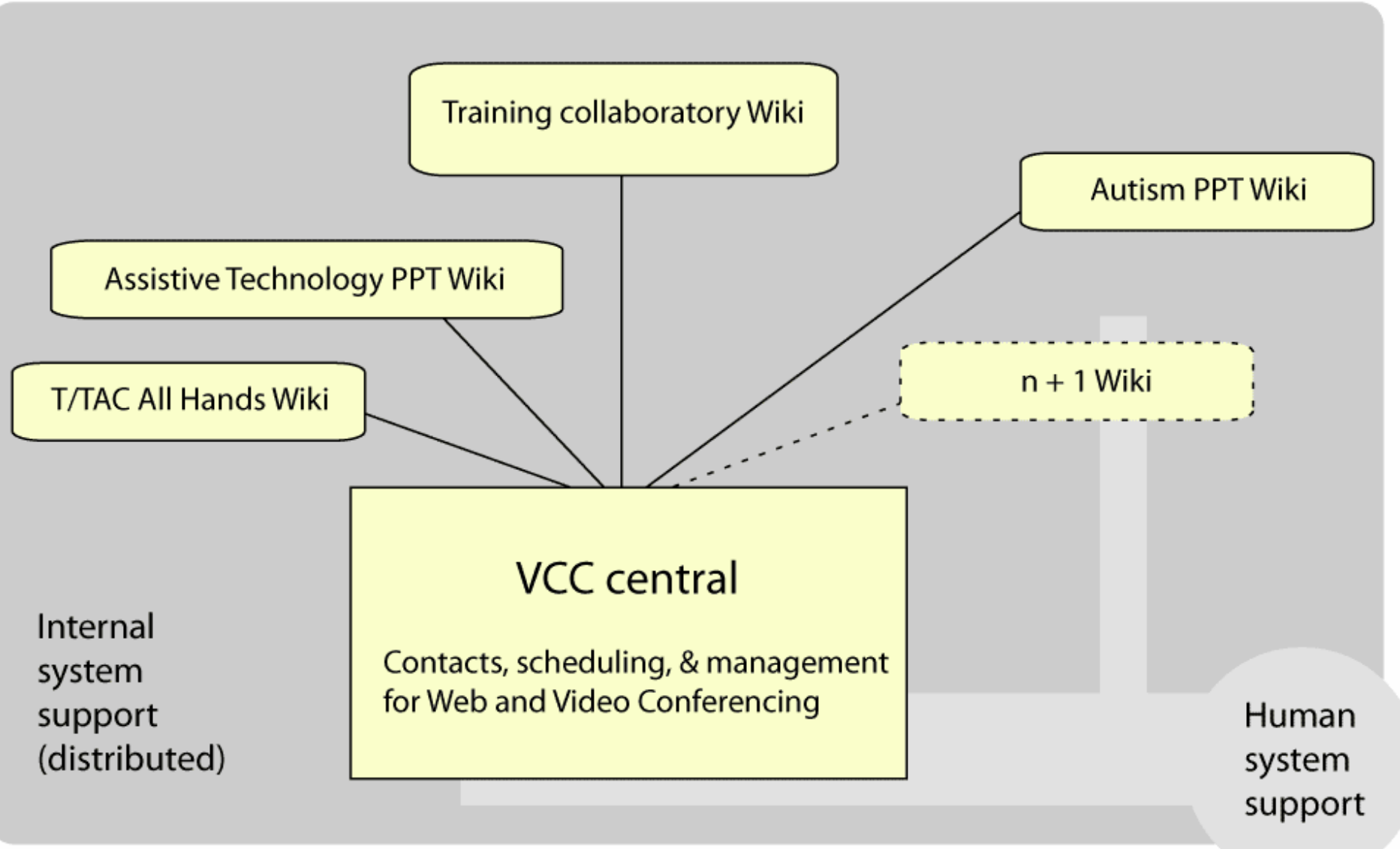
# Convergence



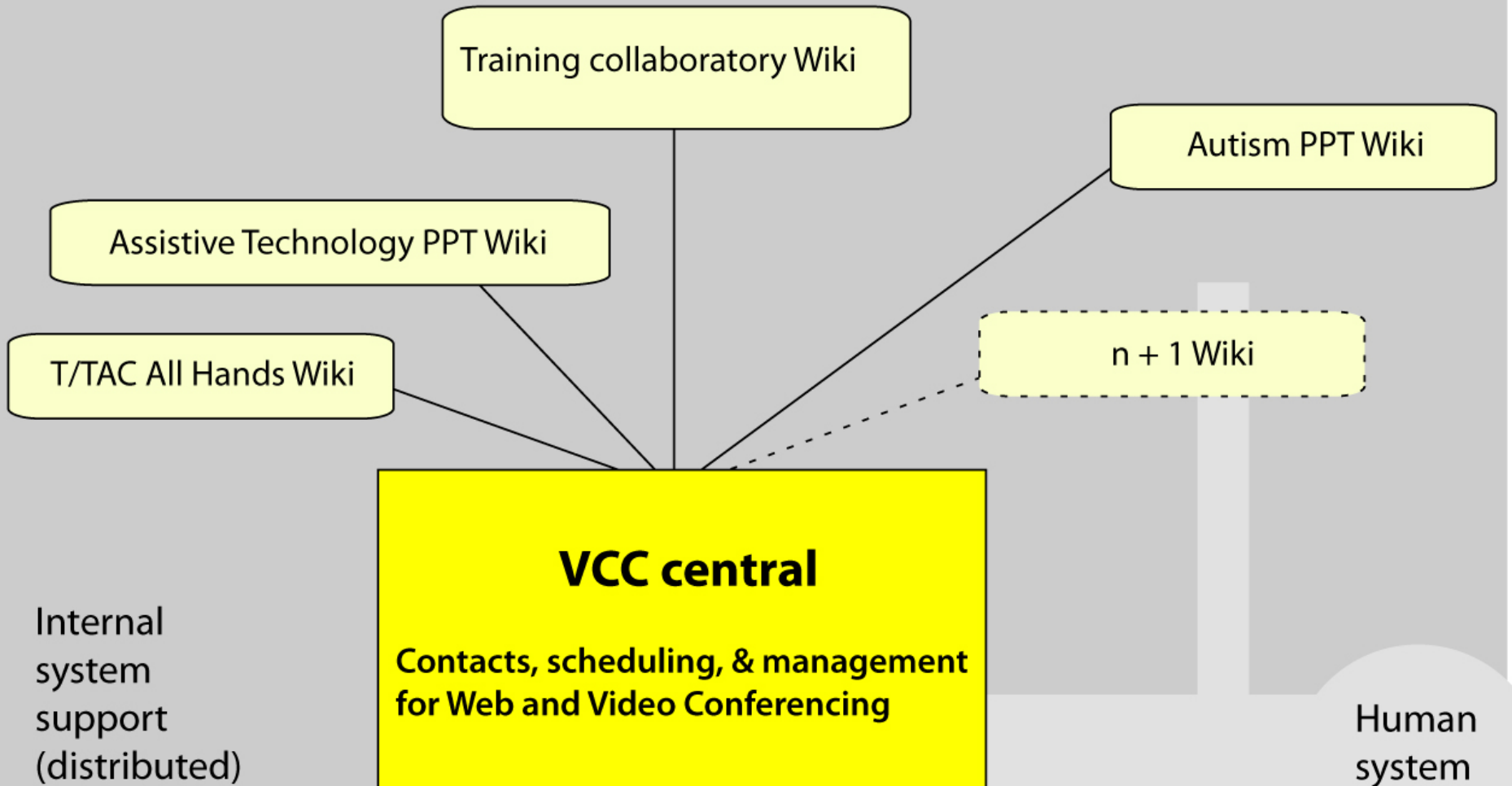


# Concept for Virtual Conferencing and Collaboration Center

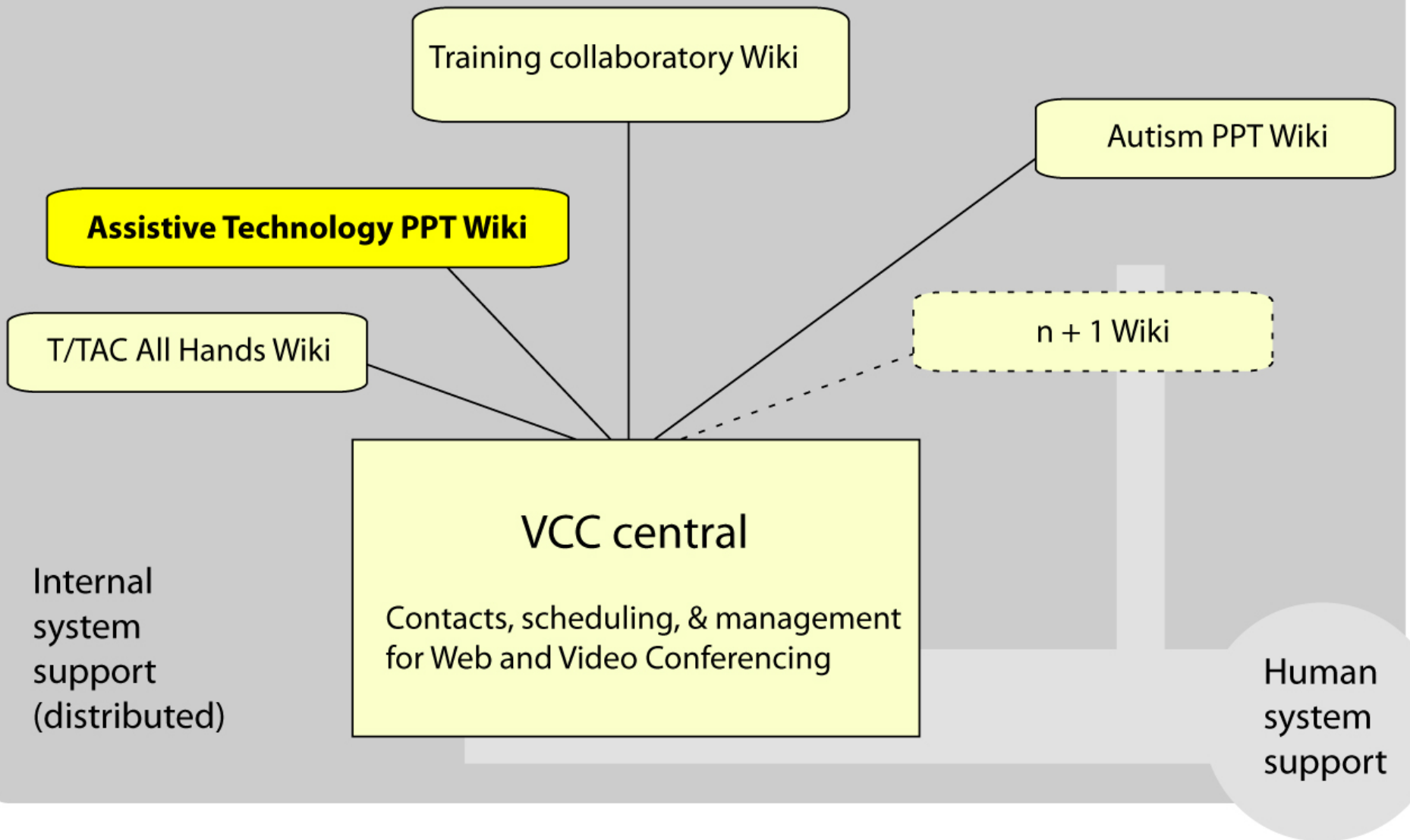
Distributed Wikispace with central command, control, scheduling, and contact center



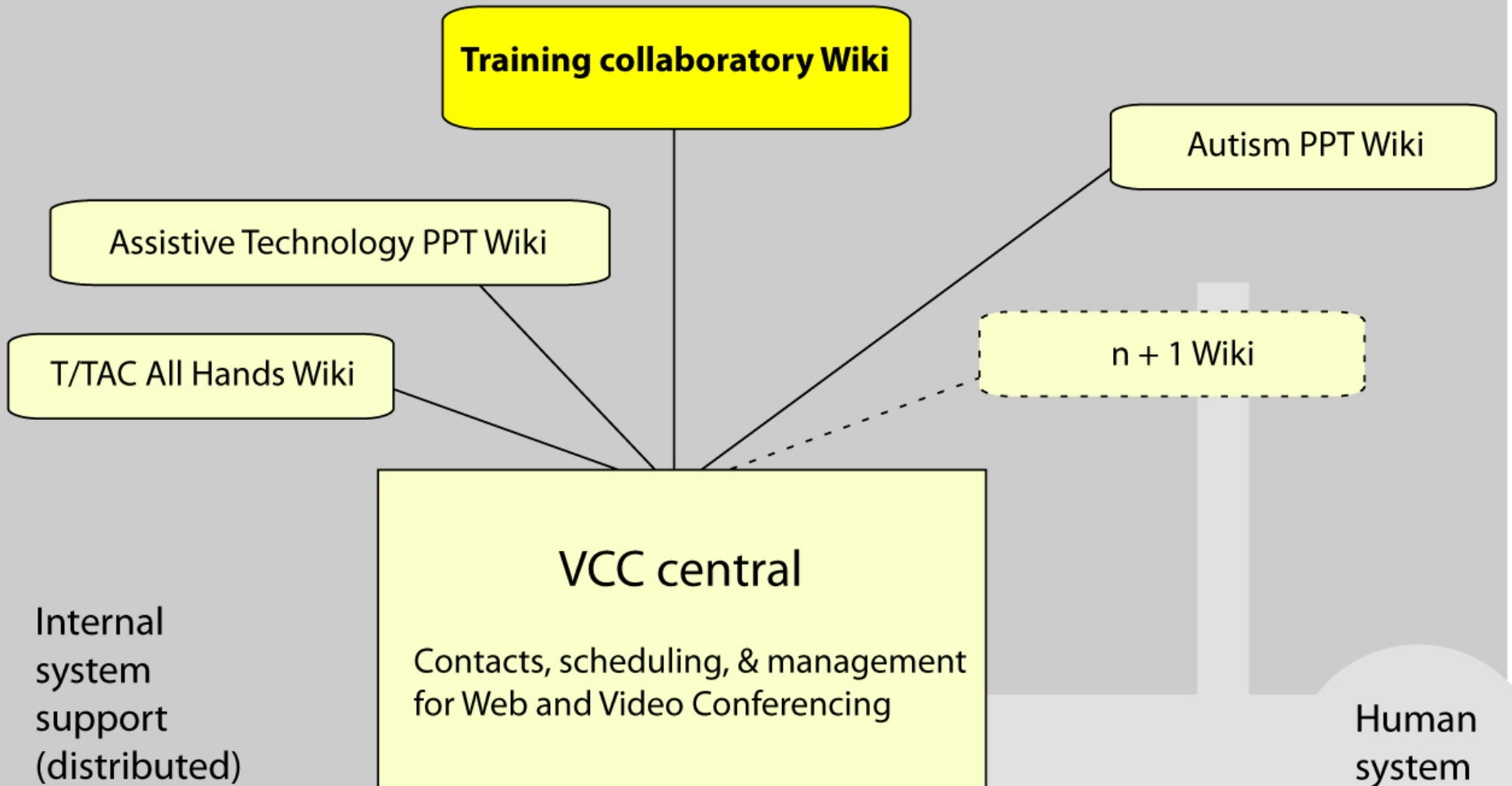
# Concept of the VCC



# Concept of the VCC



# Concept of the VCC







# The VCC

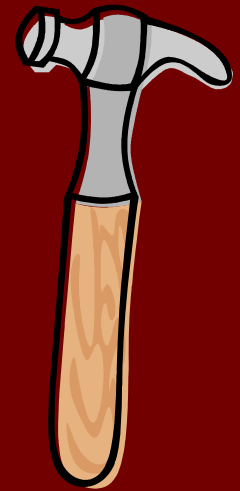
Greater than the Sum of Its Parts



>



+

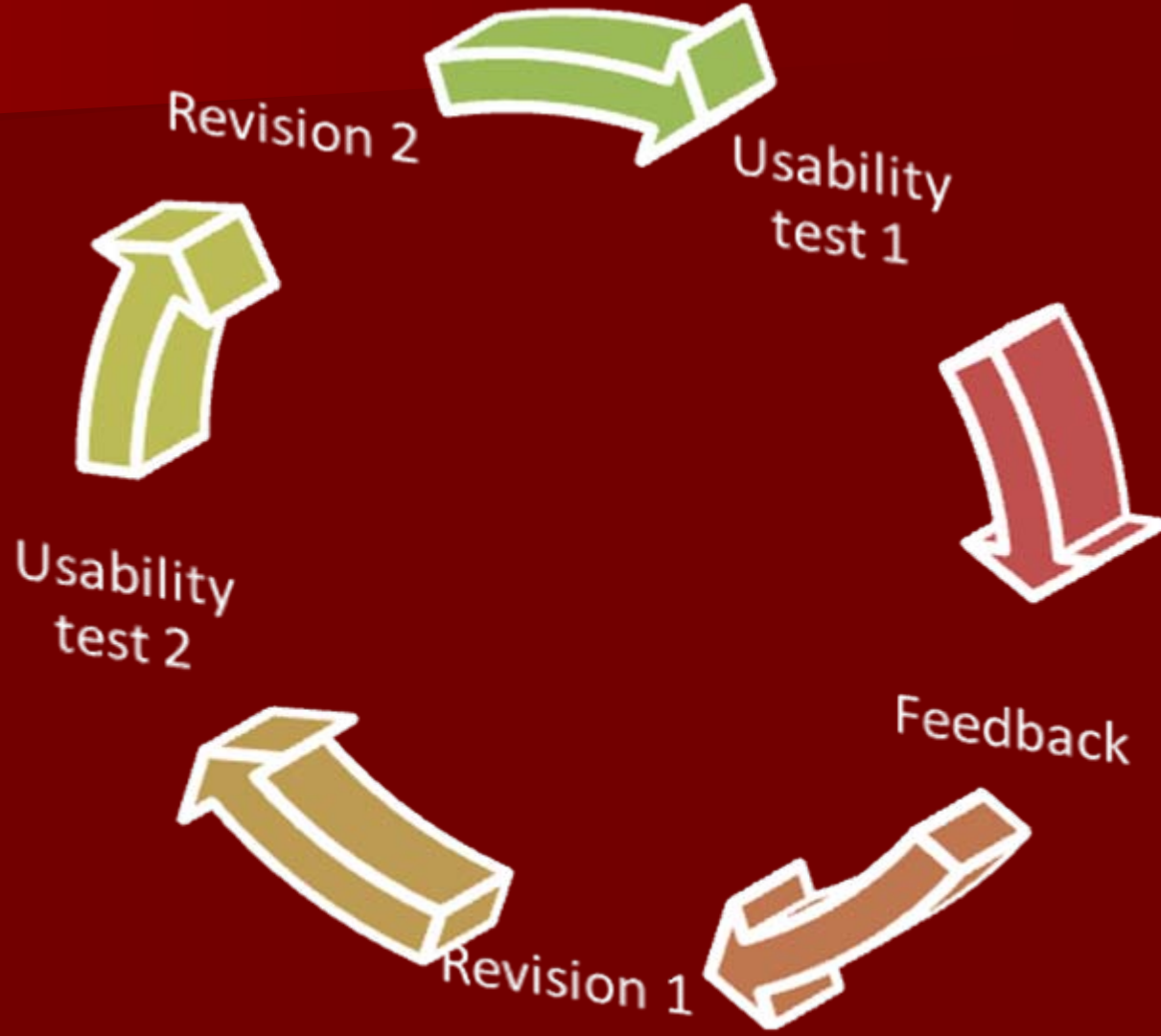




# Adobe Connect

- What is Adobe Connect?
  - Web conferencing tool
  - Allows synchronous communication and collaboration
  
- Why Adobe Connect?
  - Easy access
  - Addressed users needs

# Iterative nature of Design





# Adobe Connect

- Usability Testing (Round 1)
  - Goal for usability testing
  - Five participants
  - How it was conducted
  - Methods employed
    - Pre survey
    - Recorded session
    - Silent Observation
    - Post survey

# Data Related to Adobe Connect

The screenshot displays the Adobe Connect Professional interface. The title bar reads "Afua | Acrobat Connect Professional". The menu bar includes "Meeting", "Present", "Layouts", "Pods", and "Help".

On the left side, there are three panels:

- Camera and Voice:** Contains icons for a camera and microphone, with the text "Camera and Voice" below them.
- Attendee List (1):** Shows "My Status" and a single attendee, "Afua Gyasi".
- Chat:** A text input area with a "To: Everyone" dropdown and a "Share" button.

The main area is titled "Share" and displays the question "What do you want to share?". Below this question are three options:

- My Computer Screen...
- Documents
- Whiteboards

At the bottom of the interface, there is a status bar with icons for "Sharing", "New Layout", "Discussion", and "Test New Layout".



# Recommendations

- Provide an Instructional support
- Outline steps of each feature of Adobe Connect
- Varied formats
  - Soft copy- PDF
  - Hard copy



# Building Users Guide

- Usability Testing (Round 2)
  - Goal for usability testing
  - 2 groups of participants (total of 5)
  - How it was conducted
  - Methods employed
    - Observation
    - Recorded session
    - Post-survey

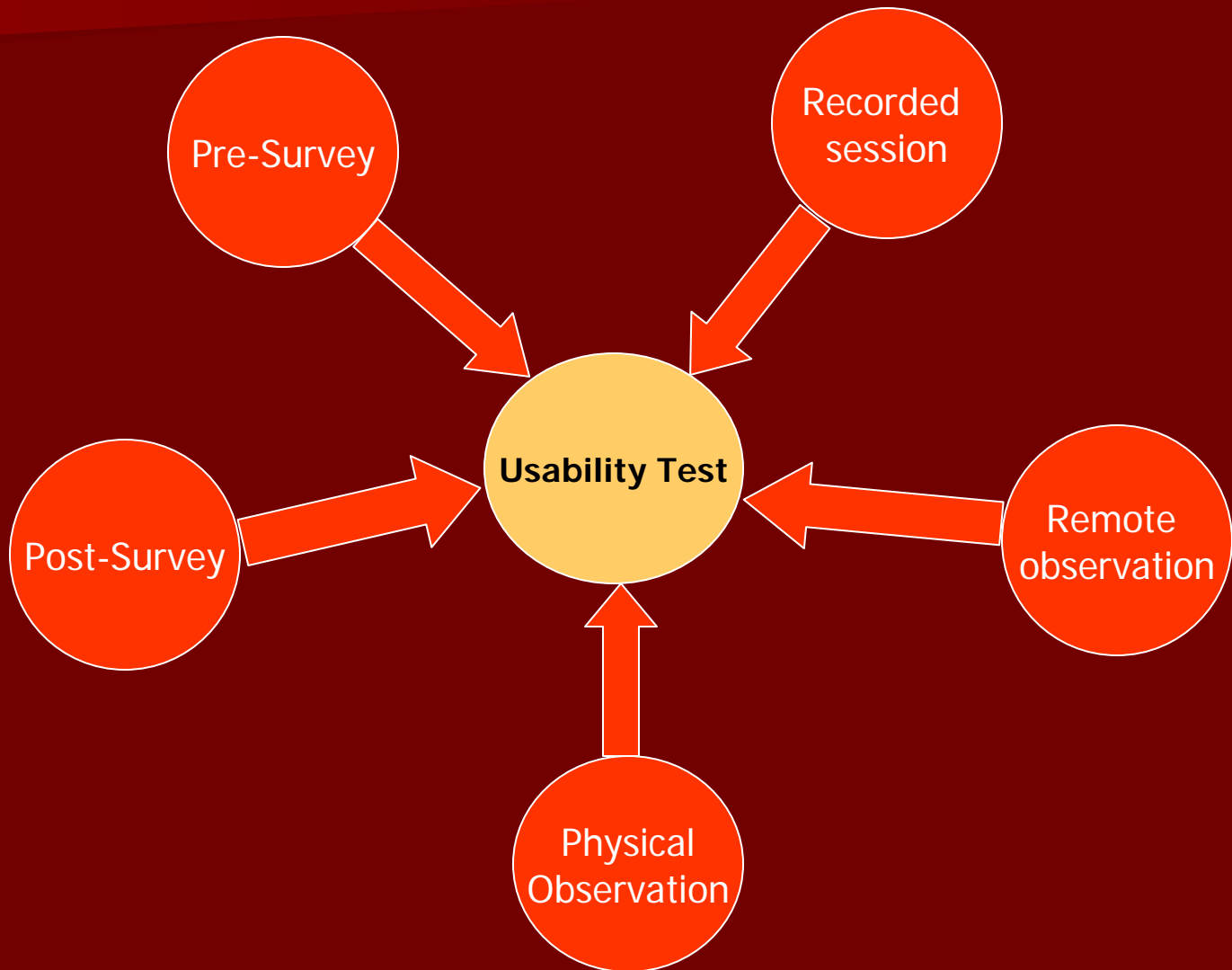
# Data Related to Adobe Connect

## Usability Test 2

- Overall, Successful
  - Technical hitches with audio
- Conducted task successfully
- Found the users guide useful
- No additions/changes were requested



# Triangulation of Data



# User's Guide

ACROBAT® CONNECT™

PROFESSIONAL

USERS' GUIDE

OF BASIC FEATURES




## TABLE OF CONTENTS

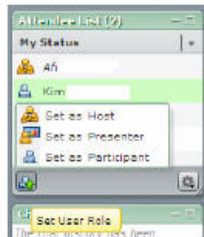
<b>1</b>	<b>INTRODUCTION</b> .....	<b>1</b>
<b>2</b>	<b>ACCESSING ADOBE CONNECT</b> .....	<b>1</b>
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2.2	ATTENDEES ACCOUNTS SET-UP IN ADOBE CONNECT.....	1
2.3	SCHEDULING A MEETING.....	2
2.4	NOTIFYING ATTENDEES.....	4
2.5	GETTING THE REQUIRED HARDWARE.....	4
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# User's Guide

## 4.3 Changing an Attendee's Level

As the *Host*, you may want to change an attendee level of privileges. Please note: Attendees at the *Participant* level do not have *voice chat* privileges. For a more collaborative environment, it would be best to promote all attendees to the *Presenter* level.

1. In the *Attendees List* pod, click on the name of the attendee for which you will be changing their privileges.
2. Click on the *Set User Role* icon 
3. From the menu, select the desired role:
  - Set as Host
  - Set as Presenter
  - Set as Participant



## 4.4 Managing the Pods

*Pods* in Adobe Connect are the separate sections on the screen that are there for performing various functions such as the *Camera and Voice* pod or the *Chat* pod. As *Host*, you can manage all the pods in the meeting area.

### 4.4.1 Closing or Maximizing a Pod

As the *Host*, you may also maximize or close a pod directly from the Adobe Connect screen.

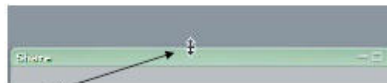
1. Go to the pod that you wish to change.
2. Click on the *Hide Pod* icon to close the pod.
3. Or click on the *Maximize Pod* icon to maximize the size of the pod.



### 4.4.2 Moving or Resizing a Pod

As the *Host*, you may move or resize the pods on the screen to make a particular pod more prominent.

1. Go to the edge of the pod.
2. When you see the double arrow icon, drag the edge of the pod the desired direction.



## 7 ACCESSIBILITY

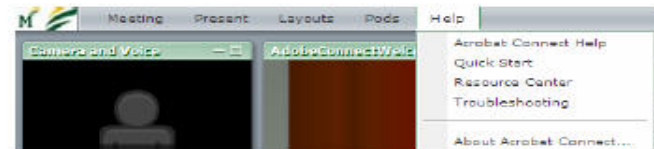
[Adobe Connect's Voluntary Product Accessibility Template \(VPAT\)](#) states that "captioning using the Adobe Acrobat Connect captioning extension is available at the Adobe Exchange" and that "Adobe Acrobat Connect provides a [chat tool](#) that has functionality comparable to TTY."

- To download the VPAT for Adobe Connect go to: [http://www.adobe.com/resources/accessibility/tools/vpat/pdfs/acrobatconnect\\_vpat.pdf](http://www.adobe.com/resources/accessibility/tools/vpat/pdfs/acrobatconnect_vpat.pdf)
- For information on the Adobe Connect captioning extension tool go to: [http://www.adobe.com/education/resources/k12/resourcecenters/communication/communication\\_collaboration/pdfs/captioning\\_connect.pdf](http://www.adobe.com/education/resources/k12/resourcecenters/communication/communication_collaboration/pdfs/captioning_connect.pdf)

## 8 RESOURCES FOR HELP IN USING ADOBE CONNECT

### 8.1 Help within Adobe Connect

Additional help resources for Adobe Connect may be found after logging into an Adobe Connect meeting. Click on *Help* at the top of the meeting screen.



From the *Help* menu, click on any of the following items to open up a web page outside of your Adobe Connect meeting:

- *Acrobat Connect Help* offers step-by-step text-based instructions on the advanced features of Adobe Connect.
- *Quick Start* provides video clips of how to use Adobe Connect's features.
- *Resource Center* lists resources on best practices.
- *Troubleshooting* allows you to run a meeting connection diagnostic test.

### 8.2 Trouble Shooting

When having technical difficulties with Adobe Connect, such as audio problems, you may want to try logging off from Adobe Connect and logging back in again to see if the problem clears.

### 8.3 Technical Support

For technical support when using Adobe Connect, email [VTC@gnu.edu](mailto:VTC@gnu.edu) or call (703) 993-4812.



# Training Collaboratory

- Conducted a mini survey
  - Understand their current online trainings development experience
  - Identify the type of online training needed
  - Understand the type of e-learning features needed
  - Any challenges in the overall production of training



# Training Collaboratory

## ■ Survey Results

- Get recommendation and overview of different e-learning software tools
- Get resources to explore training development software on my own
- Learn how to make online training accessible
- Be able to collaborate with colleagues, get support and share experience.

# Training Collaboratory

## Training Development Tools

- Adobe Connect
- Adobe Presenter
- Camtasia
- Captivate
- Podcast

## Instructional guidance

- Learning Activities
- Learner Assessments
- Presentation of Content
- Evaluation of Training Content & Delivery

## Best Practices

- Browse Best Practices
- Contribute to Best Practices

## Web Conferencing

- Patriot Conference Room
- **Shenandoah Conference Room**
- **Potomac Conference Room**

# Training Collaboratory

## Training Development Tools



# Training Collaboratory

## Training Development Tools

### Training Tools Overview

- Adobe Connect
- Adobe Presenter
- Camtasia
- Captivate
- Podcast

## Adobe Presenter: Overview

### Basic Features

Ease of use

Accessibility Design  
Features

Quick Tips





# Training Collaboratory

Instructional  
Guidance

Learning Activities

Learning Assessment

Presentation of Content/Materials

Evaluation of Training Content and  
Delivery

# Training Collaboratory

Instructional  
Guidance

Presentation of  
Content/Material

- Audio
- Video
- PowerPoint
- PDF
- HTML
- Graphics

PowerPoint: Captivate

Adobe Connect

Adobe Presenter

**Captivate**

Camtasia

Podcast



# Training Collaboratory

Best Practices

Browse Best Practices

- Topic
- Accessibility
- Training Development Tools
- Instructional Guidance
- Title and Abstract

Contribute to Best Practices

# Training Collaboratory

## Best Practices

### Browse Best Practices

- Topic
- Accessibility
- Training Development Tools
- Instructional Guidance
- Title and Abstract

## Accessibility

### Training Development Tools

- Adobe Connect
- Adobe Presenter
- Camtasia
- Captivate
- Podcast

### Disability Type

- Cognitive Disabilities
- Color Blindness
- Hearing impairments
- Motor Impairments
- Visual impairment



# Building the VCC

“Usage-centered design is a systematic, model-driven approach to improving product usability. A few simple but powerful models--of user roles, tasks, and interface content--guide the user interface design toward a better fit with the real needs of users.”

Constantine & Lockwood (2006)





# User Roles

“A user role is a particular kind of relationship between some users and a system. In other words, roles are played by users.”



Constantine & Lockwood (2006)



# Example of User Roles

## ■ Information Disseminator

Occurs via varied virtual channels. Includes content creation for newsletters, electronic or print. Includes audio and text-based synchronous communication. Overlaps with all communication roles.

## ■ Trainer

Informal colleague to colleague advice, instruction, and demonstration using virtual means. Also Webshop development for online delivery. Conversion of face-to-face training into online training. Also includes formal training. Can include many more specialized roles within the context of VCC.

# Task Cases

“Task cases (or essential use cases as they are sometimes called) are abstract and based on the purposes of interaction. They describe user intentions and system responsibilities.”

Constantine & Lockwood (2006)





# Example of Task Case

## browsingContacts

Extends invitingToVirtualConference and add additional contacts by selecting from a list.

User Intention	System Responsibility
Ask to review more contacts	
	Display more contacts
Pick a contact from list displayed	
	Acknowledge selection of contact

# Example of Task Case

## accessingTrainingDevelopmentToolsResources

User Intention	System Responsibility
Identify training development tool to use	
Identify need for additional resources	
	Provide resource options
>browsingOptions	
	END

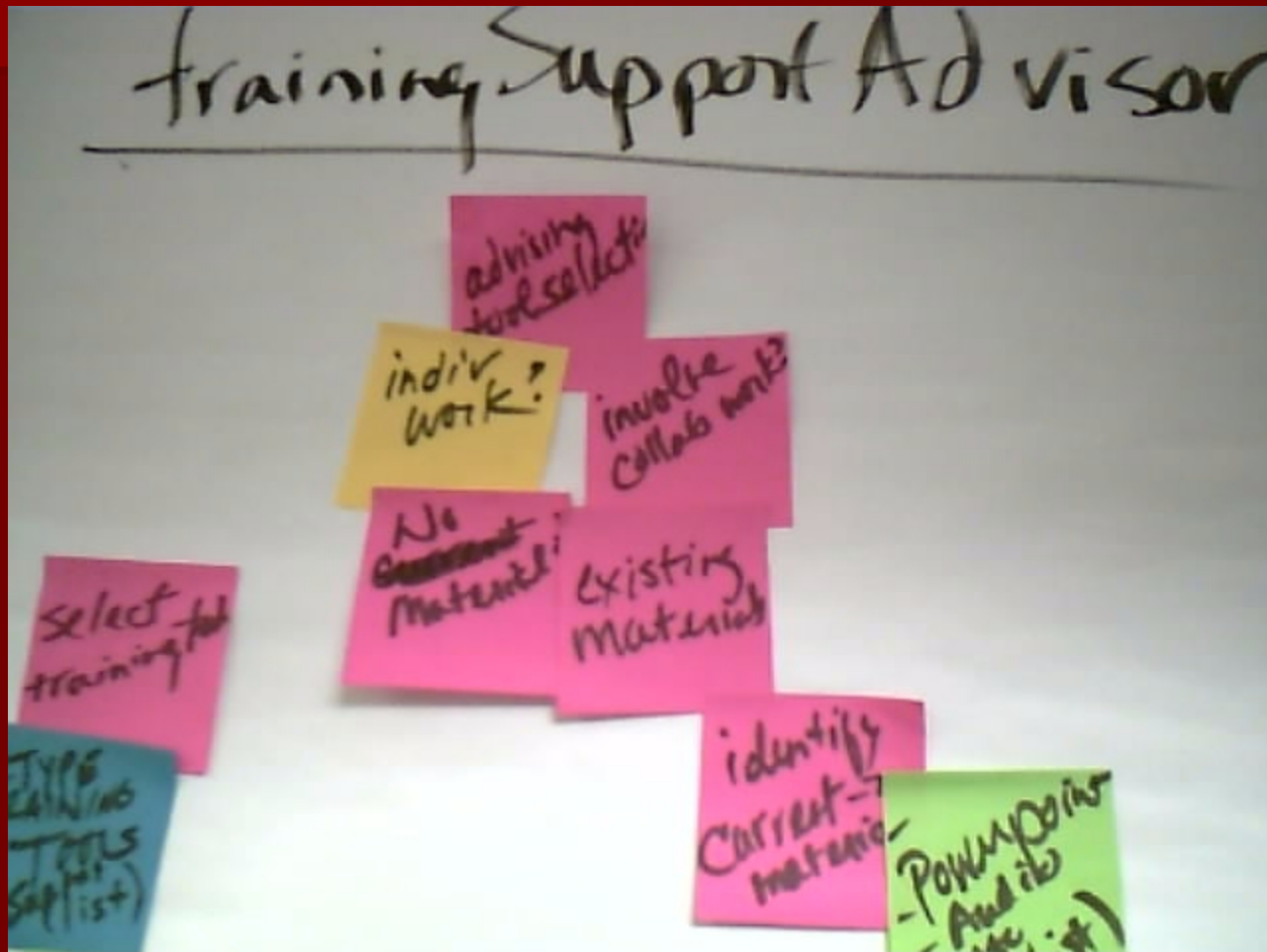
# Content Model

"A content model shows the intended contents of part of a user interface."



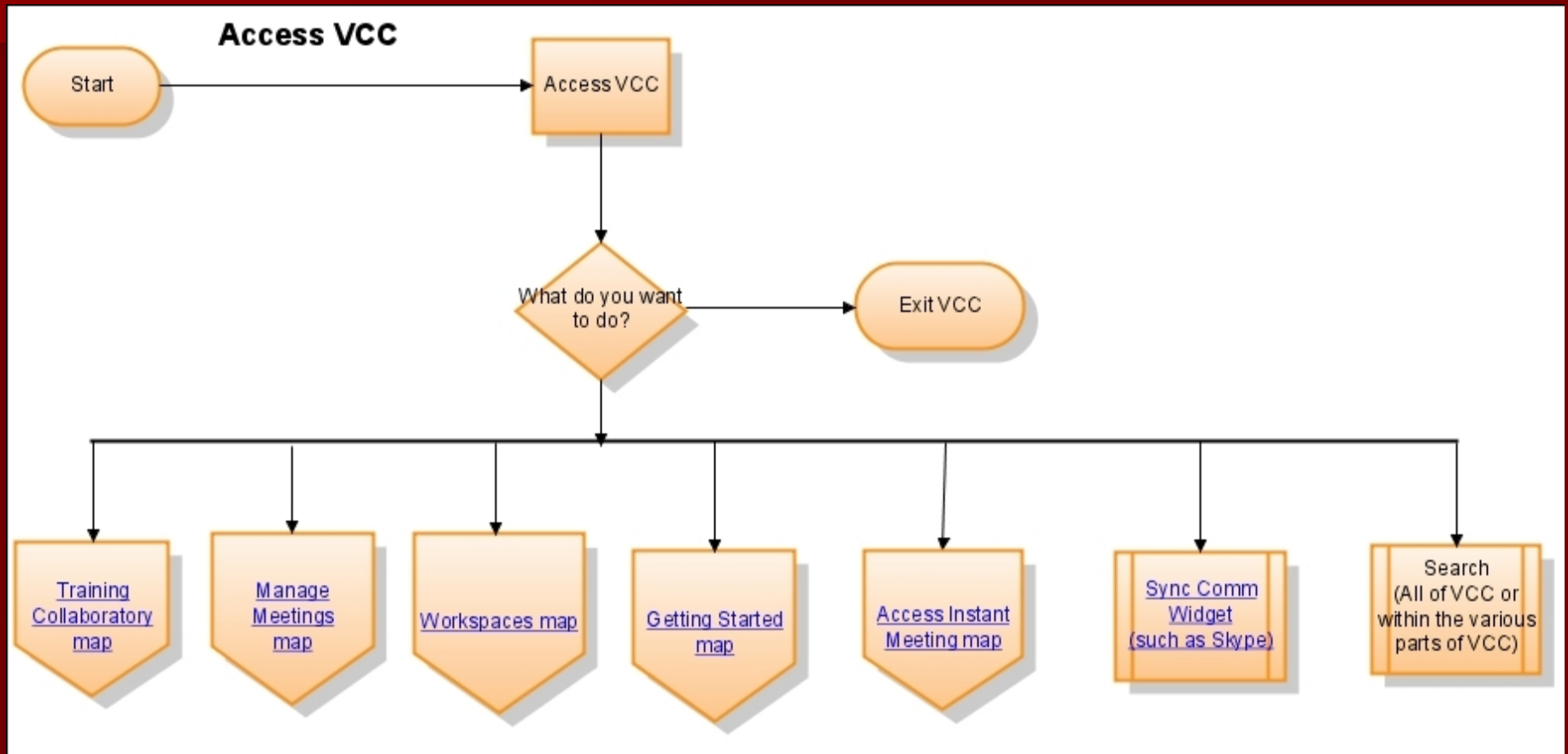
Constantine & Lockwood (2006)

# Example of Content Mapping





# Flow Chart Walk Through





# Design Decisions

- At this point in process
  - Customized, hard-coded front-end of high level functionality of VCC
  - Develop wikis for Training Collaboratory and staff work spaces



# The creation of the prototype



- Rapid prototyping approach
  - Iterative process over the course of several weeks
  - Feedback from client
  - Usability testing with population



# 1<sup>st</sup> iteration of VCC Interface

Communicate

Getting started

**Now online...**

- [Anderson, Nancy](#)
- [Behrmann, Michael](#)
- [Berlin, Karen](#)
- [Brady, Brenda](#)
- [Carter, Bonnie Bell](#)
- [Dye, Brian](#)
- [Fahey, Sheryl](#)
- [Fontana, Judith](#)
- [Ganley, Kristine](#)
- [Jang, Soojin](#)
- [Klein, Kay](#)
- [Landeros, Estella](#)
- [Loomis, Diane](#)
- [Miller, Nikki](#)
- [Ok, Seunghun](#)
- [Paul-Wiggins, Dionne](#)
- [Petersen, Jackie](#)
- [Price, Sandra](#)

## Welcome to the Virtual Collaboration Center

This center enables many forms of synchronous and asynchronous collaboration from a distance.


View the [video tour](#) for an overview of the entire Virtual Collaboration Center.

Use the Getting Started Wizard to learn how to complete a task.

### GETTING STARTED WIZARD

[Create/revise training](#) | [Discuss/collaborate](#) | [Manage meetings](#) | [Work on document](#) | [Create presentation](#) | [Conduct training](#)

- Schedule & manage meetings
- Training development
- Go to Work Spaces
- Search
- Browse Web



**T/TAC Online**  
A Community linking people and resources to help children and youth with disabilities

[ttac staff login](#)

Click on a region where you live or work.  
Or Select your school division from the drop down menu below.





# Usability Testing of VCC Interface

- Targets of the Usability test
  - Appropriateness of the high-level divisions of the front-end interface
  - Reaction to wiki spaces
  - Integration of accordion front-end with wiki spaces

# Data from Usability Testing

Communicate

Getting started

**Now online...**

- [Anderson, Nancy](#)
- [Behrmann, Michael](#)
- [Berlin, Karen](#)
- [Brady, Brenda](#)
- [Carter, Bonnie Bell](#)
- [Dye, Brian](#)
- [Fahey, Sheryl](#)
- [Fontana, Judith](#)
- [Ganley, Kristine](#)
- [Jang, Soojin](#)
- [Klein, Kay](#)
- [Landeros, Estella](#)
- [Loomis, Diane](#)
- [Miller, Nikki](#)
- [Ok, Seunghun](#)
- [Paul-Wiggins, Dionne](#)
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- Schedule & manage meetings
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**T/TAC Online**  
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[ttac staff login](#)

Click on a region where you live or work.  
Or Select your school division from the drop down menu below.



# Revisions to the prototype

- Changed entry to VCC
- Getting Started Wizard available, but not the default
- Layout of Navigation options
- Eliminated Browse Web tab and view of T/TAC Online
- Highlight ability to minimize Communicate area
- Emphasized Training Development area

# 2<sup>nd</sup> Iteration of the VCC



The image shows a screenshot of the Virtual Collaboration Center (VCC) website. The header features the VCC logo on the left and the text "VIRTUAL COLLABORATION CENTER" on the right. Below the header is a navigation menu with tabs for "INSTANT MEETING", "GETTING STARTED", "TRAINING DEVELOPMENT", "MEETINGS", and "WORK SPACES". A search bar is located to the right of the navigation menu, containing the text "Enter a search term" and a "Search" button. The "TRAINING DEVELOPMENT" tab is currently selected, and the page content displays "Training Collaboratory".

The main content area features a central graphic of four interlocking gears in blue, yellow, green, and orange. Four blue human figures are positioned around the gears. Four circular icons are placed around the gears, each with a label:

- Training Tools**: A circular icon containing a wrench.
- Instant Meetings**: A circular icon containing two silhouettes of people talking.
- Best Practices**: A circular icon containing a ribbon award.
- Instructional Guidance**: A circular icon containing a hand holding a pen.



# Recommendations

- Meetings/Meeting Management
  - Tech Support Staff required for confirmation and setup of virtual meetings
  - Google calendar for the Web and Video conference scheduling
  - Staff directory
  - Monitor development of open-source web conferencing (Dim-dim)

# Recommendations

## ■ Work Spaces

- Select an open source wiki that can be installed on a private server and that allows customization
- Develop a desktop-to-wiki connector utility (Adobe AIR)

## ■ VCC Interface

- Use of a tool such as Skype for IM and VoIP chat in the VCC
- Allow first page of VCC to be determined based on user preference
- Evaluate potential of using Global Discussion board in VCC

# Recommendations

## ■ Best Practices

- Promote the idea of Best Practices through a CoP

## ■ Training Development

- Permit several copies of software such as Adobe Captivate and Camtasia to be available at each T/TAC office for use by T/TAC staff



# References

Adobe Website <http://www.adobe.com/>

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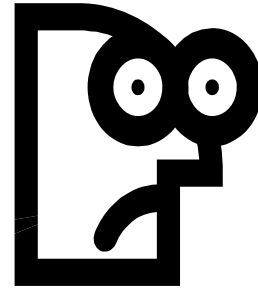
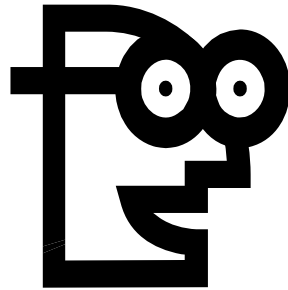
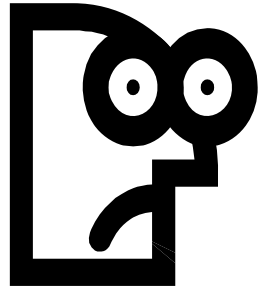
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**It's QUESTION TIME!!**