

T/TAC Team

Fall Semester

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Agenda

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- Review of Needs Analysis
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Our Client

T/TAC

The Virginia Department of Education (VDOE) Technical/Training Assistance Center's (T/TAC) mission is "to improve educational opportunities and contribute to the success of children and youth with disabilities (birth - 22 years)."

<http://www.ttaonline.org>

T/TAC Online



ttac staff login

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

If you do not live in Virginia, please click
on the "Out of State" box.



Select your county/school district to find out your region:

County/School District

You live in Virginia's T/TAC Region:

(<http://www.ttaconline.org/>)

Starting the Semester

- Given a broad task
- Began with team building
- Struggled to identify our mission and goals

Strategy for Performance Analysis

- Rollout approach
 - “Organization is seeking to introduce something new”
 - Focus:
 - Figuring out what “it” is
 - Anticipating what will drive success
 - Determine vision, optimal
 - Anticipate what may get in the way

(Rossett, 1999, p. 52-56)

Performance Analysis Subject Matter Experts

- Scheduled meetings with SMEs to begin our Performance Analysis
- Included 10 SMEs
 - Nine from GMU T/TAC
 - One from ODU T/TAC
- Four interviews

Actual/Optimals and Drivers/Barriers

Three major focus areas:

- Access to content on T/TAC Online/Ease of use
- Communication of information among stakeholders/Harnessing collective intelligence
- Capacity building among T/TAC staff and among T/TAC stakeholders

Performance Analysis Opportunities and Potential Solutions

- Use emerging technologies to harness collective intelligence of T/TAC community
- Customize T/TAC Online content for T/TAC Online users
- Create processes for evaluating the effectiveness of T/TAC Online

Performance Analysis Recommendations

- Develop a virtual collaboration and conferencing center available through T/TAC Online
- Make resources available to support T/TAC staff in their development of training
- Customize T/TAC Online content for individual users

1. Virtual Collaboration Center

- Seamless integration of communication and collaboration tools
- Video conferencing
- Web conferencing
- Collaborative workspace for T/TAC teams
- Alternative to travel for face-to-face meetings

2. Training Development

- Support for the use of new training development tools
- Collaborative development of training for online delivery
- Archive of video conferences for possible reuse as training content

3. Customization

- Customization of user experience
- Usage histories
- Data mining as feedback for customization

Vision of Virtual Collaboration Center



Starting the Needs Analysis

Is there a way to build a virtual collaboration center that will meet the needs of the diverse T/TAC audience?

Audience

- Priority project teams consist of T/TAC staff members from across the state with the focus of supporting specific areas of the Virginia Special Education Improvement Plan
- Narrowing our scope
- Assistive Technology (AT) Priority Project Team

Diffusion

- The AT Priority Project is motivated to investigate new tools
- Based on Amie Fulcher's dissertation
- Chances of diffusion to other T/TAC priority project groups would increase
- Diffuse to the whole of TTAC staff

Team Mission

To facilitate communications among T/TAC professionals through T/TAC Online and to enhance information dissemination by providing opportunities and resources for collaboration and customization.

Needs Analysis

Subject Matter Experts

- Target Audience—
 - Nine members of the AT Priority Project team
 - John Eisenberg—AT Priority Project Coordinator
- Dr. Michael Behrmann
- Dr. Shuangbao Wang
- Twelve interviews

Needs Analysis Findings

- AT Priority Project members meet face-to-face a few times a year
- AT Priority Project subcommittee members collaborate asynchronously via email
- Desire to collaborate synchronously via webcams, videocams, and Adobe Connect
- Desire for central storage of files
- Desire for tools for creating dynamic training materials

Video Conferencing/ Collaboration Tools

Desired Capabilities	Available Tools	Implementation Issues
Web conferencing to work collaboratively by document sharing or computer desktop views sharing	Adobe Connect	Unreliable audio quality resulting from bandwidth limitations. Accessibility issues. Would require training.
File storing and sharing capability for team documents, asynchronous and synchronous text communication and collaboration, ability to create group collaboration areas for AT Priority Project subcommittees	Blackboard	Must be housed inside T/TAC Online
Mechanism for tracking revisions and versions of documents	Wiki	Privacy concerns
Sharing web links to useful resources across regional T/TACs	del.icio.us	Would be public, not limited access

Video Conferencing/ Collaboration Tools

Desired Capabilities	Available Tools	Implementation Issues
Ability to join in a video conference from a remote personal computer	Movi server	Bandwidth limitations. Not compatible with Macintosh for Virginia Tech. Potential for firewall issues at multiple sites. Preferred web browser is Internet Explorer 6.0. Requires installation of Web cams and availability of headphones with microphone.
Support for scheduling and use of videoconferencing resources available in existing, on-site conference rooms	Tandberg Management Suite or Codian Management Platform	Would require purchases of additional licensing for T/TAC. Human support needed to use this tool on the back end. Requires Microsoft Windows 2000 or XP Internet Explore 5.5 or higher. It is not cross platform compatible.
Videoconferencing	Tandberg 770 and Codian MCU	User-friendly scheduling functionality needed. Accessibility issues need to be addressed. Human support needed to use this tool on the back end.

Video Conferencing/ Collaboration Tools

Desired Capabilities	Available Tools	Implementation Issues
Support for scheduling and contacting of potential participants via email and reserve a room for a video conferencing	Tandberg Scheduler or Codian Scheduler	Would require purchases of additional licensing for T/TAC. Human support needed to use this tool on the back end.
Support cross platform scheduling for video conferencing	Global Scheduling System	Would require purchases of additional licensing for T/TAC. Human support needed to use this tool on the back end

Graphic of Video Conferencing/ Collaboration Tools



Graphic of Video Conferencing/ Collaboration Tools



Graphic of Video Conferencing/ Collaboration Tools



Training Development Tools

Desired Capabilities	Available Tools	Implementation Issues
Support for more interactive training development tools	Flash	Very steep learning curve. Concerns with the accessibility of Flash content for persons with disabilities. Flash is a sophisticated development tool with a complex user interface that is not easy to learn. Harnessing the full power of Flash in developing interactive media includes knowledge of how to program Flash applications using ActionScript.
Supports audio and video delivery of training asynchronously	Podcasting	Easy to create a simple podcast. Need a digital audio recorder that can create an MP3 file and space on a server to host the file. Creating more complex podcasts that incorporate music may be out of the comfort range for most of the audience here.
Support interactive training development such as simulations, computer demonstration, scenario based training and quizzes without programming or multimedia skills.	Adobe Captivate	Concerns with the accessibility of Flash content for persons with disabilities.

Training Development Tools

Desired Capabilities	Available Tools	Implementation Issues
Support interactive multimedia presentations without programming or multimedia skills	Adobe Presenter	Familiarity with PowerPoint is required.
Supports screen recording to make training videos, PowerPoint presentations for podcasting.	Camtasia	Concerns with the accessibility of Flash content for persons with disabilities. Special consideration should be made for people who are blind or deaf and cannot use the keyboard (keyboard accessibility).
Create custom interactive multimedia content that supports SCORM, AICC and LRN which allows easy import, share, reuse and export of documents	Lectora	Concerns with the accessibility.

Needs Analysis Recommendations

Ideal long-term plan:

- Seamless virtual collaboration center
- Video conferencing on-the-fly
- Cross-platform web conferencing with video
- Easily accessible training development tools

Needs Analysis Recommendations

Realistic short-term plan:

- Log into staff-only area of T/TAC Online
- Go to Virtual Collaboration Center
- Complete request for virtual meeting
- Provide a Tech Support person who will respond to requests and set up web/video conferences
- Adobe Connect available through T/TAC Online for synchronous collaboration and document sharing

Needs Analysis

Recommendations

Realistic short-term plan (continued):

- Blackboard available through T/TAC Online for asynchronous discussions (threads) and file storage
- Wiki available through T/TAC Online for asynchronous collaboration
- Through each regional T/TAC provide access to training development tools to include Lectora, Camtasia, Presenter, and Captivate
- Just-in-time support for the development tools will be available via Blackboard after logging into T/TAC Online

Persona

AT Priority Project Team Member

- Marlena Driver
- Age: 45
- Length of time in job: 7 years
- Education: master's degree in special education



- "I love a cool technology tool, but if using it becomes a chore, that's something I abhor."
- "If a new tool is not in my face, I'll go back to my same old place."

Next Steps

- Start with the scheduling request form for usage of the virtual conferencing tools
- Create just-in-time support for usage of Adobe Connect
- Create mini-training modules to support usage of training development tools

SMEs

- Michael Behrmann
- Shuangbao Wang
- Clare Talbert
- Estella Landeros
- Mary Wilds
- John Eisenberg
- Soojin Jang
- Seunghun Ok
- Marci Kinas
- Kristine Neuber
- Thayne Bohman
- Amie Fulcher
- Brian Dye
- Kay Klein
- Lynn Wiley
- Teresa Lyons
- Debbie Yancey
- Carol Wiegler
- Brenda Brady
- Anya Evmenova
- Daniel Geickel
- Casey Campbell
- Nancy Andersen

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Questions

