

# TRAINING MORE STAFF WITH LESS MONEY

## NCEA/NAPSA State Trainers' Conference on Distance Learning



**National Adult Protective  
Services Association**



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# THE NATIONAL CENTER ON ELDER ABUSE

*The Source for Information and Assistance  
on Elder Abuse*

## PARTNERS

- National Center on Elder Abuse — National Association of State Units on Aging
- National Adult Protective Services Association (NAPSA)
- Clearinghouse on Abuse and Neglect of the Elderly (CANE)
- American Bar Association Commission on Law and Aging
- National Committee for the Prevention of Elder Abuse (NCPEA)



CAUTION:  
New ideas  
...assembly required

# DEFINING DISTANCE TRAINING



# VOCABULARY

- **Distance training delivers instruction to trainees physically separated from instructor in space and/or time**
- **Teleconferencing = e-conferencing = electronic communication**
  - **Includes audio, video and computer conferencing**
- **“Real time” vs. delayed communication**

# DISTANCE TRAINING

## Value

### INCREASES

- ✓ Accessibility of training
- ✓ Audience size -- knowledge base
- ✓ Timeliness of communication
- ✓ Consistency of information
- ✓ Interactivity
- ✓ Shared sense of identity/unity
- ✓ Effective use of time and resources
- ✓ Quality of training

# DISTANCE TRAINING

## Administrative Challenges

- **Costs**
  - **Technical development**
  - **Instructional design**
  - **Buying/renting equipment**
- **Potential for technical problems and equipment failure**

# **DISTANCE TRAINING**

## **Personal challenges**

- **Lack of familiarity with technology**  
– hesitancy to try something new
- **Lack of face-to-face (personal) contact**
- **The need for creative adaptation of traditional activities to a new platform**



“But...what is it good for?”

*Engineer at the Advanced Computing Systems  
Division of IBM, 1968 — commenting on the  
microchip*

# AUDIOCONFERENCE Equipment

- **Regular telephone or speakerphone**
- **Group conferencing equipment  
= increases clarity of sound**
  - **Mixer = balances sound, cancels echo  
and noise**
  - **Microphones and speakers**

# AUDIOCONFERENCE Services

- **On-site technician (*optional*) implements set up and ongoing monitoring of equipment**
- **Conferencing service provides:**
  - **Long distance service and link between trainer and trainees**
  - **Additional services/features, as needed**

# AUDIOCONFERENCE

## Service Options

- **Connection options and level of operator assistance vary by provider**
- **Features can include Lecture/Listen Only, Question/Answer, Interactive Modes, Sub conferencing and other services**
- **Cost depends on # of lines, length of time, services provided**

# AUDIOCONFERENCE

## Advantages

- **Readily accessible**
  - **Familiar equipment and technology**
  - **Can interconnect unlimited # of sites**
  - **Simple, relatively inexpensive**
  - **Relatively trouble-free**
  - **Fully interactive**
- \*\* On-site participants may or may not be present = trainer may be alone**

# AUDIOCONFERENCE

## Applications

- **Primarily lecture format**
- **Interaction important**
- **Many sites involved**
- **Cost is a factor**

# AUDIOCONFERENCE Planning

- 1. Identify service provider and specific services needed**
- 2. Make conference call reservation**
- 3. Verify logistical details with service provider (e.g., how to dial in, handle technical issues, ask questions)**
- 4. Send information to participants**



# ACTIVE LEARNING #1

**Small group discussion and  
large group sharing**

***~ Using sub conferencing as a  
teaching tool***



“This telephone has too many shortcomings to be seriously considered as a means of communication. The devise is inherently of no value to us.”

*Western Union, internal  
memo, 1876*

# COMPUTER CONFERENCE

## Options

- **Email**
- **Computer-based training**
- **Web-based training**
- **Web conference**
- **Document sharing/collaboration**

# EMAIL

## ➤ Application

- **Don't discount it – provides effective supplement to other training**
  - Discuss content/training issues
  - Collaborate on training exercises (problem-solving, case studies, Q/A)
  - Submit written documents for review/feedback
- **Add personal tone – distribute bios/photos, informal chat**

# **CBT (*Computer-Based Training*)**

## **Definition**

- **CBT accessed via computer disk (e.g., CD-ROM), hard drive or network**
- **Interactive learning experience between trainee and computer program**
- **Stimulus → response → feedback**

# CBT

## Advantages

- **24/7 accessibility**
- **Interactive**
- **Trainees can control their learning**
- **Video/sound clips, animation, online help**
- **Unlimited time for learning → mastery of content**
- **Progress/testing results tracking possible**

# CBT

## Challenges

- **Lacks face-to-face contact or interaction**
- **Development costs high**
- **Potentially brief shelf-life**
- **High degree of computer literacy required to develop CBT (or WBT) training materials**
- **Trainees must be computer literate**

# CBT

## Applications

- Reaches many people
- Trainees in remote locations
- Interaction important
  - Skills practice, multimedia simulation, role play, testing/ assessment
- Interaction between people not needed
- Trainees vary in levels of knowledge
- On-the-job training/reference

# **WBT (*Web-Based Training*)**

## **Definition & Advantages**

- **WBT is essentially same as CBT, but accessed via a web site**
- **Additional advantages:**
  - **Information more easily updated**
  - **Unlimited # trainees can access training**
  - **Web links → deeper levels of info**
  - **Online help available**

# WBT Challenges

- **Added challenges:**
  - **Internet access required**
  - **Transmission quality for complex sound/images dependent on quality and speed of computer, telephone line, modem connection**

# WBT Applications

- **Rapidly changing content**
- **Promotes learning & information exploration through related web links**

# WEBCONFERENCE (Net conference)

- **Little agreement on terminology**
  - **one-way or two-way communication may include:**
    - **Sound/video broadcast – either real time or delayed**
    - **PowerPoint slides**
    - **Interaction – discuss/ask questions via phone, chat or email**

# WEBCONFERENCE

## Document sharing/collaboration

- **Online connection of 2+ computers**
- **Files shared, copied, cut, pasted, saved or printed by any participant**
- **Need Internet connection and collaboration software**
- **Applications:**
  - **Use in conjunction with audio conference**
  - **Trainees collaborate on project or document**
  - **Trainer can see trainees' work**

# WEB CONFERENCE Planning

- 1. Assure equipment and software available at each site**
- 2. Reserve conference time with service provider *(if necessary)***
- 3. Assure computer literate person available each site**
- 4. Clarify logistics and send info to participants along with guidelines for participation**



# ACTIVE LEARNING #2

## Large group discussion

*~ Audio conference with online document sharing and/or collaboration*



"I think there is a world market for maybe five computers."

*Thomas Watson, Chairman  
of IBM, 1943*

# VIDEO CONFERENCE Options

- **ONE-WAY** video conferencing
- **TWO-WAY** interactive video conferencing
  - **Group video conferencing equipment**
  - **Desktop or laptop computer**

# ONE-WAY VIDEO

## Description

- Viewed on TV monitor or large screen
- Clear, full-motion image
- Unlimited number of people
- Unrestricted geographical area
- Ask questions or make comments via telephone, fax or email
- Can be taped ahead or transmitted in “real time”

# ONE-WAY VIDEO Equipment

- **Uplink: Program origination → beams to orbiting satellite**
- **Satellite: Receives signal from uplink → beams back to downlink**
- **Downlink: Receives program**
  - **Satellite dish/antenna**
  - **Video receiver & converter**
  - **Television monitor or screen**

# ONE-WAY VIDEO

## Advantages

- **Limitless number of sites**
- **Cost-effective for very large audience**
- **Accessible equipment**
- **Excellent visual quality**
- **Visual “presence” of instructor**

# ONE-WAY VIDEO

## Challenges

- **High cost**
- **Requires sophisticated facilities, equipment, and technical expertise**
- **Communication basically one way: instructor to trainees**
- **Interactivity limited**

# ONE-WAY VIDEO

## Applications

### THINK BIG!

- **Very large, widely dispersed audience**
- **Full motion video needed**
- **Primarily lecture or dissemination of information**

# ONE-WAY VIDEO Planning

- 1. Reserve production facilities, uplink, satellite time, and space at downlink facilities**
- 2. Arrange for technical support at all sites**
- 3. Clarify logistics and send info to participants along with guidelines for participation & training materials**



# ACTIVE LEARNING #3

**Large group discussion**

***~ Preparing for a one-way video conference***



"Everything that can be  
invented has been  
invented."

*Charles H. Duell,  
Commissioner, U.S. Office of Patents, 1899*

# TWO-WAY VIDEO

## Description

- Fully interactive – trainer and trainees see one another and speak freely
- Desktop computers and group conferencing systems can be linked
- Digital signals sent via phone line
  - Greater compression → greater speed of transmission → greater distortion of images

# TWO-WAY VIDEO Equipment

- **Can use desktop or group conferencing equipment:**
  - **Computer**
  - **Conferencing software**
  - **Camera, microphone, speakers**

# TWO-WAY VIDEO Services

- **Need Internet connection**
- **Conferencing service provides:**
  - **Bridging between sites and long distance service**
  - **Additional services as needed**
- **Cost depends on # of sites, speed of transmission, location of sites, type of equipment, room charges**

# TWO-WAY VIDEO

## Advantages

- **Fully interactive – most resembles face-to-face training**
- **Visual “presence” & real-time interaction**
- **Full motion**
- **Cost-effective for small/mid-size audience (3-5 sites)**

# TWO-WAY VIDEO Challenges

- **Reaches limited number of sites**
- **Digital transmission not available everywhere**
- **Cost considerably higher than for audio conferencing**
- **Picture quality inconsistent**
- **Computer literate person must be present**

# TWO-WAY VIDEO

## Applications

- **Highly interactive verbal and visual participation indicated by content such as...**
  - **Demonstration, practice, testing or assessment, feedback regarding physical skill or technique**

# TWO-WAY VIDEO Planning

- 1. Assure equipment available at each site**
- 2. Reserve conference time with service provider**
- 3. Provide technical support for all sites**
- 4. Clarify logistics and send info to participants along with guidelines for participation & training materials**



# ACTIVE LEARNING #4

**Individual reflection and large  
group sharing**

***~ Establishing a comfortable  
learning environment***

# NEXT STEPS



# NEXT STEPS

## Key Considerations

1. Define audience
2. Identify core competencies/learning objectives
3. Define training content
4. Select technology  
(e.g., fits objectives & budget)
5. Select teaching strategies  
(e.g., fit objectives & technology)
6. Identify site coordinators



# ACTIVE LEARNING #5

**Case study/small group  
discussion and large group  
sharing**

***~ Selecting distance  
technologies***



“Heavier-than-air flying machines are impossible.”

*Lord Kelvin, President, Royal Society, 1895*