

Instructional Design Plan for WebEx Training

Assignment 3
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3.1 Performance Objectives and Assessment Instruments

3.1.1 Instructional Goals

The following table includes the instructional goal, including a breakdown with the performance objectives added, and the terminal learning objective with learning context.

<p>Instructional Goal: Technical communicators at Riverbed will use WebEx to initiate, conduct, record, and playback meetings that include audio and video to improve draft documentation based on design & demo meetings with subject matter experts or managers.</p>	<p>Instructional Goal with Performance Objective Added: When interacting with subject matter experts (SME) for project-related design & demo meetings (CN), technical communicators at Riverbed will successfully demonstrate the independent creation and use of WebEx audio/video recordings as input (B) to produce draft project documentation that includes all enhancements as specified by the SME during project meetings (CR).</p>
	<p>Terminal Objective with Learning Context Added: During the instruction, Riverbed technical communicators (CN) will successfully demonstrate the initiation, recording, and playback of a WebEx meeting to include WebEx audio and video elements as input (B) to produce satisfactory draft project documentation (CR).</p>

3.1.2 Evaluation of Step 8: Use Meeting Recording

Main Step in Instructional Goal	Performance Objective in Main Step
8.0 Use meeting recording	After receiving the email notification of the availability of the recorded WebEx meeting, Riverbed technical communicators will download and test the recorded meeting, and will use the meeting to create draft documentation.

Learners can demonstrate their mastery of a performance objective either through a written assessment or through an electronic demonstration-style test in which the learner can select the correct actions. The following table describes the breakdown of the subordinate skills associated with Step 8 of the instructional goal.

Subordinate Skills	Performance Objectives for Subordinate Skills	Parallel Assessment Items (printed or demonstration test)
8.1 Receive email link to recording	Given an email notification that a recorded WebEx meeting is ready to view, locate the correct link for downloading the recorded meeting. Learners should correctly identify the embedded link in the email.	<ol style="list-style-type: none"> 1. (printed test) Choose the correct link from a printed example email notification of a WebEx recorded meeting. 2. (demonstration test only) Click on the link in an electronic example email notification of a WebEx recorded meeting.
8.2 Navigate to WebEx recordings page	Having navigated to the WebEx recording download page, identify the two locations from which to start the download. Learners should correctly identify both download links from the WebEx page.	<ol style="list-style-type: none"> 1. (printed test) Circle the two download locations from a printed example of the WebEx recording page.
8.3 Select and download recording	Given two download locations for a recorded WebEx meeting, choose one link to start the download and save the file. Learners should click on the link to start the download and choose the Save File option. The download should start successfully.	<ol style="list-style-type: none"> 1. (demonstration test only) Click on either of the download links in the electronic example page.
	While downloading the recording, locate the link for downloading the ARF Player. Learners should correctly identify the link from which to download the ARF Player.	<ol style="list-style-type: none"> 1. (printed test) Choose the correct link for downloading the ARF Player from a printed example of the download windows.
	Given the context of the WebEx site, identify the purpose of the ARF Player. Learner should be able to describe the purpose of the ARF Player in a general way.	<ol style="list-style-type: none"> 1. (printed test) Correctly choose the ARF Player from a list of WebEx functions.
	Given the computer system, determine whether the ARF Player is installed on the system. Learner should be able to review a list of installed applications and determine whether the ARF Player is installed.	<ol style="list-style-type: none"> 1. (printed test) From a printed list of applications installed on a computer system, correctly identify the ARF Player by circling the application in the list. 2. (demonstration test only) Navigate to installed programs on the computer system and state whether the ARF Player is installed.
	If the computer system does not contain an ARF player for WebEx meeting playback, choose to download the ARF Player. Learner should click the ARF Player download link and successfully download the file.	<ol style="list-style-type: none"> 1. (demonstration test only) Select the correct link for downloading the ARF Player from the electronic download page.
	Having downloaded the ARF Player, locate the downloaded file and install it.	<ol style="list-style-type: none"> 1. (demonstration test only) Locate the downloaded file and double-

	Learner should be able to locate a downloaded file and double-click to execute the installation.	click to install the ARF Player.
	For the given computer system and browser, locate the download directory into which the WebEx meeting file was stored. Learner should be able to locate downloaded recording files.	<ol style="list-style-type: none"> 1. (printed test) From a list of files in a download directory, correctly identify a specific recorded WebEx meeting file. 2. (demonstration test only) Navigate to the location of the downloaded WebEx meeting file.
8.4 Test play the recording	Having located the WebEx meeting file, play back the recorded meeting to test the integrity of the file. Learner should correctly double-click a recorded meeting file and start the playback.	<ol style="list-style-type: none"> 1. (demonstration test only) Double-click on the downloaded WebEx meeting file.
8.5 Leave copy of meeting on WebEx server	Having determined that the downloaded recorded meeting file is not playable, decide to keep a copy of the recorded meeting on the WebEx server. Learner should correctly choose NOT to delete the recorded meeting file from the WebEx server.	<ol style="list-style-type: none"> 1. (printed test) Explain the actions you would take if the downloaded WebEx meeting file will not play.
8.6 Copy recording to local server	Given the location of a network drive, understand how to copy the WebEx meeting file to the drive for sharing. Learner should be able to copy and paste the recorded meeting file from location A to location B.	<ol style="list-style-type: none"> 1. (demonstration test only) Copy the downloaded WebEx meeting file (from location A) and place a copy in another location (location B) on the network.
	Given a need to reference material from a recorded WebEx meeting, locate and playback the file. Learner should be able to go to location B and double-click the correct meeting file to start the playback.	<ol style="list-style-type: none"> 1. (demonstration test only) Navigate to location B, where the copied file was placed, and play back the recorded meeting.
8.7 Delete recording from WebEx server	From the WebEx recording download page, locate the Delete button to remove the meeting file from the WebEx server. Learner should correctly identify the method for deleting the recorded meeting file from the WebEx server.	<ol style="list-style-type: none"> 1. (printed test) Circle the button that will let you delete the recorded WebEx meeting file from the server. 2. (demonstration test only) Choose the Delete button to remove the recorded WebEx meeting from the server.

3.2 Instructional Strategies

3.2.1 Instructional Clusters

The following table lists the instructional clusters for the main objectives for Riverbed's WebEx training.

Clusters	Instructional Goal Steps	Instructor / Delivery Format / Time Required
1	Main step 1: Login to WebEx	<ul style="list-style-type: none"> • 1 instructor

<p>Note: This section omitted for this assignment.</p>	<p>Objectives 1.1 1.2 1.3 1.3.1 1.4 1.5 1.6 1.7 1.8 1.9 1.10</p>	<ul style="list-style-type: none"> • Live demonstration and lecture with computer equipped with headset and camera, projector, and PowerPoint slides. • 1 hour
<p>2 Note: This section omitted for this assignment.</p>	<p>Main step 2: Start meeting Main step 3: Join audio 3.1 3.1.1 3.1.2 Main step 4: Start video feed 4.1 Main step 5: Start recording 5.1</p>	<ul style="list-style-type: none"> • 1 instructor • Live demonstration and lecture with computer equipped with headset and camera, projector, and WebEx instructor login. • 1 hour
<p>3 Note: This section omitted for this assignment.</p>	<p>Main step 6: Conduct meeting Main step 7: Stop recording</p>	<ul style="list-style-type: none"> • 1 instructor • Live demonstration and lecture with computer equipped with headset and camera, projector, and WebEx instructor login. • 2 hours
<p>4</p>	<p>Main step 8: Use meeting recording 8.1 8.2 8.3 8.3.1 8.3.2 8.3.3 8.3.4 8.3.5 8.3.6 8.3.7 8.4 8.5 8.6 8.6.1 8.6.2 8.7</p>	<ul style="list-style-type: none"> • 1 instructor • Live demonstration and lecture with computer equipped with headset and camera, projector, and WebEx instructor login. • 1 hour
<p>Terminal Objective</p>	<p>During the instruction, Riverbed technical communicators will successfully demonstrate the initiation, recording, and playback of a WebEx meeting to include WebEx audio and video elements as input to produce satisfactory draft project documentation.</p>	

3.2.2 Pre-instructional Activities

The pre-instructional activities listed in the table below will achieve several of Gagne’s prescribed instructional events.

- *Gaining attention* by using introductions and relating the goals of the instruction to the goals for career growth at Riverbed
- *Informing learner of objectives* by presenting the agenda
- *Stimulating recall of prior learning* by discussing what the learners already know about basic WebEx Meeting Center functions

<p>Motivation</p>	<p>Learners will be presented with an overview of the course material on the advanced capabilities of WebEx online meetings and how the material can enhance the learner’s production of successful documentation. A review of what the learners may already know about WebEx is conducted.</p> <p>The overview will be followed by a brief introduction to Riverbed Technology’s expectations and annual review rankings of technical communicators as they progress to each level within the career path, linking the importance of the WebEx advanced features to helping the learner produce better project documentation. Better project documentation will lead to excellent career development within the company for the learners.</p> <p>This is followed with an introduction of each learner, what their expectations are for the course, and any specific challenges they have had with WebEx.</p>
<p>Objectives</p>	<p>As part of the PowerPoint slides, an agenda slide will be initially presented prior to the start of Step 1 and will be shown again after each step is completed, with the upcoming section highlighted. Some objectives will be clustered together into logical segments, as shown in the agenda:</p> <p>Agenda:</p> <ul style="list-style-type: none"> • Logging into WebEx Meeting Center • Starting a WebEx Meeting • Using Audio and Video for a WebEx Meeting • Recording a WebEx Meeting • Conducting a WebEx Meeting • Using the WebEx Meeting Recording
<p>Student Grouping and Media Selections</p>	<p>Where possible (in regional offices: Bethesda, Nashua, Cary, and Santa Clara), students will be taught as a small group in a training or conference room using a projector, headset, and camera connected to the instructor’s computer. In available training rooms, student workstations will be similarly equipped with headsets and cameras so that each may demonstrate mastery of the material from their individual workstation.</p> <p>In cases of single learners, training will be conducted by the instructor at the learner’s desk with a workstation equipped with a headset and camera, and with an instructor laptop that contains the PowerPoint slide deck.</p>

3.2.3 Assessment

The following table contains descriptions of the assessment instruments and student groupings to be used for the Riverbed WebEx training. The practice tests and post-test achieve Gagne's instructional event for assessing student performance.

Pre-Test	<p>All Riverbed technical communicators are expected to have the computer skills necessary to perform all tasks required for this training and will not need to perform an assessment test prior to training.</p> <p>Each learner will, however, have to login to WebEx to ensure that their login credentials work. Training cannot continue until the learner has a valid login.</p>
Practice Test	<p>During training, verbal quizzes will assess learner understanding during each new step. After Step 7, students will perform a practice demonstration test using a single-page exercise that prescribes a scenario. This is to allow the learner to gain hands-on experience in conducting an actual WebEx meeting. Students will be permitted to ask questions of the instructor. No grade will be given.</p>
Post-Test	<p>After training, learners will correctly complete a printed test that uses a combination of multiple choice, matching, and fill-in-the-blank questions. Learners may use handout versions of the slide deck as an aid during the test. A score of 90% is required to pass. Retraining will be offered for those who do not pass, since all technical communicators must know how to use WebEx properly.</p>
Student Grouping and Media Selections	<p>Students will be grouped individually for assessment.</p> <p>Verbal quizzes will take place as a group, with the instructor using a WebEx live meeting, screenshots, or the slide deck on the instructor workstation and projector as prompts. Students will raise hands and be called on to answer questions.</p> <p>Learners will take the practice demonstration test on individual workstation. The instructor will be available to assist students who need it.</p> <p>The post-test will be provided to students as a paper test, along with a handout version of the training slide deck and a pencil. The test will be turned in to the instructor and graded.</p>

3.2.4 Follow-Through Activities

The following activities will be used to prompt learners to recall the content of this instruction in the workplace and to promote transfer of the information provided during instruction, in accordance with Gagne’s ninth instructional event, “Enhancing retention and transfer.”

Memory Aid	A handout version of the instructor slide deck will be provided as a memory aid to the students.
Transfer	The handout version of the instructor slide deck will contain full-color, labeled screenshots of important WebEx panes to help the learner recall the location of various advanced features.
Student Grouping and Media Selections	After training, the learners will act independently to use the advanced features of WebEx. In addition to the slide deck handouts, the learners will have access to an online version of the slide deck, as well as email and phone access to the instructor(s) for further assistance.

3.2.5 Content Presentation and Student Participation

This section contains the presentation of the content and the prescribed student participation for Cluster 4 performance objectives (Main Step 8: Use Meeting Recording), with student grouping and media selections.

The content presentation will utilize the following from Gagne’s instructional events:

- *Presenting the stimulus material* comprises providing the students with the material intended to promote learning for the advanced WebEx features.
- *Providing learning guidance* to help students understand, retain, and synthesize the knowledge gained in the course material.
- *Eliciting the performance* involves getting the students to the point at which not only can they pass the assessment tests but they can analyze a given workplace situation and evaluate the best ways to use the advanced WebEx features they learned in order to achieve maximum effectiveness in their project documentation.
- *Providing feedback about performance* correctness during the training and assessment tests to guide the students toward correct responses and optimal performance.

Performance Objectives Subordinate to Main Step 8	
Student Grouping and Media Selections: All objectives 8.1 through 8.7 will take place in a small group—in a classroom or conference room—or on an individual basis at the learner’s workstation. Learners will receive a copy of the example WebEx recorded meeting notification email as part of handout versions of the instructor’s slide deck at the end of the training.	
8.1 Given an email notification that a recorded WebEx meeting is ready to view, locate the correct link for downloading the recorded meeting.	
Content Presentation	

Content	You receive a system-generated email from WebEx that tells you that your meeting recording is available. The email contains links to several actions that may be performed with the recorded meeting, such as downloading. You want to download the recorded meeting.
Examples	<p>Actions available in the email:</p> <ul style="list-style-type: none"> • Playback • Download* (Instructor will focus on this option, which is the correct option) • Edit meeting options • List all recorded meetings (for a given account)
Student Participation	
Practice Items and Activities	Learners will examine an email notification and will locate the correct link for downloading a recorded meeting.
Feedback	Review available options and restate that downloading the meeting is the preferred action.
8.2 Having navigated to the WebEx recording download page, identify the two locations from which to start the download.	
Content Presentation	
Content	<p>In addition to accessing the recorded WebEx meeting for download, you can find and download your WebEx recordings from the online Meeting Center. From the Meeting Center, you can access a meeting in two ways:</p> <ul style="list-style-type: none"> • Host a Meeting > My Recorded Meetings • “My WebEx” page > My Files > My Recordings
Examples	<p>Demonstration of download access from—</p> <ol style="list-style-type: none"> 1) Embedded email link 2) WebEx Meeting Center
Student Participation	
Practice Items and Activities	Learners will be quizzed on how they think they could get to the recordings from various points on the WebEx home page.
Feedback	Review available options and discuss the options available from the list of recorded meetings. Relate this to how the learners think they could use the various options.
8.3 Given a recorded meeting, download the meeting file and the ARF player, if necessary.	
Content Presentation	
Content	<p>The following sub-objectives are discussed as part of this lesson:</p> <ul style="list-style-type: none"> • 8.3.1 Given two download locations for a recorded WebEx meeting, choose one link to start the download and save the file. • 8.3.2 Given the context of the WebEx site, identify the purpose of the ARF Player. • 8.3.3 While downloading the recording, locate the link for downloading the ARF Player. • 8.3.4 Given the computer system, determine whether the ARF

	<p>Player is installed on the system.</p> <ul style="list-style-type: none"> • 8.3.5 If the computer system does not contain an ARF player for WebEx meeting playback, choose to download the ARF Player. • 8.3.6 Having downloaded the ARF Player, locate the downloaded file and install it. • 8.3.7 For the given computer system and browser, locate the download directory into which the WebEx meeting file was stored. <p>Using the system-generated email, you can navigate to the WebEx page for a given recorded meeting. On that page, you can download the meeting file from two locations: Download Meeting Link or a link under “Play Recorded Meeting Now”.</p> <p>Optionally, you may navigate to the Meeting Center and choose the recorded meeting from a list. Notice that you can determine some information about the meeting from date/time, meeting duration, and file size, and sort the list by those fields.</p> <p>For listed meetings, you can perform the following actions.</p> <ul style="list-style-type: none"> • Download (primary focus) • Modify • Disable • Re-assign • Delete <p>The secondary window that is launched when choosing to download the recorded meeting is shown and described. The ARF format and player are described, and the download and file save are demonstrated.</p> <p>Instructor will briefly discuss the location of downloaded files in the context of a typical Internet browser.</p>
Examples	<p>Demonstration of download procedures:</p> <ul style="list-style-type: none"> • Recorded meeting file (from several locations) • ARF player and installation
Student Participation	
Practice Items and Activities	<p>Learners will use the system-generated email and login credentials to download a recorded meeting file and the ARF player. Learners will install the ARF player.</p>
Feedback	<p>Upon completing the exercises, learners will discuss the ways in which alternative options (other than download) could be used in the workplace.</p>
8.4 Having located the WebEx meeting file, play back the recorded meeting to test the integrity of the file.	
Content Presentation	
Content	<p>You can play back a recorded meeting in two ways:</p> <ul style="list-style-type: none"> • From the WebEx recordings page • From the downloaded meeting <p>You can use the “Modify” feature to tailor the recorded file prior to sharing with others (if necessary) to remove or adjust what is accessible and visible.</p> <p>** The goal is to always download the meeting and delete it from the</p>

	WebEx server, thereby saving the company money by reducing space used on the WebEx server; however, if a downloaded meeting does not play correctly, the learner should know that the option of leaving the meeting in place on the WebEx server is an option.
Examples	Demonstration of test playback of the meeting to verify that it will (a) play and (b) contains what is expected. Discussion and demonstration of the “Modify” feature from the previous objective will be discussed briefly in case the playback is not what is expected.
Student Participation	
Practice Items and Activities	Learners will be shown a variety of unexpected outcomes and asked to think of ways they can troubleshoot the problem.
Feedback	Learners will discuss reasons a file might not play back and the steps they would take to get assistance or troubleshoot the problem.
8.5 Having determined that the downloaded recorded meeting file is not playable, decide to keep a copy of the recorded meeting on the WebEx server.	
Content Presentation	
Content	One possible outcome of our attempt to download and play back a file is a recorded meeting file that will not play. For this case, you might have to leave the recorded meeting on the WebEx server until your project is finished. We will discuss: <ul style="list-style-type: none"> • Company policy for length of storage • Method for notifying Infosys that a meeting will be stored long-term • Ways to optimize the use of the meeting for a short period of time and then delete the meeting once the project is finished
Examples	Riverbed company policy requires you to keep no more than three meetings in WebEx server storage at any given time, so it is imperative that you download and remove your meetings from the server in a timely manner. Additionally, each department has best practices for placement of the file for use by others. Examples of acceptable reasons for long-term storage are discussed.
Student Participation	
Practice Items and Activities	Learners will be encouraged to discuss ways in which they can transfer the information from the meeting to another form or optimize the use of the recorded meeting for a short period of time. The goal is to encourage the learner to consider the costs of company resource allocation. Instructor-led discussion about the technical communications department policies.
Feedback	Learners will discuss the benefits of downloading files locally and of reducing the need for long-term storage.
8.6 Given a downloaded recorded meeting file, copy the file to a local server.	
Content Presentation	
Content	The following sub-objectives are discussed as part of this lesson: <ul style="list-style-type: none"> • 8.6.1 Given the location of a network drive, understand how to

	<p>copy the WebEx meeting file to the drive for sharing.</p> <ul style="list-style-type: none"> • 8.6.2 Given a need to reference material from a recorded WebEx meeting, locate and playback the file. <p>Local, long-term storage of recorded meeting files can be a useful resource for project history. Once a recorded meeting file is downloaded, you can place the file on a local server in accordance with Riverbed project file storage procedure. Local storage is compared and contrasted to the use of WebEx server storage for the files.</p> <p>Best practices for folder naming conventions for projects are discussed. Naming conventions allow others to discover and playback the recorded meeting files as necessary.</p>
Examples	Instructor demonstration of project file storage. Discussion of best practices and Riverbed policy.
Student Participation	
Practice Items and Activities	Learners will state best practices for naming convention and file storage according to Riverbed policy. Learners will also be asked to state ways in which other project team members could benefit from using the recorded meetings for playback.
Feedback	Positive feedback for novel ideas for file storage and project archive usage.
8.7 From the WebEx recording download page, locate the Delete button to remove the meeting file from the WebEx server.	
Content Presentation	
Content	<p>Instructor demonstration of the deletion of recorded meeting files from long-term storage on the WebEx server will be presented.</p> <p>Company policy will be briefly reiterated, with information about the storage inventory update report that WebEx sends to Riverbed monthly. An example of the report is shown, as is an example email from the Infosys department to an employee who has exceeded allowable storage limits.</p>
Examples	The instructor will demonstrate how to delete the meeting from the WebEx server and will discuss the benefits.
Student Participation	
Practice Items and Activities	Learners will be encouraged to state company policy about file storage. Learners will have an opportunity to delete a file.
Feedback	Positive feedback will be given for correct responses to questions about company policy.

3.3 Delivery System and Media Selections

3.3.1 Instructional Delivery for Cluster 4

The following table includes details about the delivery system and media selection for Cluster 4 of this instruction.

Session	Objectives	Types of Learning	Media Selections and Student Groupings	Delivery Systems
4	8.1 8.2 8.3 8.3.1 8.3.2 8.3.3 8.3.4 8.3.5 8.3.6 8.3.7 8.4 8.5 8.6 8.6.1 8.6.2 8.7	Intellectual Skills	Live demonstration with slide presentation and lecture on a computer equipped with headset and camera, projector, and WebEx instructor login.	Classroom/conference room instruction for small group lecture and discussion or in the individual workspace for single learners.

3.3.2 Delivery System for Instruction and Rationale

The delivery system for all instruction will be instructor-led, whether in a classroom/conference room or at the individual’s workstation. This delivery method is most appropriate because of the need to customize WebEx usage instruction to comply with company policies and project management requirements.

3.3.3 Rationale for Instructional Delivery System and Media Selection

The delivery system and media selection were chosen because of the feedback received from individual technical communicators at Riverbed. Through interviews with the technical communicators and their managers, it was discovered that even when the individual had a year or more of experience with the use of WebEx, the advanced features and use of recordings could present problems and be somewhat confusing if an individual was never formally trained. Riverbed has adequate training and conference rooms available with the specified equipment required to present the training. In case of individual learners, adequate space and equipment is available in individual offices.