



State of Oklahoma

VTC Teletraining Evaluation Results Awareness and Response to Biological Events

November 17, 2009

Table of Contents

Executive Summary	3
Participant Questions:.....	4
Participant Ratings:	4
Participant Averages:	5
Participant Text Questions:	7
NCBRT Participant Evaluation.....	13
Instructor Questions:	14
Instructor Ratings:	14
Instructor Averages:	15
Instructor Text Answers:	15
NCBRT Instructor Evaluation	18

Executive Summary

Analysis of the Oklahoma VTC Teletraining participant and instructor evaluations indicates that this VTC Teletraining delivery was a successful endeavor.

The analysis of responses on numerical scale based questions indicates that the VTC Teletraining participants found the delivery to have effective content and provide many opportunities for interaction. Regarding the overall teletraining experience, 90 percent of participants' responses scored a rating of either 4 or 5 expressing a "superior" experience for the VTC Teletraining.

A possible area for improvement is the technical aspect of the delivery. The picture clarity and sound quality ratings in this area of evaluation were lower than any other response, with 35 percent of the participant respondents indicating an average or below average satisfaction level.

The majority of participants rated their location as to have received the best experience over other locations. This is the desired outcome for a multiple site delivery.

A review of participants' short answer comments that cover positive/negative attributes as well as general opinions indicate a preponderance of positive statements regarding the VTC Teletraining. A common positive view was that the VTC Teletraining allowed access to additional instructors as well as providing a participant audience with a larger scope of experience. Participants in the more outlying areas also positively commented that the VTC Teletraining allowed them to attend training without having to travel as far. The majority of the low number of negative comments were centered on the previously noted technological issues; fuzzy or unfocused picture and video clarity and some audio/acoustical problems.

Instructor evaluations were in-line with participant responses. Like the participants, the instructors indicated a need for technical improvement in regards to audio/video quality. However, the instructional staff indicated in both numerical responses as well as short answer that the VTC Teletraining was a success. The instructors were particularly pleased with the ability of a VTC Teletraining to reach a very large audience. They noted that the larger audience provided opportunity for greater participant feedback.

Overall, the VTC Teletraining was very positively received. Continued utilization of a VTC system to deliver future courses is recommended. Efforts to improve picture and audio clarity can be addressed in future initiatives of this nature; however, the negative comments regarding this issue are not sufficient to discontinue VTC Teletraining deliveries.

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

The questions presented in this evaluation are graded on several scales. For questions 1 and 2 the grading system is 1 to 5; 1 representing "Not at all effective" and 5 representing "Very Effective." Question 3 uses a simple "Yes" or "No" format. Question 4 asks the participant to give an answer of 1 for "Very Few" and 5 for "Many." Question 5 asks for a response of 1 representing "Poor" and "Superior" for a high response of 5.

Participant Questions:

1. How effective was the content of the VTC Teletraining? (How well was the content delivered?)

1(not at all effective) - 0 2 - 1 3 - 0 4 - 10 5(very effective) - 9

2. How effective was the VTC Teletraining technically, e.g., clear picture, clear sound? (How well did the technology work?)

1(not at all effective) - 0 2 - 1 3 - 6 4 - 10 5(very effective) - 3

3. Did your site have opportunities to interact with the people at the other site?

Yes - 19

No - 1

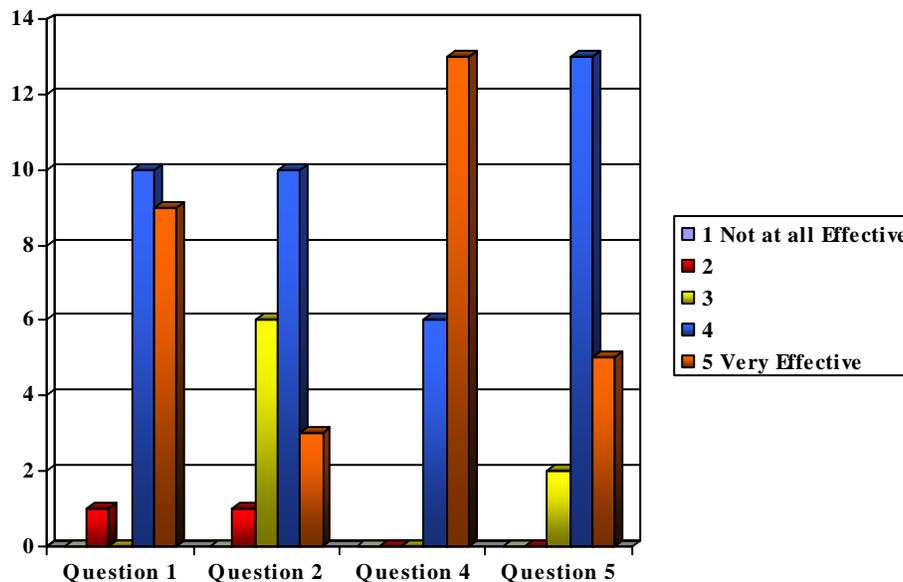
4. If Yes to the previous question, how many opportunities did you have?

1(very few) - 0 2 - 0 3 - 0 4 - 6 5(many) - 13

5. How would you rate this VTC Teletraining experience?

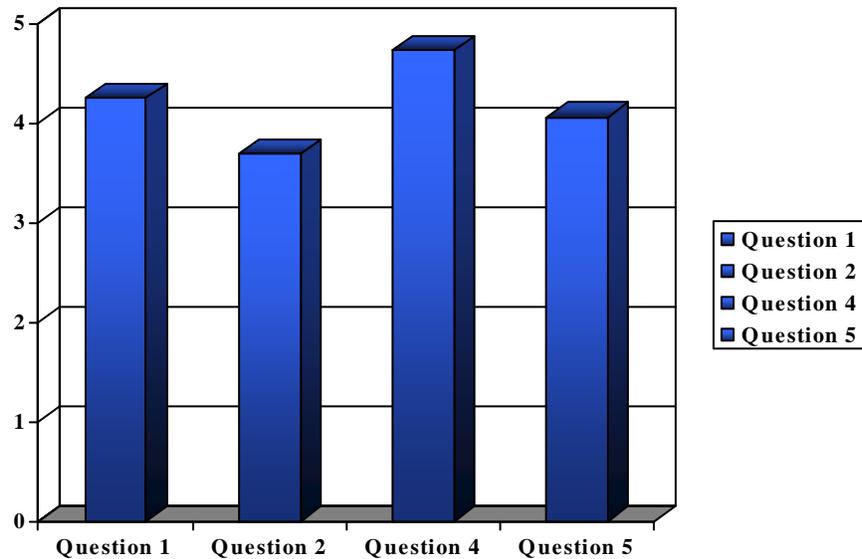
1(poor) - 0 2 - 0 3 - 2 4 - 13 5(superior) - 5

Participant Ratings:



Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009

Participant Averages:



Participant Experiences:

6. Which site received the better experience?

The purpose of this question is to test the effectiveness of the VTC Teletraining. In a successful VTC Teletraining, all participants should consider that their site received the best experience, regardless of location. Our results below indicate this.

• **All Participant Responses**

- Woodward – 1
- Stillwater – 3
- Stigler – 4
- Duncan – 1
- Bartlesville – 4
- No Answer – 7

• **Responses for Answers by Location**

- **Woodward - 5**
 - Woodward- 1
 - Stillwater- 1
 - Stigler - 0
 - Duncan - 0
 - Bartlesville - 0
 - No Answer - 3

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

- **Responses for Answers by Location (cont.)**

- **Stillwater - 5**
 - Woodward- 0
 - Stillwater- 2
 - Stigler - 0
 - Duncan - 0
 - Bartlesville - 0
 - No Answer - 3

- **Stigler - 4**
 - Woodward- 0
 - Stillwater- 0
 - Stigler - 4
 - Duncan - 0
 - Bartlesville - 0

- **Duncan - 2**
 - Woodward- 0
 - Stillwater- 0
 - Stigler - 0
 - Duncan - 1
 - Bartlesville - 0
 - No Answer - 1

- **Bartlesville - 4**
 - Woodward- 0
 - Stillwater- 0
 - Stigler - 0
 - Duncan - 0
 - Bartlesville - 4

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

Participant Text Questions:

7. How did learning new information in this fashion compare to a 'typical' in-person, in-class presentation?

Stillwater

Question No. 7

- Lack of interaction made it boring
- Interesting
- Interesting

Stigler

Question No. 7

- I enjoyed the class
- I like in person training
- It was streamlined

Duncan

Question No. 7

- It was different
- Felt a little detached, but the on-site instructor compensated

Woodward

Question No. 7

- It was OK
- Not quite as functional but practical given our remote location
- OK

Bartlesville

Question No. 7

- Superior. Added various experts instead of one speaker
- Kept me alert to other questions being asked from other sites.
- It was different but seemed to work very well.
- Very well as long as there is an onsite instructor for facilitating and for additional questioning

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

8. What were you hoping to get out of the class (VTC Teletraining) and did you get it?

Stillwater

Question No. 8

- A wealth of knowledge
- Not Sure

Stigler

Question No. 8

- It was very interesting.
- I didn't know that it was VTC Teletraining class when I enrolled
- Learn about biological events. Yes.
- Certificate of training

Duncan

Question No. 8

- Knowledge and yes I got some
- An informed and useful overview of the material. Yes.

Woodward

Question No. 8

- Education/Training. Yes.
- Safety. Yes.

Bartlesville

Question No. 8

- General knowledge. Yes.
- N/A
- Hoping the technology would work and it did

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

9. What did you like about using the technology?

Stillwater

Question No. 9

- I'm indifferent
- Very good

Stigler

Question No. 9

- It's a way to get more classes offered across the state
- People from other places can be together
- Privacy

Duncan

Question No. 9

- Compare thoughts
- It allowed to have a class offered locally that otherwise might not have been available

Woodward

Question No. 9

- Did not have to travel
- Not having to travel to attend quality training
- No Travel

Bartlesville

Question No. 9

- Same as above – added more speaker, more opinions, and views
- Discussion in class without hindering the instructor who might have continued with lesson
- It was a different prospective to training.
- Different options are good.
- The capability to capture a larger population

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

10. What did you not like about using the technology?

Stillwater

Question No. 10

- Nothing
- Nothing

Stigler

Question No. 10

- Sometimes the sound wasn't very good
- Problems with technology
- Lag

Duncan

Question No. 10

- Sometimes the screen was hard to focus
- A few minor technical difficulties

Woodward

Question No. 10

- Nothing

Bartlesville

Question No. 10

- Nothing. Only froze up once. Very good system.
- The picture was not sharp and the audio was a little muffled.
- N/A
- None

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

11. What suggestions do you have for the presenter(s) to make the VTC Teletraining experience better?

Stillwater

Question No. 11

- None
- Nothing

Stigler

Question No. 11

- None
- None
- None

Duncan

Question No. 11

- I can't think of anything
- Possibly a more interactive PowerPoint program

Woodward

Question No. 11

- No Responses

Bartlesville

Question No. 11

- Replace the mic on the instructor. Try to get video sharper.
- To be able to see the picture better
- My site of Bartlesville, OK and the home site of Stillwater, OK were outstanding. Thanks for the experience.

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

12. General comments?

Stillwater

Question No. 12

- None
- N/A

Stigler

Question No. 12

- I like the idea of the VTC Teletraining and I will take more these classes
- None
- Good job

Duncan

Question No. 12

- Thanks for the opportunity
- Overall a good class and an enjoyable experience with onsite instructor

Woodward

Question No. 12

- No responses

Bartlesville

Question No. 12

- Overall a good class learning environment
- Very good school
- Great technology and great job done by all

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

**Awareness and Response to Biological Events (VTC Delivery)
NCBRT PARTICIPANT Evaluation for Teletraining
Stillwater/Stigler/Duncan/Woodward/Bartlesville, OK
November 17, 2009**

Evaluation is a very important step for effective teletraining and one that is so easy to overlook. If no evaluation is done, the technology and instruction might not be adapted to better meet the needs of the participants. Please fill out this simple survey and help us improve!

Circle the number that represents your opinions about these questions	Not at all Effective				Very Effective
1. How effective was the content of the VTC Teletraining? (How well was the content delivered?)	1	2	3	4	5
2. How effective was the VTC Teletraining technically, e.g., clear picture, clear sound? (How well did the technology work?)	1	2	3	4	5
3. Did your site have opportunities to interact with the people at the other site?	Yes			No	
Circle the number that represents your opinion about this question	Very few				Many
4. If Yes to the previous question, how many opportunities did you have?	1	2	3	4	5
Circle the number that represents your opinion about this question	Poor				Superior
5. How would you rate this VTC Teletraining experience?	1	2	3	4	5
6. In your opinion, which site received the better experience?	Host Stillwater	Remote Stigler	Remote Duncan	Remote Woodward	Remote Bartlesville
7. How did learning new information in this fashion compare to a 'typical' in-person, in-class presentation?					
8. What were you hoping to get out of the class (VTC Teletraining) and did you get it?					
9. What did you like about using the technology?					
10. What did you not like about using the technology?					
11. What suggestions do you have for the presenter(s) to make the VTC Teletraining experience better?					
12. General comments?					

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

Instructor Questions:

1. How effective was the content of the VTC Teletraining? (How well was the content delivered?)

1(Not at all effective) - 0 2 - 0 3 - 0 4 - 2 5(Very effective) - 3

2. How effective was the VTC Teletraining technically, e.g., clear picture, clear sound? (How well the technology worked)

1 (Not at all effective) - 0 2 - 0 3 - 1 4 - 3 5(Very effective) - 1

3. Did your site have opportunities to interact with the people at the other site?

Yes – 5

No - 0

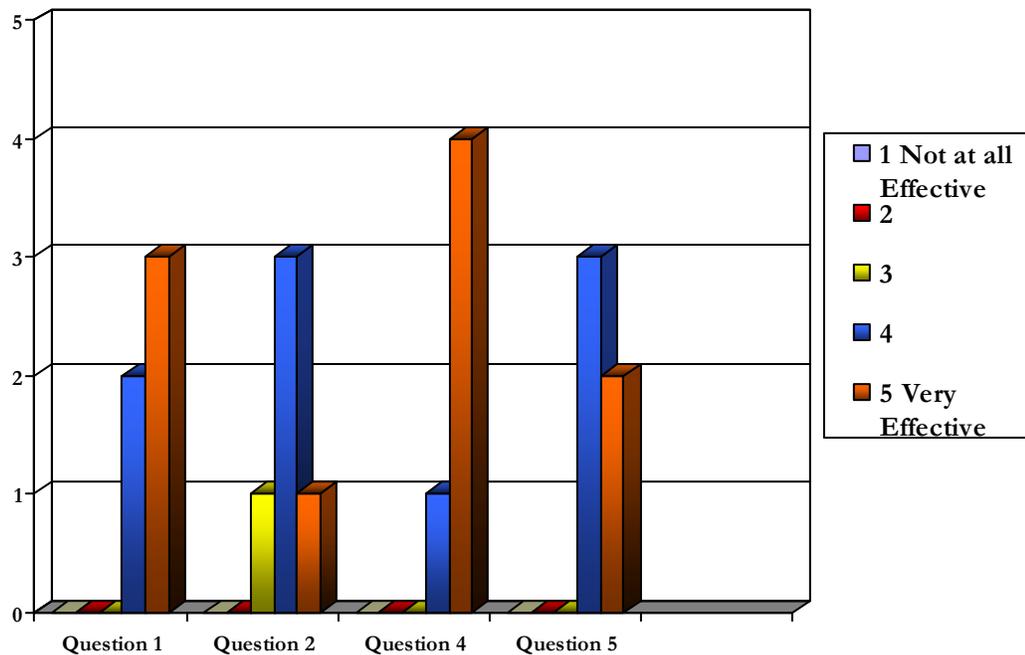
4. If Yes to the previous question, how many opportunities did you have?

1(Very Few) - 0 2 - 0 3 - 0 4 - 1 5(Many) - 4

5. How would you rate this VTC Teletraining experience?

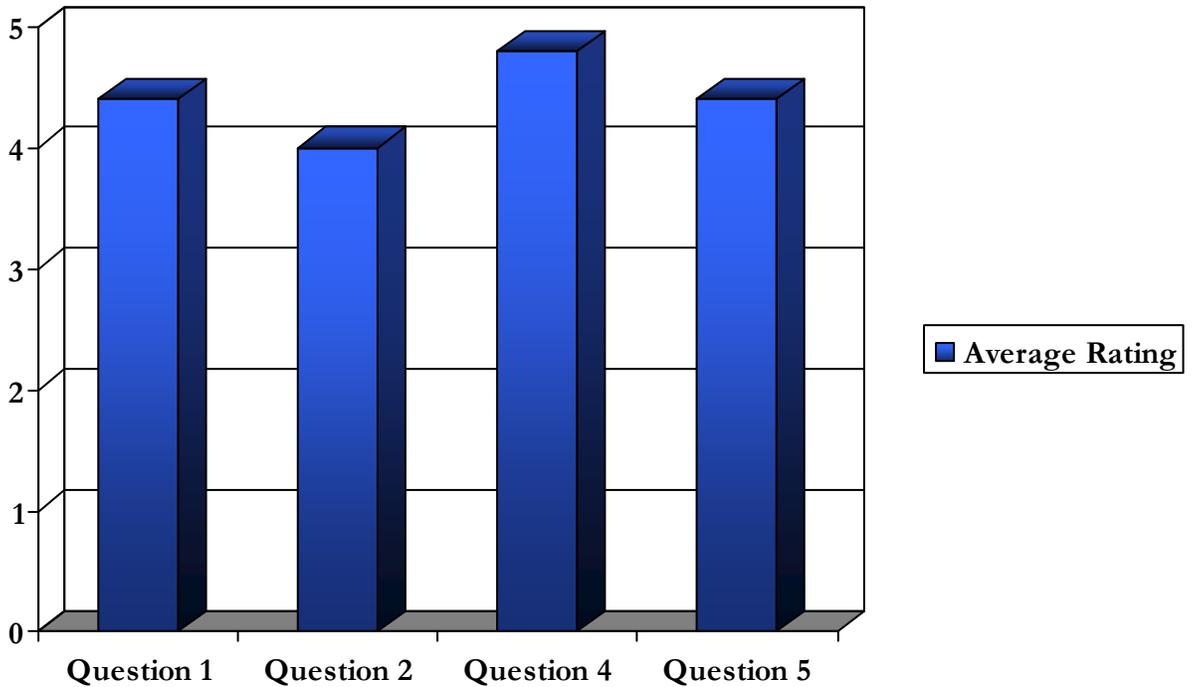
1(Poor) - 0 2 - 0 3 - 0 4 - 3 5(Superior) - 2

Instructor Ratings:



Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009

Instructor Averages:



Instructor Text Answers:

6. What did you like about using the technology?

- Ability to teach multiple sites and engage students at each site
- The ability to reach many students in various locations.
- Allows for real-time question and answer sessions and allows participants to interact with others in remote locations.
- The tech allowed viewing and participation in remote areas
- It was able to reach more people at different locations

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

7. What did you not like about using the technology?

- At times, delays in video feeds. Unable to view multiple sites at the same time.
- Really found nothing I didn't like.
- Video and Audio feed would breakup or freeze during presentation creating gaps and annoyance for participants.
- The interaction between sites was limited and some students were reluctant to speak on the air
- It did not have the same natural interactions as a regular presentation

8. What would have made the VTC Teletraining better?

- Went very well. Only suggestion is listed above.
- More students at locations.
- Ensure classroom is properly configured for participants to clearly see and be seen.
- More interaction between sites
- Have questions from home site to the other locations to create more interactivity

9. What advice would you give another instructor prior to a VTC Teletraining session?

- Be sure to make contact with the POC at your location to review items for the presentation. Be flexible in your presentation, it sometimes is a bumpy road with interruptions at the different sites that you have to work thru.
- Be prepared to fill-in during gaps and expand on subject matter during breaks.
- Make sure you know the material and are familiar with the technology
- Make sure you arrive early to setup and check out the system

10. What advice would you give a participant to prepare for a VTC Teletraining session?

- Explain that this isn't the typical classroom setting and that there can be interruptions in the signal and at times limited interaction with the main site instructor.
- None
- Understand that interaction aids all students and not to be afraid to speak on air
- Have questions about the subject matter before starting the class

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

11. General comments?

- The overall consensus of the group was that the VTC was an excellent training tool which was convenient and allowed them to reduce their travel time. They also express that they were comfortable with the VTC presentation format and would participate in another session.
- Good concept. Some courses would be better suited to VTC than others
- I had no problems in Bartlesville, OK. One reason was that my local POC was very familiar with the VTC system

**Oklahoma VTC Teletraining Evaluation Results
Awareness and Response to Biological Events
November 17, 2009**

**Awareness and Response to Biological Events (VTC Delivery)
NCBRT INSTRUCTOR Evaluation for Teletraining
Stillwater/Stigler/Duncan/Woodward/Bartlesville. OK
November 17, 2009**

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Circle the number that represents your opinions about these questions	Not at all Effective				Very Effective
How effective was the content of the VTC Teletraining? (how well was the content delivered)	1	2	3	4	5
How effective was the VTC Teletraining technically, e.g., clear picture, clear sound? (how well the technology worked)	1	2	3	4	5
Did your site have opportunities to interact with the people at the other site?	Yes			No	
Circle the number that represents your feelings about this question	Very few				Many
If Yes to the previous question, how many opportunities did you have?	1	2	3	4	5
Circle the number that represents your feelings about this question	Poor				Superior
How would you rate this VTC Teletraining experience?	1	2	3	4	5
What did you like about using the technology?					
What did you not like about using the technology?					
What would have made the VTC Teletraining experience better?					
What advice would you give another instructor prior to a VTC Teletraining session?					
What advice would you give a participant to prepare for a VTC Teletraining session?					
General comments?					