

Contents

Chapter 1: Introduction to Distance Learning and Videoconferencing	1
Distance Learning: Instructional Television and Video Teletraining	2
Technical Differences Between Instructional Television and Video Teletraining	4
Distance Learning in Academia, Government, and Private Industry	6
Effectiveness of Video Teletraining	13
GAO's Videoconferencing Network	14
Benefits of Videoconferencing and Video Teletraining	16
Types of Conferences	17
 Chapter 2: Understanding and Using Videoconferencing Equipment	 21
Overview	22
The Control Panel	24
Monitors	26
Microphones	27
The Loudspeaker and the Volume Control	29
Video Sources	30
The Graphics Camera	39
Special Features for Video Sources	50
The Phone Add Feature	60
Document Conferencing	63
 Chapter 3: Troubleshooting	 67
Preventive Measures	68
Troubleshooting Audio Problems	68
Troubleshooting Video Problems	69
Troubleshooting Graphics Transmission Problems	70
Troubleshooting Control Panel Problems	71
Start-up Sequence for the Room System and Control Panel	72
Troubleshooting Power and Loose Cable Problems	73
 Chapter 4: Scheduling and Coordinating Video Teletraining Sessions and Videoconferences	 75
Responsibilities for Video Teletraining	76
Procedures for Scheduling a Class	79
Coordination of Video Teletraining Tasks	83
Planning and Conducting a Multipoint Meeting	85

Contents (cont'd)

Chapter 5: Designing and Redesigning Courses for the Video Teletraining Format	87
Video Course Design	88
The Design and Redesign Process for Video Teletraining	90
The Impact of Time and Scheduling on Design	98
Assessing and Enhancing Class Interaction	99
Developing Course Materials	100
Practicing in the Videoconference Room	103
Planning Time and Scheduling the Course	103
Chapter 6: Adapting Visual Materials for Television	105
Media	106
The Television Format	106
Examples of Visuals	107
Chapter 7: Delivering the Video Teletraining Class	125
Getting Started	126
Maintaining an Interactive Environment	130
Presenting a Positive Image	133
Working With the Production Assistant	140
Developing a Contingency Plan	140
Conducting a Practice Session	141
Video Teletraining Delivery Checklist	143
Glossary	145
Bibliography	151