



State of Oklahoma

VTC Teletraining Evaluation Results Preparing Communities for Agro Terrorism: Awareness Level

November 10, 2009

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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, approximately 82 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 approximately 36 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.

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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 - 1 4 - 10 5(very effective) - 10

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 - 7 4 - 11 5(very effective) - 3

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

Yes - 22 No - 0

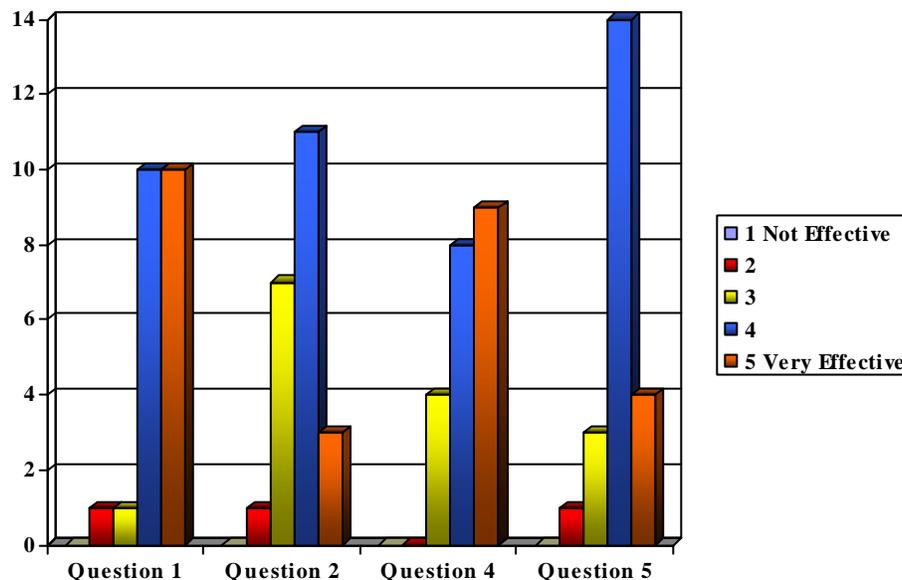
4. If Yes to the previous question, how many opportunities did you have?

1(very few) - 0 2 - 0 3 - 4 4 - 8 5(many) - 9

5. How would you rate this VTC Teletraining experience?

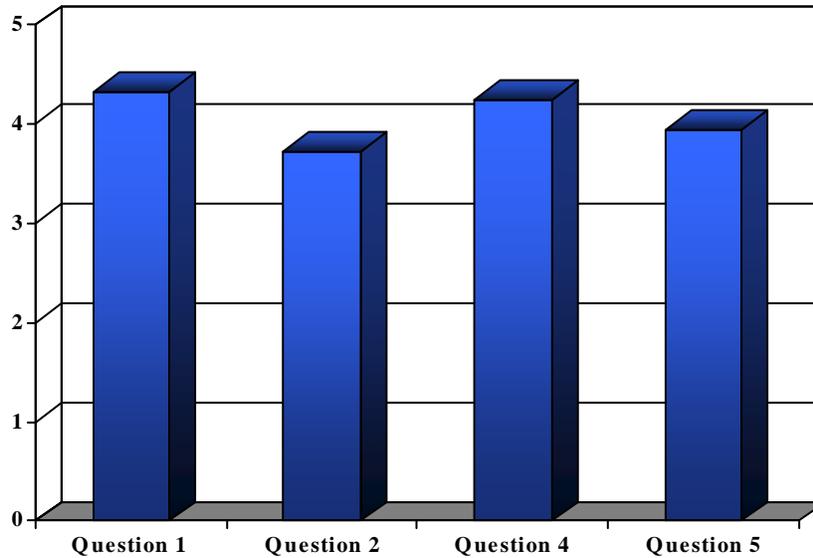
1(poor) - 0 2 - 1 3 - 3 4 - 14 5(superior) - 4

Participant Ratings:



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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 - 2
 - Stillwater - 8
 - Stigler - 8
 - Duncan - 2
 - Bartlesville - 0

- **Responses for Answers by Location**
 - **Woodward - 2**
 - Woodward- 2
 - Stillwater- 0
 - Stigler - 0
 - Duncan - 0
 - Bartlesville - 0

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- **Responses for Answers by Location (cont.)**
 - **Stillwater - 7**
 - Woodward- 0
 - Stillwater- 7
 - Stigler - 0
 - Duncan - 0
 - Bartlesville - 0

 - **Stigler - 7**
 - Woodward- 0
 - Stillwater- 0
 - Stigler - 7
 - Duncan - 0
 - Bartlesville - 0

 - **Duncan - 4**
 - Woodward- 0
 - Stillwater- 0
 - Stigler - 0
 - Duncan - 2
 - Bartlesville - 0
 - No Answer - 2

 - **Bartlesville - 2**
 - Woodward- 0
 - Stillwater- 1
 - Stigler - 1
 - Duncan - 0
 - Bartlesville - 0

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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

- It was good
- Worked out well
- More interactive
- Learned what was going on in other areas of the state
- I'd prefer in-person class presentations
- The lack of interaction with main instructor increased difficulty in maintaining attention
- Yes

Stigler

Question No. 7

- Had local instructor to assist us
- We had the best of both worlds
- Good
- Ok
- Combination Ok
- We had the best of both local and remote people
- Mike answered many questions during discussion

Duncan

Question No. 7

- Class moved very slowly
- It was difficult

Woodward

Question No. 7

- Interaction is available, but not as easy as a normal delivery
- Comparable

Bartlesville

Question No. 7

- Not quite the same but is good when money is an issue
- It took some adjustment mentally in order to remain engaged with the course instructors presenting over the VTC

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

Stillwater

Question No. 8

- Better understanding of threats
- In depth knowledge of how agro terrorism works and it was very effective
- Information on preparing for and responding to agro terrorism. Yes.
- Hoping to learn more about the possible threats of agro terrorism. Yes.
- New ideas, yes

Stigler

Question No. 8

- More knowledge. Yes.
- Better info. Yes.
- Saw all areas of agro terrorism. Yes
- Info on threats
- Area threats – we discussed our county
- Broad knowledge. Yes
- More awareness of food and Ag vulnerability. Yes

Duncan

Question No. 8

- Guide to Ag WMD
- More education and training
- Knowledge and yes I got it

Woodward

Question No. 8

- Training Hours

Bartlesville

Question No. 8

- Introduction information of what to consider in terms of agro terrorism
- Wanted to receive valuable and new information over a unique platform. And, that's what I received

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9. What did you like about using the technology?

Stillwater

Question No. 9

- Being able to work with other people
- Close to home
- Everyone got to interact with each other from across the state
- Not really
- Heard from more people across the state
- Brings areas together

Stigler

Question No. 9

- More people to learn from
- Wider group of questions
- More ideas and people
- More people
- More ideas from others
- Many view points
- Ok to see others questions

Duncan

Question No. 9

- Interacting with people at other sites
- Face to face interaction

Woodward

Question No. 9

- Did not have to travel

Bartlesville

Question No. 9

- Facilitates the participation of more participants at a lower cost for the delivery

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

Stillwater

Question No. 10

- Poor visibility
- Some slides were hard to read and there were a few microphone issues
- Nothing
- Lag and delay of interactivity with people now with you
- Lack of interaction with the instructors
- N/A

Stigler

Question No. 10

- Sound quality of the TV – I have a hearing aid
- Nothing really
- Slides fuzzy. Mike used his projector to show

Duncan

Question No. 10

- No face to face with person
- I would prefer instructors in person
- Blurry screen

Woodward

Question No. 10

- Inability to always see instructor

Bartlesville

Question No. 10

- Because of the distance involved with tech. There were some confusion as to who was talking who occasionally
- The PowerPoint slides did not come through the VTC clearly; nor did the audio and visual portion with the video/movie presentation

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

Stillwater

Question No. 11

- Better filming
- Clearer picture, and more user friendly microphones
- Great – Do more
- Stay local
- N/A

Stigler

Question No. 11

- Have all handouts at the class room
- See us and other classes on big screen
- Share all papers in advance
- Nothing
- Better video
- More videos

Duncan

Question No. 11

- None
- I can't think of anything

Woodward

Question No. 11

- Each site project slides and advance locally

Bartlesville

Question No. 11

- Not sure. The only issue really was the tech not working 100% but, that said it still worked well enough
- Have the presenters teach in front of a small group (or large group) or participants so that they have nonverbal cues from the participants

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12. General comments?

Stillwater

Question No. 12

- Good
- Very good class
- Great class. Very informative
- Good training but didn't like the format
- Very good

Stigler

Question No. 12

- Ok
- Good – fix sound
- Mike helped us a lot
- Good – would do it again
- Went fine
- Fair test. Went ok.

Duncan

Question No. 12

- Overall it was ok
- Thanks for the training

Woodward

Question No. 12

- Good class

Bartlesville

Question No. 12

- Good course with good information

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Preparing Communities for Agroterrorism (VTC Delivery)
NCBRT PARTICIPANT Evaluation for Teletraining
Stillwater/Stigler/Duncan/Woodward/Bartlesville, OK
November 10, 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?					

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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 - 3 5(Very effective) - 2

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 - 3 4 - 2 5(Very effective) - 0

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

Yes – 5

No - 0

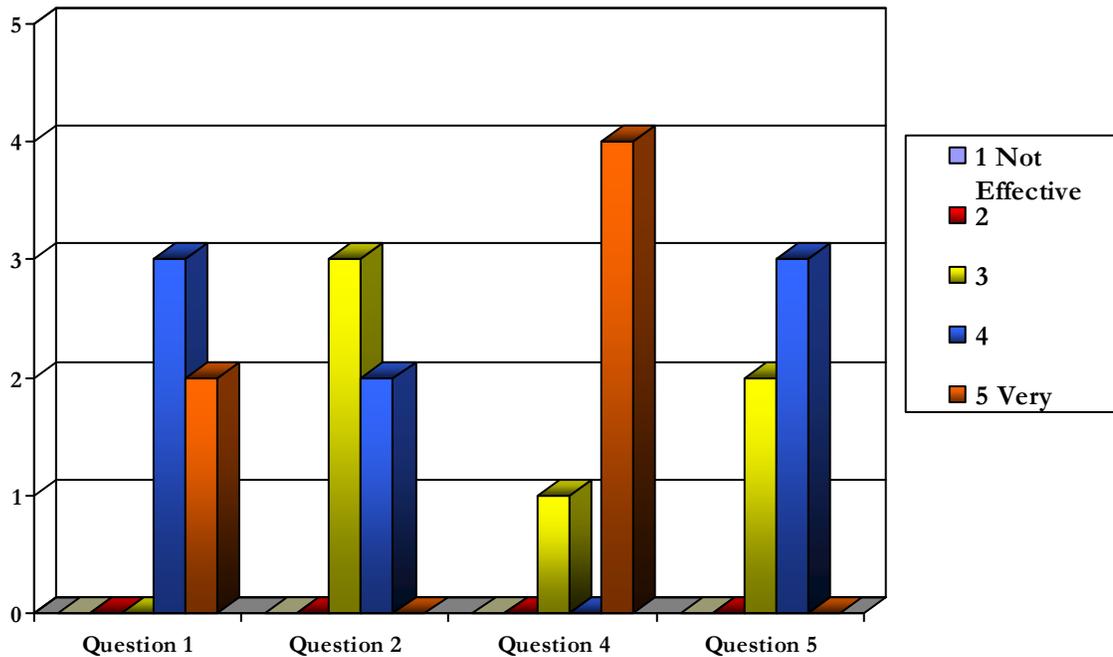
4. If Yes to the previous question, how many opportunities did you have?

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

5. How would you rate this VTC Teletraining experience?

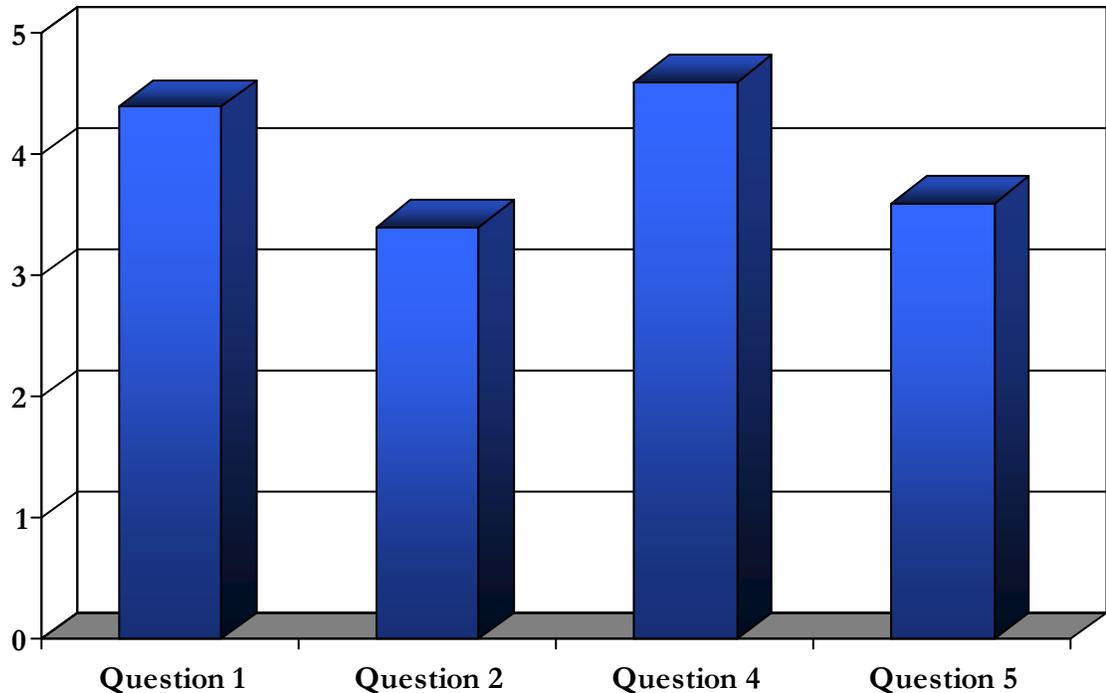
1(Poor) - 0 2 - 0 3 - 2 4 - 3 5(Superior) - 0

Instructor Ratings:



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Instructor Averages:



Instructor Text Answers:

6. What did you like about using the technology?

- Ability to address many sites with one delivery
- More interaction with other teams and sites
- Very nice. Reaching participants across the state in one delivery was great
- Ability to reach larger audience
- Facilities reaching a larger number of students with a limited number of instructors, thereby decreasing the cost to participant ratio

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

- Challenge to keep participants engaged
- Nothing
- There was not good local support for using the technology. Interactions with other sites often felt forced. In the afternoon, the slides were blurry.
- Liability to always see the instructor
- The VTC format with the projection of the slides and video was substandard (blurry)

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8. What would have made the VTC Teletraining better?

- This is a good training venue. Instructor familiarity will make it better.
- Split screen
- Faster pace for course and less use of overhead projector. Switching between slides and overhead projector constantly was distracting. The course moved a bit slow, especially the admin module.
- Each site project the slides and advance locally
- Better connectivity and/or visibility of the video and PowerPoint slides, as well as, audio on the video presentation. Use AV Kit to present slides so instructor is on screen.

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

- Drive discussion at all locations
- Setup rooms to run remotely. Slides, video, etc. Be ready to roll.
- Agree on process of interaction with remote sites between all instructors in advance.
- Plan to use the LSU AV kit provided to display PowerPoint slides and any video presentations. Also, be prepared to teach all modules in the event of technology failure

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

- Constantly remain engaged mentally with the dialogue and presentations and be prepared to contribute by answering questions and/or offering comments.
- No specific advice
- Be ready to participate
- Don't be afraid to jump in to discussions

11. General comments?

- Good Test
- Fair test. Went OK.
- Half of my participants told me at the end they prefer instructor led deliveries. All of the participants said course moved slowly.
- Lots of potential
- Likely difficult for most instructors to adjust their presentations to talking to a camera when not interacting face to face with students. Probably would work best to have course presenters present in front of students/participants with access to the other VTC participants.

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**Preparing Communities for Agroterrorism (VTC Delivery)
 NCBRT INSTRUCTOR Evaluation for Teletraining
 Stillwater/Stigler/Duncan/Woodward/Bartlesville. OK
 November 10, 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?					