

■ Videoconferencing @ EBMUD: More Distance Learning Lessons

EBMUD, SFPUC & MWD

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SIMULTANEOUS LEARNING AT MULTIPLE SITES FOR DHOS CONTACT HOURS

Goal is cost savings through resource sharing

- **Videoconferencing new to EBMUD in 2012**
- **Limited experience** with multi-agency connections
- **EBMUD originated 1- hour presentation on Water Quality Regulations for 3 audiences in April:
EBMUD, SFPUC, MWD**
- **External bridging service required** to connect agencies
- **Coordination with DHOS to ensure sign-in sheets met requirements for Contact Hours**

LESSONS LEARNED

Technology is Fundamental.

- Understand **capabilities & limitations** of your system as you plan your events, including PC links
- Third party bridge adds another interface – more to test!
- Test **ALL** your systems – **TOGETHER** - in advance
- Have technical support on-call
- **Prepare for hiccups** – e.g. Hard copy hand-outs of visuals; phone links for audio

Human Interface & Logistics are critical!

- **Up front communication not just for techies!**
- **Rehearse** your presenter – with the system
- Plan for **interaction** as part of event
- Room set up at all venues should facilitate multi- directional communication
- **Brief your audiences** at the start – what to expect, what to do

Questions?

**QUESTIONS? CONTACT ME
FOR MORE INFORMATION**

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