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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