



The On Demand Classroom Solution

WHITE PAPER

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LearnQuest has been providing technical training for over 20 years and sees firsthand the problems large and small organizations face preparing for an instructor led class. Some of these common challenges often include the following scenarios:

- The classroom needs to be available. Sometimes, a room in which to conduct the training is simply not available.
- The classroom needs workstations for each of the participants. This additional hardware is expensive because it sits idle when training is not being conducted.

Some organizations address this problem today by having students use their own notebooks for training.
- Each participant workstation must have the correct operating system installed, together with the software and data files used for the training. This configuration process can be time consuming for a number of reasons.
- Employees must take time to install, configure and test a workstation.
- Unless image technology is utilized, this process must be repeated on each workstation being used in the training. If image technology is utilized, an employee must still copy the image to each workstation.
- Exceptions to the organization's security policies must be requested when the participants are prevented from using the software being used in training.
- The participants must physically travel to the training site. When everyone works in the same physical location, this is not an issue. But, when the participants are in diverse locations, the travel, lodging and meal expenses can quickly exceed the cost of the training itself.

The Solution: On Demand Classrooms

LearnQuest's On Demand Classrooms product is an effective solution to each of these problems because it provides a fully configured workstation for each participant that can be accessed from anywhere via the internet.

On Demand Classrooms personnel configure each workstation to your specifications.

Your employees do not spend time configuring workstations for training classes.

And, security policy workarounds are eliminated because the workstations used for training are not on your corporate network.

On the training day, each participant connects to their assigned On Demand Classrooms workstation from a computer in any location.

The participants can take the training in a traditional classroom.

Or, the participants can take the training from their workplace or home.

This scenario eliminates the dedicated classroom, the dedicated training workstations and the travel, lodging and meal expenditures.

The remainder of this briefing explains the workings of On Demand Classrooms.

Configuring the Workstations

Your organization provides On Demand Classrooms the software configuration for the workstations and On Demand Classrooms personnel do the setup.

To accomplish this task, you send On Demand Classrooms the installation files and license keys, if any, for the operating system, the software being taught and the data files being used.

Alternatively, you can identify a workstation already configured for this training and send an electronic image of this workstation to On Demand Classrooms.

On Demand Classrooms personnel install the software and/or image on one workstation and notify you when the installation is complete.

When you receive the notification, you connect to the workstation and run tests to be sure the training environment is correctly configured.

If a problem is detected, either On Demand Classrooms personnel or you make the corrections and test again.

Once the workstation is certified for the training, On Demand Classrooms copies the image of the workstation to every other workstation that will be used by the participants thereby ensuring every workstation functions exactly the same.

Connecting to the Workstations

Participants connect to the On Demand Classrooms workstations using third-party software such as Cisco's WebEx Remote Access, Microsoft's Remote Desktop Connection, Citrix's GoToMyPC or LogMeIn's Simply Connected.

To protect your organization, all these products encrypt the keystrokes and screen images transmitted between the On Demand Classrooms workstation and the participant's actual workstation.

Simply choose the connection software that complies with your organization's security policies and specify the capabilities of the

On Demand Classrooms workstation a participant has permission to use.

For example, you can decide whether or not the participant can copy files to and from the On Demand Classrooms workstation and whether or not the participant can access the internet.

Delivering Training in a Virtual Classroom

When the instructor and students are in the same physical location and are connected to their assigned On Demand Classrooms workstations, the virtual classroom training environment is exactly the same as training in a traditional classroom.

In this scenario, On Demand Classrooms saves you the time and effort in setting up the workstations and working through any security issues.

However, the instructor and students can be in different physical locations. In this scenario, On Demand Classrooms saves you from having to find classroom space and saves you money by eliminating the costs of the participants' travel, lodging and meals.

When the participants are in different physical locations, Citrix's GoToWebinar is utilized so the students and instructor can communicate with one another using either phone or VoIP technology.

GoToWebinar also permits the students to view the instructor's presentation.

In addition to presentations and lectures, many technical classes involve hands-on exercises. And, these hands-on exercises usually involve significant one on one interaction between an instructor and each of the students.

Since the students and instructors are in different locations, the instructor cannot walk over and help a student having difficulty. Instead, software is in place so the instructor can view or control a student's workstation.

As a result, the instructor provides assistance by viewing a student's workstation and talking the student through the problem or actually demonstrating a solution.

There are also technical classes where students watch the instructor's presentation and simultaneously use the software.

When taught in a traditional classroom environment, the students listen to the instructor, watch the presentation as it's projected on an overhead or monitor and use the software on their own workstations.

During the presentation, an experienced instructor watches student faces for visual clues to determine if the students are having success.

In a virtual classroom, the students listen on the phone or VoIP headset, watch the presentation in one workstation window and actually use the software in a second window.

During the presentation, the instructor is viewing every student's workstation, instead of their faces, and easily determines when a student is falling behind.

When a student has a problem following along with the instructor, the instructor can

stop, talk the student through the problem or take control of the student's workstation to demonstrate the solution.

Most instructors and students feel this virtual classroom interaction is superior to the traditional classroom environment because the instructor is not relying on visual clues to detect a problem. By watching the students' workstations, the instructor can see a student having difficulty before the student is hopelessly lost.

Recap

On Demand Classrooms is a cost effective method to provide properly configured workstations to training participants. On Demand Classrooms is, when needed, an excellent way to train geographically separated students.

225 East City Avenue, Suite 106
Bala Cynwyd, PA 19004
Toll Free: +1 877 206 0106
Phone: +1 610 206 0101
Fax: +1 610 206 0102
info@ondemandclassrooms.com
www.ondemandclassrooms.com