

Web Ex Intro

Welcome to NTC's Web Ex demonstration presentation. My name is Kerry Kinslow, I'm an Instructional Systems Specialist here at the National Training Center in Phoenix, Arizona and I will be your instructor for this presentation.

Although Web Ex is relatively new to the department, the NTC has had the opportunity to use the application on numerous training occasions. And to be quite honest, we find it an excellent application for delivering training when and where it is needed most. Immediately to DOY employees that are out in the field.

Web Ex is a computer-based application that simulates a live classroom environment. Meaning, other than not being able to see the students, Web Ex is pretty much the same as a regular classroom. Furthermore, it can be used to deliver just about any type of training needed by employees out in the field. Instructors can still facilitate discussion, deliver PowerPoint presentations and conduct exercises to get students to intended learning objectives. In fact, tests can even be administered. However, keep in mind this demonstration will not allow you to become proficient at using Web Ex. To accomplish that milestone, you will have to practice using Web Ex and experience using practical application, which can only be obtained in front of an actual audience. Fear not, my friends, as you will soon see, Web Ex is relatively easy to use. Having said that, let's take a look at the goal of this presentation.

The goal of this presentation is to demonstrate the use of the Web Ex Interactive Classroom and its associated tools. Now that you know the goal of this presentation, let's take a look at what we'll be covering.

In this presentation, we will be covering the following: How to schedule and start a Web Ex session; student control options; instructor control options; and we'll even provide a live Web Ex demo for you viewing purposes.

Now that you know what this presentation will cover, let's begin with a demo explanation of how to schedule and start a Web Ex session.

Web Ex Scheduling

Scheduling and starting Web Ex Sessions

If you are interested in scheduling or starting a Web Ex session, one of the first things that you should do is contact your NTC Program Coordinator. Obviously, what I'm talking about there is that if you're a Range Specialist, you'll want to contact our Range Coordinator here at the NTC to discuss the possibilities of delivering a particular Web Ex training session and when you would actually do that.

When you have come to terms with the "what" and the "when", the NTC Program Coordinator will contact one of NTC's Web Ex account holders and schedule your particular training session. Now, once that session has been scheduled, an email will be

sent out to all the particular instructors and students that have been invited to that particular training session. What I want to do now is I want to show you that email notification so you can kind of get an idea of the process that you're going to go through for actually getting into the actual Web Ex classroom.

Okay, here is an actual email and this is what it will look like when you receive it. Obviously, your name will be up here in the top, left-hand corner. And you'll notice that the account holder has invited you to participate in this particular training session. Now you won't know the account holder and that's fine. But, in the event that you have any type of technical difficulties, you will need to contact the account holder and their particular information is down here at the bottom, both an email and a phone number.

Now, you'll also notice up here at the top that the topic information is important. That'll have your course or your training name or number up there at the top. And then you'll also notice the date and the time, which you'll want to pay particular attention to, especially if the training is being sponsored by the National Training Center and you'll notice in that particular case, we're dealing with Mountain Standard Time. Now you'll want to adjust that if you're in a place, like Alaska or the East Coast, or whatever the case may be. So, you're neither late to the training or miss it altogether. You'll also want to note the session password and the number as well because you may need that to log in.

Now, in addition to all that information you're going to have a teleconference number that will also be on this email notification. Now, it isn't on there in this particular instance because we're not using teleconference for this particular training session. But you will need to go ahead and dial that number on your phone to create that teleconference bridge so you're able to communicate with all the instructors and participants in your particular training session. The teleconference is separate from the Web Ex session even though we can get teleconference capabilities through Web Ex and we will do that in the future. But, the department hasn't done so at this time so right now we're using the teleconference capabilities, which works just fine as well.

Now, as soon as you've dialed in to the teleconference, you're going to want to go ahead and get into the actual Web Ex training session and to do that, you'll go ahead and click on this particular link. And then what you're going to have happen is, you're going to have the session information come up again through the actual Web Ex application. Here again, is all the information. But what you're going to want to do, is you're going to want to go over here to the right and you're going to want to type in your name. Last name is optional. However, your particular training coordinator may require you to put the entire name in there for your particular training session.

Now, once you do that, go ahead and type in your address. And again, you'll notice I'm from the BLM, but of course some of you may be from the Forest Service or whatever the case may be and that's perfectly okay. Go ahead and type your email address in. And then, of course, you'll have to type in your session password, depending on how it was set up. Now, you'll notice in this particular case, it's automatically put in there for

me. But, should you need it, there's the password; go ahead and type that in and then go ahead and click your blue button which says to Join Now.

Now, when that happens, you're going to notice that another box is going to come up for you to go ahead and click another blue button. Don't worry about that. All it's doing is, Web Ex is installing those particular software applications on your computer that are needed to run the actual Web Ex classroom. Don't worry about that at all. That's perfectly okay since the department has procured contracts to use the Web Ex interactive classrooms on the internet.

Now, as soon as you click this, what will probably happen is, is you're going to go ahead and get another window that's going to say just to wait a minute, because it's doing that. It's applying those applications to your computer. And you will even have a box that will pop up that will basically be a little gray box that will show you how long you have until it's done putting those applications on your computer. Once it's done, you may be asked to go ahead and click on another link that will say, "Join the Session" and when you do, you'll be taken directly to the Web Ex sessions. So let's go ahead and show you what that will look like. So go ahead and click here, there you go. Wait a minute and then, there it is, where you would actually join and then you will click on that and then that would actually take you into the Web Ex classroom, which you see on your screen now.

Now immediately what you're going to notice is up here in the right-hand corner, is you'll see your name and you will notice that, right now, there is a host and that is Genie who in this particular case is acting like our account holder. Now, Genie is going to transfer all of the host responsibilities over to me and that will allow me, the coordinator, to do whatever I need to do in terms of controlling this session. Again, account holders are only setting up the Web Ex session. So, when everybody first gets into the Web Ex training session, the account holder will need to transfer over those host abilities, if you will, or those controls, so that the particular coordinator can do what they need to in terms of putting on the actual training presentation.

Now, in some cases, the account holder will leave the session altogether because the actual coordinator is well-versed in the Web Ex application and doesn't need the actual account holder to stay there and to help out. In other cases, the account holder will stay in case they are needed with the Web Ex application. But in this case, the account holder, Genie, has gone ahead and transferred all of those host controls over to me so I can control the Web Ex application.

Now, there are some different rules that you're going to want to pay particular attention to. One is there's panelists; now panelists are the equivalent of your coordinators and your instructors being in the back of the classroom at a table. Now, obviously, not everybody back there at that table is being – is in the role of an instructor in terms of actually being in front of the classroom being a presenter. When that happens, your coordinator, or your host, will click on that particular instructor and go ahead and change their role to presenter. Now if that was the case, you'll notice that this ball right here has gone to Genie. And that ball always indicates whoever is in the actual instructor or the

presenter seat. Now Genie has the ability to go and pull up documents and show things to her students to control anything in the Web Ex application. Now the moment Genie wants to transfer those presenter responsibilities, she would either give them back to the host or the host can take them back from her or what she could do is, she could even, as an instructor, transfer those over to a student if she wanted to. And you'll notice, there again, is the ball that has gone to an actual student, Maureen. Now, when that - why would that - why would you want that to happen? Well, in some cases, instructors want their students do an exercise and, obviously, exercises have an out-brief. When the out-brief happens, you may want to go ahead and turn over your actual presenter duties to a student so they can actually do a presentation on Web Ex as well. Now, the moment the student is done, the student can either pass those back to an actual, another instructor, or they can pass them to another student. But normally what will happen is, is the host will go ahead and change the role back to - go ahead and take those responsibilities back.

So, having said that, what I'm going to do is, I'm going to go ahead and - go ahead and take that back and now I'm the presenter again. But, those different roles can change and change quite often during the course of a training session. But don't let that confuse you. Chances are you probably will not be a host. That will either be an account holder or an actual coordinator here at the National Training Center. But what you probably will be is an instructor and/or a student. And what you'll notice is, is that any time somebody logs on for this particular training session, I know they're in there but not only by their name, but the fact they've got this nice little green diamond over to the left that lets me know that they are not only logged on but they can see everything and do everything that we're doing in the training session. If that little green diamond is not there, then chances are they're having or experiencing some type of technical difficulties and need to get into contact immediately with our training tech so they can join the session.

Well, now that you kind of understand how to get into the actual Web Ex application, let's go ahead and show you what some of the student controls are so you can not only train your instructors when they get into the actual classroom, but you have a pretty good idea of what they can do, so you can actually put on a very effective training presentation.

Student Controls

There are several neat features that are available to students when learning in the Web Ex classroom environment. One of the first things that a student is going to see when they actually get into the classroom, is they're probably going to see a welcome message. And that welcome message might say something to the effect of "Welcome to Core Refresher Training" or whatever the case may be. "Welcome to Calculating Fair Market Value Training," whatever the case may be, and that way the student knows they're in the right place. Now, this message will be input into the actual system when the training is scheduled by the account holder. Now, something else the student might see is, they probably will take notice of all the different things that are in the classroom. And one of the first things they will probably take notice of, is their name up here in the top right-hand corner. Please note, that it is important that any time a student is on, that that green diamond is also in the box there. That way, you know that not only are they logged on, but that the student actually isn't experiencing any technical difficulties.

Now, that's only from the Web Ex side of the house. What you also want to make sure is that the actual teleconference is working as well. So every time you see a new student log on, you may want to say hello or ask them a question or whatever the case may be. That way you know that they can hear you and you can hear them and to test that particular teleconference capability.

Now, in addition to the whiteboard, I mean, in addition to the welcome and in addition to them seeing their name up there, another thing that they're probably going to be able to use on a frequent basis in a lot of training courses, is the whiteboard. Now, the whiteboard would be the equivalent of your dry erase board in your classroom. Now, anytime you want to have some type of exercise or a brainstorming activity in the classroom, you want to ask a question, and that's something that you want to give them time to think about and answer, you may want to use the whiteboard. And the way the students do that, is they have a toolbar up here in the top of the screen. And what they'll do is, they can use any of these buttons to put their answers down here. So, what I'm going to do now is, I'm going to go through some of these. And the first one, of course, is the arrow button. And, if the student clicks on that button, you'll notice that the mouse icon has changed to that arrow and if they click their left mouse pad there, and they click it, their name will appear there. Now, obviously that's me. Any student that does that, a different arrow of a different color will come up in that particular screen.

Now, how do you know what your color is? You'll notice over here in the top right-hand corner again, that everybody has a different colored little box. That way we know, that way when somebody puts something on the whiteboard, we have the different colors so we can all differentiate between one another. Of course, the names are in there, but that's just another way to differentiate. Now, if the student wants to put their answer out to the right of that particular arrow, all they would have to do is click on the "T" button, which means text and then go ahead and click somewhere next to their name and then they can answer the question that you have asked them, whatever the case may be.

Now, some of the other neat features that are on is, the students, if they want to, they can go ahead and use this particular drop down box, which has lines and arrows. So if they wanted to, they could draw some type of arrow, if they wanted to do something like that. If they needed a two-sided arrow, they could do that as well. And they could put that on the screen, on the whiteboard. Maybe you need some type of objects. If you click on this particular button, you're going to have some objects where you can use ovals, if you want to. The student can use boxes for whatever the case may be. And then, of course, there's another one which is the check mark. And then also, the "X" and then there they go. Just a couple of neat things that are available. Again, you're not – the student isn't required to use any of these. But again, as you're teaching or instructing in your courses, some of these things are going to be quite useful depending on who you are and what you're instructing. I mean, obviously some of the shapes and things like that, and the lines and the arrows could be used maybe in a type of – maybe in a cadastral class. But, as we go down the line here, we can see that sometimes, in addition to shapes and objects and lines and texts, that sometimes we just want to make – we may want to ask the students just to

write something on the board. Now here the student has the option of clicking on the marker and if they use the marker, again, you'll see the mouse icon is switched to marker. And maybe if the student wants to, instead of doing the text, they can just go ahead and do something to the effect of, they can write something on the screen. There you go. And if the marker is too big, and maybe you want to do something like that, if you're, you know, doing a big illustration or maybe drawing a map or something or whatever the case may be. If that's too big and too cumbersome, then what you can also do, is you can just switch to pencil and then what you can do, is you can – it'll go ahead and thin it out and doesn't take as much area or space to write. And, again, just a couple of options. You don't like the color or the student doesn't like the color, they can always change their color if they want to. And they can go ahead and they can do different things with different – with their markers or pens and change the color. What they won't be able to do, of course, is change their color for when they're using the actual arrow button. That's not something that they can actually do. That will always be their color. So, anytime they do that or move it on the whiteboard, it's always going to be their color. They can only change the color of their pencil or their marker. Now, if the student wants to, they can go ahead and clear their annotations. But, of course, instructors and the host have the capability to clear all annotations, if they so desired. Clean the whiteboard off right away. So again, just some neat features for the students to be able to use.

Now, some other things that are available for the students to use are the actual things that you see over here on the right-hand side of your screen. One of the first things that we're going to talk about is, again, this participants box here. Now, if for whatever reason, the participants want to, maybe, somehow, get the instructor's attention, or let them know something, or maybe even the instructor wants to ask them something, then what they have over here is, they have the toolbar that allows them to express emotions and feelings and a desire to communicate in the classroom or to even ask questions. For example, if a student would like to ask the instructor a question, there's several ways they can do this. But one of the ways they can do it, obviously without having to interrupt the instructor, is raise their hand. Now, if an instructor was to do that – if a student was to do that, probably the best thing for the instructor and/or the panelists, meaning other instructors and even the host, is to kind of help the instructor out and kind of keep an eye on over here as to what the students are doing and when they do see a hand go up, you can either tell the instructor, if you're another instructor, or if the instructor catches it, they can ask the student, "Yeah, Genie or Maureen, I notice that you have a question." And, of course, having that teleconference capability, the instructor – the student can ask the question. So, that's just one of the things on the toolbar. Of course, maybe you want to ask the students a question, "Can everybody hear me?" And when that happens, all of the students could go ahead and use a check mark to indicate yes. And then, of course, if the, of course, the "X" means no they can't hear you, so meaning they might have teleconference difficulties with that particular question. But you can ask them any question you wanted to, to get immediate feedback and then you can see the results of your question over here on the side.

Now, something else a student might want to do, if you want to click on this button. Now because I am not a student, I do not have the capabilities, these two buttons. But if

a student wanted to, you'll notice they can press that button telling the instructor to go faster. So, and of course, Web Ex is not quite as polite as the actual training classroom. If we want to tell the instructor to go faster, we can do so with a button. So, instructors can pay - can keep tabs on that as well. Especially if they're getting, over and over again, they do probably do want to pick it up. And then, of course, you have the next one down which is, sometimes instructors are going a little bit too fast and may need to slow down. So, some of the students may press that.

And then, of course, you've got here what is called the emoticons. Now emoticons are – and you've got your table of all the different emoticons. A student, at any time, can click on any of these emoticons to express their current emotional state. Now, a lot of these emoticons have a – will let you know what they are. All you have to do is put your mouse over the top of them and then it'll let you know what it is. So, this particular one is, you can see I clicked that one, that's a coffee break. You've got some other ones that are, maybe this one here, which is, I believe, is surprised. And then, of course, you got that one right there with the bugged-out eyeballs on the happy face there with a little question mark, maybe the student is confused. And, of course, maybe the student is funny or having a good time or they found something funny. Those are the different things that they have. So, they can use any of these, at any time if they want to. And then, of course, if we want to, we can always as students – as instructors, we can use the eraser there, just like we could at the top, for the whiteboard, we can erase those immediate feedback responses should the students forget.

Okay, so those are the emoticons that are available. Again, it's important for instructors as well the host to keep tabs on those just in case the actual presenter is not paying attention and are concentrating on their actual presentation.

Okay, something else that's available to students is the question and answer area. Now this particular area is – allows a student to type in a question to the instructor. And all they have to do is type it in here. You can see it here in the bottom, “What is an APD?” And then, what they would do is they would press the send button, and the instructor is going to get all student questions in this particular box right here. Now, what an instructor cannot do is send themselves a question. So, what you will need to do is, again, pay attention to this area and see when you have questions that come up. The neat thing about this feature is, is if you'll remember, there's going to be other students, or excuse me, other instructors that are also known as panelists that are going to be in the actual Web Ex training session, normally, especially in the BLM. When these questions come up, the actual presenter, the instructor that's doing the presenting, doesn't necessarily have to do 50 million things at once. The other instructors in the classroom can answer these questions as they come up. So it kind of takes a little bit of the pressure off of the actual main presenter, if you will.

Okay, so we'll go ahead and put that, minimize that, and then what we'll do is we'll talk about another neat feature that goes along with Web Ex and that is the actual Chat Room. Now, the chat room is a nice way for students to be able to communicate with not only just one another, but they can also communicate with other instructors, meaning panelists

that aren't presenting. They can also communicate, like I said, with each other or even the presenter if they want to. Now, how that works again is, is they would go ahead and type their message in there. And after they get done with that, then what they would do is, you can see here at the bottom, they have an option to either send that to all participants or if they want to, they can go ahead and click on that and they can choose exactly who they want that to go to. And maybe I just want that to go to Genie, so the student can do that. And then go ahead and send that particular chat message over to Genie, as long as she's logged on and paying attention, that is, she will get that particular message.

Now, this particular feature can be something that you might want to only allow at certain times as an instructor, simply because if students are chatting and constantly going back and forth with communications, then that's going to disrupt the flow of your training and they might not get all of the information that they need because, obviously, they aren't paying attention. And instructors can disable that and that's something that we'll probably take a look at and cover a little bit more in our next session which is the actual instructor controls, things that instructors are able to do in Web Ex.

So, anyways, there's the chat function, which is kind of neat. We'll go ahead and go ahead and minimize that. And then, of course, what we've got is, we've got video here. Now, again, this is kind of a neat advance feature of Web Ex as mentioned earlier in the introduction to the Web Ex training section. Students, you're not going to be able to see students as an instructor. However, if they bureau or the department decides to get the instructors a web cam, the students will be able to see you, the instructor. And, obviously, what's going to happen is, is once that connection is established and your web cam is all plugged in, your pretty face, at your desk, at your computer, will be right there for all the students to see. So, therefore, you can still do all the neat things that instructors do, effective movement and gestures and eye contact and be able to do those things to make the course a little bit more active or interesting, if you will, and it's nice for students to be able to put a face with the actual presentation that they're actually going through on Web Ex.

Okay, so that is the video portion. And, something else that might be of interest to a lot of our instructors and students is, is that instructors will also have the capability to ask polling questions. Now, polling questions – what the instructor can do is, is the instructor can go ahead and click on a poll question that they might want to ask their students. And, they might type some questions in there, might type a question in there, something to the effect of “Are APDs necessary?” And just to get an idea of what their students think. And then, of course, the instructor, if they want to, they can make it a multiple choice or they can make it a short answer. But if you make it a multiple choice, what you're going to need to do is, you can do multiple answers, or you can do a single answer. But, if you do a single answer, then you're going to put that in and if you want to do a multiple answer, then you can put that in. So, you go ahead and do that and then you can put your answers in, and we've used multiple and we've got “yes” and then we go ahead and we've got, and then we've got another one which is “no”, and then we can go ahead and add that one. And then if you want to, you can go ahead and open your poll. And then

what happens is, is the students can go ahead and answer those questions and as they answer them, you're results are going to come in. And then you've even got here down on the bottom, the polling status which is, is how many students have answered, how many have not, how many have finished. And the normal time limit to answer a question is five minutes and at any time these different things can be adjusted or changed if you want to, using some of the advanced features as an instructor. And then, of course, there's your options there, if you wanted to reduce it to maybe, you know, two minutes for that question or whatever the case may be, you can. You don't have to – your poll results – you can show the number of responses, you can include no answer, whatever the case may be.

But that's kind of just a neat feature, if you want to. What is currently going on is, is that those hard questions, if you will, meaning those ones that are poll questions that you have incorporated out through your presentation. You can go ahead and save those in your hard drive and when the time comes, all you got to do is just simply open up the folder and then you can pull up whatever particular question you want and then that will allow you to move quickly and not have to – when you're in your presentation – and not have to be bogged down by trying to create poll questions as you're going through your particular lesson.

And again, as you are in your courses, and your learning how to, you're learning how to use Web Ex and/or you're practicing, these are some of the things that you're going to want to have your Instructional System Specialist here at the National Training Center, or your coordinator, help you with that will allow you to make your presentation flow that much smoother.

But anyways, there's your polling questions. So what you're going to do is, is we're going to go ahead and minimize that. And then, if you want to, let's see, there is some, there's some other things that we can have our participants do. And that would be, Breakout rooms for exercises. If you, the instructor, want to go ahead and put your students in a Breakout room, meaning an exercise, just like you would in a classroom, you might want to, maybe have 20 students, and you want to do four groups of five, you can do that. And you would do that by simply going up here to the Breakout feature at the top on your toolbar and you would go ahead and allow Breakout Sessions and create Breakout Sessions using that feature. But that is an advanced feature, and again, that is something that we will show our instructors when we get into the actual practice portion of the Web Ex session because any of the courses or training sessions that we deliver are going to have instructor workshops and practice sessions before the actual date of the delivery of the training.

So, having said that, that concludes pretty much all of the functions that are available to the students, with the exception of, like I said earlier, students can be made presenters and then that would change the whole ballgame in terms of what they're able to do. But, when that happens, that's just something that you would guide them through as an instructor talking to them over the actual teleconference.

So, now that we've kind of gone over all the instructor – all the student options, what we're going to do now, is we're going to go over the interaction – interactive options that are available to instructors, so they can deliver an effective presentation.

Instructor Controls

There are several neat features that are available to instructors when delivering instruction or training in a Web Ex environment. One of the first things that we would like to show you is up here, you'll have -- and if you'll follow the dinosaur mouse cursor up here at the top -- you'll see at this top bar here, you'll see that there's some different tabs for you to be able to select. One of the ones that you're going to be most interested in is the share button. And of course, if you go ahead and click that, you're going to have some options there that are available to you and what we want to do now is go through each one of those to show you how they can benefit you in the classroom when you're delivering your training or instruction.

Obviously, most instructors, what they're going to want to do is they're going to want to show PowerPoints. And to do that, that would be the presentation or document that you would want to click. Now, as soon as you click on that, obviously you want to go ahead and find your particular document that you want to show everyone. And as soon as you find that, what you can do, is you can go ahead and you can bring that up. And again, you'll see that it's -- it'll show that it's loading there and then the moment that it does load up, it'll go ahead and pop right up there on your screen. And of course your students will be able to see that. Now, when you want to change your PowerPoint, obviously you can do it just the same way you do on your -- you can either use your up and down arrows or you can even mouse button. But, an actual neat feature of the Web Ex is, if you'll see right up here, on this bar right here on the top, you'll see the dinosaur again there, there's a neat feature and you'll see it says number two there. If you want to, this will probably be the best way for you to go forwards and backwards and use the forward or the backwards arrow.

Now, another neat feature about this is the drop down. Now, if you drop down, you can choose any PowerPoint slides you want. So, for whatever reason, if you should be some time into your presentation and you want to go back to a particular slide, all you've got to do is just click whichever slide you want and it will go right to it.

So that's PowerPoint. And again, if you want your students to be able to write on the PowerPoint it'll act just like a bulletin board there. If you want to, you can grab your marker and you can point to things if you want to. You can do whatever you want to. It's totally up to you. That bar is always there available to you and your students. And obviously if you don't want your students interacting with that, then what you'll need to do is you'll need to adjust their particular settings and you do that, again, by going up here to these tabs up here at the top and you'll see participants. And if you go down to assigned privileges as an instructor or host, what you'll be able to do is you'll be able to take away or assign privileges; give or assign privileges -- give or take away privileges that you want to assign to your attendees. So, for example, if you want your attendees not to be able to do any type of printing, annotation or printing or anything like that, then

of course you can go ahead and take those things away. So that way they can't be, during your presentation, they won't be drawing all over your board and PowerPoints and things like that. Probably won't have that problem anyways, but as soon – and then if you want to, you can go again back up here to your eraser and if you want to, you can clear your annotations and then if you want to, you can go on to your next PowerPoint slide.

But again, that's the PowerPoint. Obviously there's going to be some other things that you're going to want to do besides PowerPoint. But that's probably going to be the big one.

Something else that you're probably going to want to do, is you're probably going to want to, from time to time, share videos. Now, to do that, again, you can go to Share, Presentation or Document and then click on that and then if you want to, you can just go ahead and find whatever particular video that you're wanting to show. And then as soon as you find that, you can go ahead and click on that and then, again, that'll pop right up as well. Now when you're ready to go ahead and show that, you'll have, down here at the bottom where you see the mouse again, you'll have a full screen if you want to and then also there's your play button. So, the moment you play that you'll be able to hear that and your students will be able to hear that as well. Now, I have the volume down so I can go ahead and turn that up for a second just so you can hear it. There you go. So, as soon as you're done showing that video, you can go ahead or you can stop it anytime you want to and then anytime you want to close a document, then all you have to do is go back up here to your tab bar and then go ahead and close that and then it'll ask if you want to save it and then you say no. And then, obviously, if you want to do the same thing for your PowerPoint, just go up to the top there and you can go ahead and close that as well. Now, obviously, just like a regular computer you have some options up here. If you want to print out your document, for example. Maybe you want to print out this page for whatever reason and you want to email it to the students or whatever the case may be, you can do that. But, treat it just like a regular computer and you shouldn't have any problems. Whatever is on that screen, you can print out.

So, we've kind of gone through PowerPoint, how to pull that up. We've also talked a little about how to pull up the video. Again, if you want to pull up the video, just pull up Presentation or Document and find your video. However, the best way to deal with PowerPoint, or excuse me, with video is to have it and to have it work well not only on your computer but to have it work well in terms of your students being able see it and hear it. The best way to do that is to imbed your videos or your clips into your PowerPoint. But to do that, what you're going to need to do is – and I'm going to show you how to do that. You're going to need to be able to contact your IT department and what you're going to do is, is your going to go ahead and – I'm showing you my desktop right now. I am going to show you – let's see here. Let me find that. Here it is right here. When you first log into the Web Ex site, you're going to see off to the left, you're going to see some different options available to you. Now obviously, in most case, you're going to be joining a session. But you're going to want to have some things added on to your computer in terms of software so you can do certain things as an instructor. Some of the things that you're going to want to do is, one thing, is you're going to want

to add this Web Ex Universal Toolkit Document Manager. Now you can try to download it, but chances are you won't be able to. It'll have to be someone from your IT department because you don't have administrative rights to your computers. But you're going to need that in order to imbed those videos into your PowerPoint. You're going to need this toolkit in order to imbed those videos into your PowerPoint. So that's definitely something that you're going to want to have added. Now later on we'll be talking again, we've already kind of mentioned it, you got the Poll Questionnaire. If you want to be able to, ahead of time before your classes, be able to go ahead and create your poll questions and save them to a folder where you can readily go ahead and click on those and pull them into your training classroom real quickly. This is something else that you to have added to as well to your computer, in terms of software for Web Ex. But, IT department, your IT folks, can do that for you real quickly and it's not a hassle and it won't take but a couple of minutes. And again, that would be something you would click over here on Support and then you would have to go to Downloads and that's where you'll find these.

Alright, well having said that, I'm going to go ahead and go back to our – I'm going to go ahead exit the desktop. I'll come back to that in a second and show you. But that is something that you need, again, if you want to imbed videos into your PowerPoint, you need to have that toolkit put on to your particular computer so you can imbed those into your PowerPoints.

Alright, you can also pull up - again if you want to, you can pull up Word documents if you want to. PDFs, any of those types of things can be brought up through Presentation or Document.

What I want to show you now is, is the Application feature. If you want to share an application, that would be something that you would click on. And you would use this for things like if you wanted to share an application or train somebody on an application. And examples might be you might want to do some, for example, **AFMIS (?)** training or LR2000 or FBMS or whatever the case may be. You may want to go ahead and share an application so you can show people. And here's one, maybe we'll just go ahead and just use one that's on here. You're going to have a list of all the applications that are on your toolbar at the bottom of your computer. So, before you start your training, you might want to open up the application that you're going to use and then it will be listed here in the box.

So, for example maybe I just want to go ahead and teach some people how to, people that have never used email before or used Outlook. And I want to teach them. Not just how to email, but I want to give them some training on how to use all the different features on Outlook. Well, as you can see, you can see it now. And I'm going to basically, in this particular software application, Outlook, I'm going to go through and I'm going to do some training with you. So it's a great way to let you – and you can also edit any of the content. I could click on anything; I can click on any of these buttons if I want to. And, what's neat about it is, is let's say you want to have your students interact with your application. Well, you can and how you do that is, is you would go up to the very top

and what I'm going to do is, is I'm going to kind of show you here – so I must shrink it down a little bit. You'll always know you're sharing if you have that little green box at the top. If that says sharing, that means your students can see it. But the way you would let them interact is, is you go ahead and click on it and then you can go ahead and go down and you can allow your students to control remotely. And the way you would do that is you would click on whatever student – now if you had a group of 20 students, all 20 students would be listed. So, if you want to let them all that, you can allow all – them to annotate them all at once or you can choose them one at a time. And again, you might have a little mini-exercise, you might want all of them to practice, whatever the case may be. But, your students can, as well as you can, interact with this particular application.

So, what we're going to do is, we're going to go ahead and exit from Application Sharing. And then what we're going to do is, we're going to show you another feature that you can share and that would be your desktop. Now desktop, you do need to do be careful because there are some security issues that are involved with desktop. Now you can see anything that I'm showing you on my desktop right now. However, just be careful not to allow, when you're using the desktop feature, you do not want to allow your students to be able to control remotely from wherever they're at and give them access to your desktop. Because if you do that, obviously, they can get in, they can get into your files and that is something that you don't want to do. However, you do want to use desktop if you want to, or if you're planning on going in and out of documents quickly. Desktop might come in real handy for something, say like, a meeting or maybe if you're involved in designing some type of training or maybe you're having an instructor workshop or whatever the case may be. You can go into the actual desktop feature and that will allow you, basically, to pull documents up relatively quickly. You can go in and out of PowerPoints, you can go to different documents. Obviously, it would be no different than you logging on in the morning and going straight to any particular document quickly, right away without having to open and close things and you can share anything you want to on your desktop.

So, having said that, I'm going to go ahead – and again, if you want to exit the desktop. And again, there you go. You could allow them to control that remotely, but again, don't do that for your desktop, for security reasons. I'm going to go ahead and exit the desktop sharing. And again, there we are. We're right back into the Web Ex session.

So, so far we've gone over Presentation and Document Sharing. Things like PowerPoints, videos. And again, if you want to imbed those, don't forget the toolkit into your PowerPoint so those will run, not only on your computer, the videos that is, but your students will be able to also see them and hear them as well. So that toolkit is very important.

We also talked a little bit about the Application Sharing. You want to train things like Outlook, FBMS, LR2000, FBMS, whatever the case may be. That's the best way to do it because you're in control of the situation and you can let your students play or interact with that particular screen when you're ready. And then, of course, you've got your desktop, which is good for meetings, design meetings, instructor workshops, whatever

the case may be. It allows you quickly, as an instructor, to go in and out of documents really fast, but just be careful. Do not allow anyone to have that remote control access to your particular desktop for security reasons.

Something else here, is the whiteboard. Now, we've kind of already talked about the whiteboard on the student controls. And the whiteboard is no different for an instructor than it is for a student with the exception of, as you make annotations, whatever the case may be, on the whiteboard, again, you'll want to switch in and out. Maybe you want to use the pencil and the text, whatever the case may be, to write on your screen. You can use all the same features and there's my arrow. What you'll be able to do that your students cannot do is on the eraser. Not only can you clear your annotations, but you can clear everyone's annotations. So, when you do that all of your students brainstorming, if you have an exercise you can clear those right away. And then if you want to, you can go ahead close that whiteboard by just going over to File and then Close.

Now, something with the whiteboard that you want to be aware of is, is if you go into the whiteboard, and maybe you're having an exercise and you want to go ahead and print everything on the particular board that's on the whiteboard. Maybe it was an exercise. Maybe you want to email it to your students again, same thing. Just go ahead and File and just go ahead and you can either Save it and then email it to them as an attachment or if you want to, you can just go ahead and print it out for your own purposes and your own documentation for your training, your particular training session.

Okay, now, having said that, we're going to go ahead and clear everything off the whiteboard and then we're going to go ahead and close that out, so you've seen that. And then what we're going to show you next is, again, we're going to go back up to the Share button and we kind of go right down the line here. Something else you might be interested in, is Web Content in Page. Now, this is kind of neat in the sense that if you click on this, it's going to ask you for a particular address. Now something that you probably want to do ahead time is – and I'm pulling it up right now so you can see it – is I have a web address here on just a regular old Word document. When you're training your students, if you plan on going to different websites, if you plan on going to different places on the internet, then what you're going to want to do is to have all of those listed. That way, when you're ready to do it, all you've got to do is go in, copy the particular address and then as soon as you do that, all you got to do is minimize that, go back into your particular Web Ex – go back into your Web Ex training session – and then you just go ahead and click and you'll paste that right in there and then you'll click OK and then as soon as you do that, it's going to bring up wherever you're wanting to go. Now, in this particular case, I'm taking you to the National Training Centers Knowledge Resource Center. Which is basically our library for all kinds of competency based information for anybody, anywhere out in the field, for the most part, on any type of topic or competency related to their particular field or discipline. But anyways, here I'm showing you a piece that we've done here at the National Training Center. And again, I can interact with this. I can do all the things that need to be done. In this particular case, I'm showing a video and I can interact with that and show them any particular piece that I want the students to see. But what's kind of neat about the – this particular application, which is again, we're

sharing the Web Content in Page, is not only can the students see it, but the students can also interact with this and I don't have any control over that, okay? They can, in other words, I could be watching one thing, and they can interact and watch something else. Not only that, but sounds are also transmitted. It lets the inner attendees or participants or your students, not only interact with the particular web page that I'm on, but they can also hear all the sounds as well. And that's pretty neat. But again, you can't control your students if you do that. They can pretty much go wherever you want – go wherever they want – as soon as you open that up. And again, that is sharing the Web Content in Page. Pretty neat, though, in the sense that they can interact and with the web pages independently.

Okay, something else that you might want to keep in mind is the actual web browser. Now if you don't want your students going wherever they like to go, then I would use the web browser. It'll let you guide the attendees to the various web pages on the sites on the web. It'll let you grant attendees the control and it lets you and the attendees annotate the web pages. For example, let's say that I want to go ahead and go back to, oh let's just go back to the NTC's homepage. We can go ahead and open that up and there it is. You'll see that right there on your page. And again, I'll minimize it down so you can see it right there in the middle of your page. And again, your students can go ahead and they'll be able to see that and if I want them to be able to interact with it, I can. I can allow control remotely if I want to. I can select the students, I can select them all, whatever the case may be. But, in this case, I'm not because I'm giving them some training and I'm going to go step-by-step in showing them this particular application and whatever the case may be. Now, when I'm ready and I want them to do something on the particular application, the internet or the website, then I will allow them to do that by clicking on the green box and allowing them to control that remotely. So again, just another option that you have that's available to you when you're in the classroom in the training environment.

Okay, what I'm – now, again, when you're ready to exit anything that you're doing, go ahead and exit that. And we pulled up that; I'm going to go ahead and close that as well. And again, there we are, right back to the main Web Ex training session where we can see all the attendees and we can also see that we don't have anything open at this time. So, those are all the options that are available to you. Now there's one that I didn't cover or excuse me, I did. I covered everything on here; you can use those at any time you want to. But again, it's very important for most of these things to have them open at either the bottom of your page, at the bottom of your screen, on your tool bar or in the case in the Web Content and the web browser, especially the Web Content, is to have those website links available and ready, maybe in a Word document so you can cut and paste relatively quickly.

Okay, just a couple of other things that are available to instructors are the Breakout Sessions. Now, again, you're going to have exercises. You can create, allow and create Breakout Sessions just like you would in a classroom where you can put your students in many groups and have them go off and do exercises. Now this is a little bit more of an advanced feature and you will have to get with your Instructional System Specialist at the National Training Center or your coordinator to learn how to exactly do that because that

will involve some audio bridges and other things that may be, that are a little bit more complicated and require a little bit more time in training you how to do that. That's another thing that you can do, is continue to do your exercises in your classrooms.

Now, just a couple of other quick things before we wrap up this particular session is that you also have to, as an instructor over here, you'll remember that your students also have the chat room. And you'll be able to monitor that as well, but something that you'll probably want to do is, is limit that. Because what's going to happen is, is that once your students figure that out, and they know it's available to them, they're going to have a lot of chat that's going to be going on behind the scenes between one another. If that becomes a distraction or hindrance to the training, again, what you can do is, you can go to your participants, you can assign privileges and if you want to, you can see right here with Communications you can allow them to chat with the Host, the Presenter and the Panelist, meaning other instructors that are not instructing. But you can take away the All Attendees privilege, press OK and then they cannot chat with each other and that will keep their mind focused on the training at hand. Again, that's something you'll want to discuss with your coordinator and determine whether you want to do that or not right up front.

Okay, having said that. Also, keep in mind the question and answer area. Now, you'll notice over here that I have a student in my classroom that not only has indicated at the top that they have a question, and you and your panelists need to make sure you pay attention to that. Because when that happens, you're going to have questions that are coming that either you can answer or you can go ahead and have one of the other panelists, meaning one of the other instructors; they can answer that as well. And again, you would just down here to the bottom, you can click on the particular question and then I can go ahead and type in my answer and in this case, I can go ahead and click NO and then I can go ahead and then there it is. You can see I answered her question. And again, here's another one. I can go ahead and do the same thing and answer that question and we can just go ahead and send that answer and boom, off. And again, as long as you allow the panelists up here at the top, the other instructors can answer those questions as well because you as an instructor might be engaged in your training and that might not be something that you might be paying attention to right away. So, help each other out is basically what we're saying.

And then also don't forget, you're going to have the emoticons where your students are going to put those up and you can, if somebody puts up there that they've gone to get a cup of coffee you know, or maybe they're smiling or happy or maybe they're surprised or whatever the case may be. And again, in the classroom you can just have fun and make reference to it and go "Oh Maureen, I noticed that you maybe look a little bit – are you confused? Is there something that you don't understand?" And that will allow Maureen to go ahead and answer that particular question because she's using her emoticon.

Okay, now when you are – after you've answered a question or a hand, whatever the case may be, as an instructor, go ahead and erase that. Clear the feedback that's up there and then that way new feedback can be put in there by other students.

One of the last things that I'm going to tell you is that if you want to as instructors, you can get a camera, webcam, for your computers. Simple attachment, it plugs in and that will allow your students to see you right here in this particular box. Again, that's something that your particular agency or office will have to buy. I'm sure, in the future, the National Training Center, that might be something the National Training Center might procure for instructors in certain cases. But, again, that is a ready attachment that will allow you to show your pretty little face to all your students when you're instructing.

Well, for the most part, those are all the options that are available to you as an instructor. Now, don't forget there's going to be a lot of other things that you learn in instructor seminar that are very, very important when you're on Web Ex and one of the most important things is, is getting those students involved in discussion and asking a lot of great questions. And that will greatly aid in making your training sessions more interactive, more interesting by involving your people in your training session as opposed to just pulling up a PowerPoint and just straight lecture. Again, that's very, very important to get them involved in asking questions and discussions and getting those exercises involved. And again, Web Ex will allow you to do those things in a lot of different ways and again, wish you great success in applying these features in your training session.

Well, now that we've gone over some of those instructors' options, let's go ahead and summarize this short lesson on how to use Web Ex.

Alright, well, welcome everyone to this afternoon's session on Timber Sale Contracting. My name's Don Washco. I'm the Fire Training Coordinator here at the National Training Center and I just want to let you know I've got only a modest amount of training using Web Ex, so help me out here, folks. With that said, let's see what we're going talk about today. It looks like we're going to talk about completing a Lump Sum Contract form for the Sale of Timber and we're going to use some sample information and we're going to fill that out and there will be no mistakes.

Before we go too far, I want everyone to know there's basically three ways to ask questions. One is, you can raise your hand using the toolbar underneath your names. Another is to type using chat and you can send me or the whole class a question and either I'll be able to see it or if you send it to all participants, everyone will be able to see it. Finally, you can just speak up and ask a question. So before we get started, does anyone have any questions?

None

Alright, well there you go. You spoke up. So, before we get started as well, I'd like for you, by raising your hand, we're going to practice that feature, but, I'd like to know, do you all have the handouts one and two for this session? So, if you do, raise your hand. Alright, very good. I see that we have them. Great, thank you.

Our plan of attack for today, first I'm going to introduce the sale and we're going to look at the, briefly, just where this sale is. And we're going to look at the contract and go over the kind of what blanks are there and then we're going to work on an exercise. And we'll use the data I provided on it for you on handout two.

So, help me out. Anyone have any reason --- Why are we here? Why is this important to learn how to do this contract?

Save time, avoid legal problems?

Very good. Save time and avoid legal problems. Jenny, I think you need to speak up when you talk in the future. Anyone else have any ideas?

Just to get it right the first time.

Absolutely. We're going to get it right the first time. Thank you very much. So, I'm going to get my little laser pointer here so that you could see. We'll be ready when we need it and we'll get it right the first time. One of you mentioned that, very good. And we're going to save time. Thank you very much.

So, here's our sale. We're just south of Casper, Wyoming in the Deep Creek range. We're on the BLM land, indicated here, just outside the Medicine Bow National Forest. This is our project. Certainly, we've got our NEPA done and we've got our field work completed. And we've made our Timber Sale. Fortunately, even in today's market, we're able to sell it. And we're all pretty excited about getting the forms, getting it signed up. So, where do we go from here? Let's take a look at the forms.

While we're working through this next session, I encourage you to use the handout with the Timber Sale contract forms. Again, using a show of hands, everyone has that form, the blank contract forms? Jenny, excellent. Alright, very good, thank you.

So, up in this area of the contract, we're going to fill in the day – date. And, anyone have an idea what date that is? Is that the date of our sale or would that be the date of - today's date? What do you think?

The date of the contract?

Absolutely. That's the date, today's date. What we're filling – when we're going to sign this contract. And we've got, "Herein, "as it says here, "Herein after called the Purchaser", so we're going to put the purchaser's name, and we're also going to put the purchaser's address in here. Now, I always have a hard time remembering that because it just, for whatever reason, I have a hard time remembering it, but that's where we put the purchaser's address.

So, what does this look like to you?

That's the legal description.

Absolutely. And in this case, we've got the legal description covering the whole Timber Sale. And, obviously it's County of Natrona, Natrona County in Wyoming. And over here, we're going to put in our purchase price. We'll work through this later on and see how we're going to do that. The section 3, we're going to talk about payment, and in this case, we're looking at the area where we want to put in the installment payments. Moving on, the time for cutting and removal of the timber, in this case we're putting 24 months. Why do you think – why would we want to have it longer or shorter than that? Anyone have any ideas?

Oh, I've got a question. Mark – Mark asks, "Where do you get the legal description?" Very good, Mark. That's an excellent question. I got it from my realty specialist. This section in here, I didn't make that up. It actually it's, we also had that prepared, part of the sale preparation, so very good. That answer your question, Mark?

Yes, it does.

Alright, thank you. Very good. Thank you for asking that, Mark.

Alright, what we're going to refer to, I handed out a handout for you, in handout two that has the exercise information. Handout one is your contract forms. So, let's go back to our contract form and if you want to, you can follow along. In fact, if you want to, you can fill in the blanks of your contract form. I think I gave you all the information we need to fill out this form on this Timber Sale called the Upper Deer Creek. So, let's see. What - I got to change, get my place here on my notes. So bear with me for a second, alright. So we can see we've got our contract number and on this case we're signing this, we're doing this back in time, May 28th 2008. So, what do you think we put in here? We talked about this, so what goes in here; looking at our sample data.

The company name and address.

Absolutely and remember I told you I have a hard time with that so, hopefully you won't. Let's see, survey says, absolutely. Wyoming Reforestation and Nowhere Road, Casper Wyoming. Very good.

So, you can see our legal description which we got from our legal –our realty specialist and – our land specialist. So, what are we putting in here? Says Total Purchase Price, purchaser agrees to pay the government the sum of blank dollars, blank. What are we putting in there?

Would it be 48 thousand two-fifty?

Exactly, we're going to write it in two different ways.

So, payments now. We're going to talk about payments and we have a blank we're faced with here and that is the, "Payments shall be made in installments of not less than" what? Looking at that sheet.

Four thousand, nine hundred.

Absolutely. Again, writing it two ways. And just for your information, that's computed using 10% of the purchase price, and then rounding it to the nearest 100 or 1000, depending on the purchase price. Depending on what the minimum deposit is. And that's by manual that we do that.

So, we've got the bond. In this case, \$9,700. I kind of jumped the gun on that, but, as well, notice that the bond, I'm not sure if we talked about this earlier, 20% of the purchase price, and again, we round up if the purchase price – if the bond is under \$2500, we can do installments payments of \$500, etc. And our bond, in this case, we did – again I jumped the gun. Sorry about that, but, we're going to keep a bond of \$9700 throughout the life of the contract.

Is there any way you can demonstrate that calculation? I'd liked to see that.

I think I could. Well, I'm going to give it a go, anyway. I'm going to – Let's go to our whiteboard. So, the question is, how do we calculate the performance bond. Let's say, hold on a second. I'm going to use my whiteboard and hopefully you all will see this. Oh, I don't like that, I don't like that color so we're going to go with blue.

So, let's say we did a sale for \$7200. Can you see that? I typed \$7200. Are you seeing that?

This is David. I'm not seeing that.

Give it a second. Usually it takes a few seconds to get started when we first crank up the whiteboard. When you do see that, would you raise your hand?

Okay.

You're seeing it now?

No.

Oh, okay. Interesting. Alright, I got two hands. Alright, I'm thinking -

My computer logged off.

Oh my word. Was that Jenny? Was that you?

Yes

Alright, you going to be able to get us back on?

Yes

Alright, very good. I'll proceed, but if you, alright. If you have any problems – Oh I see you put your hand up. Welcome back, Jenny. Thank you. Alright, and let's say that's our sale price. Our bond is 20%, which is, in this case, mathematically, that .2. And so, let's see, David, could you, do you have a calculator where you can do the math for me or, Mark?

\$1,440

Mark, can you type that or write that in there for me and what that answer would be?

I would, but I am not able to click on anything that would allow me to do that.

Oh, well, let me take care of that. Sorry about that, you should be able to now. So, are you able to now, Mark?

Yes, hang on.

Alright. We having problems, Mark?

I sent it.

Ah ha. I'm not seeing it.

Okay...

Oh, there we go. Oh, excellent! So our – that is our performance bond. Then, we want to round that up to the nearest \$100. So, in this case, our performance bond will be \$1500 for that sale. Does that help you at all? Excellent, excellent. Any questions on that?

Is that because it was less than the, I think what the rule said, 2500 or...?

Yes

How much – was that what it is?

I think so.

Okay

Yes. Alright? We're going back then to our example, our exercise. Thanks for asking that, I appreciate that.

So, we've got – we're keeping our performance bond straight across equal throughout the life of the sale. And, which one are we going to need to fill out for this particular sale? Which side of the signature page are we working on?

The right?

That would be the corporation. Alright, so what do we put in here? Oh, I'm sorry. You don't know where I'm pointing.

The name of the corporation which was Wyoming Restoration (sic) Incorporate.

Absolutely. With Matthew Pine being the president. And, because Matthew is a president signing for a corporation, we have to verify that, and in this case, Sam Fir, will verify that Matthew Pine is the president.

What else to do we have to worry about yet with this particular - ?

We have to have somebody representing the government.

Absolutely, but as well, we have to worry about the corporate seal. So here they will put the, a kind of a notary, for their corporate seal, very good. And then finally, as you said, somebody representing the government. And who will that be? Is that our forester?

Field Office Manager.

Let's take a look, absolutely. Casper Field Manager. Very good.

Is it always a Field Manager that signs that?

Well, in general, as far as my experience is, it may be different in different offices. But my experience is that it's the Line Officer which usually the Field Manager. Perhaps the District Manager if they don't want to delegate that down. Good question.

Alright, so we have practiced our filling out the forms and that's the extent of the session for this afternoon. Next week, we'll work on having a look at some of the finer points of some of the contracts stipulations. But, just as a tickler, I'm going to share some stuff on that. I'm going to bring up that contract form so you all can see it from where you're sitting and it'll just take a second for me to do that.

Alright, you should be seeing the contract form. Are we?

Yes

Alright, excellent. We'll come down – we'll go through a lot of the specifics of the contract and while it's only four or five pages long and it doesn't seem to say an awful lot, you'll find as we get into this, I think you'll see, you'll be amazed at some of the – how in depth this really is. For instance, one of my favorite ones that I really enjoy reading and every time I read it, I have to question what is trying to say. This area I've highlighted here, talking about installment payments and how the first installment has to be paid and one half of the installment can apply, can be applied only if no less, etc., etc. You can see – we will go in more depth looking at this, talking about things like increasing the performance bonds. Just a myriad of things, but that will be for next time and I think we've got that planned for next week. So, I'd like to give you all an opportunity to ask any other questions before we close today.

I'm good.

Alright. Well, I hope you enjoyed yourselves. I know I enjoyed sharing this time with you and I look forward to seeing you again next week. Thanks all and have a great afternoon.

Thank you.

Web Ex Summary

Summary

This short presentation covered several very important applications of the Web Ex application. The first thing we talked about was starting and or scheduling a Web Ex session. Be sure to contact your NTC coordinator to set up a Web Ex session. Also, remember to call for assistance should you have any trouble getting set up properly or if you have any problems getting Web Ex tools to work correctly.

Next, we talked a little bit about student controls. Whether it's the whiteboard, the chat, or the ask the instructor a question option, students will be actively involved as long as you, the instructor, keep them involved using the various Web Ex options.

Finally, we talked a little bit about instructor controls. Just like a live classroom, you have the capability to show to PowerPoints, videos and web-based applications in your presentations. You also have the ability to instantly student control options using Web Ex. Keep in mind, that if you want to imbed video into your PowerPoint presentations, that you need to have that toolkit downloaded by an IT specialist in your particular field office or work section. You can do this by accessing the main Web Ex main page, then going to the Support tab and then finding the Download tab button and then clicking on that.

Web Ex is an outstanding learning application that will enhance the department's ability to deliver training any time when and where it is needed. Keeping that in mind, the ball is in your court. All you have to do now is practice and make it happen.

Good luck in your pursuit of excellence, especially when training the department's finest.