

Integrating Distance Learning Technologies: Lessons Learned

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Session Objectives

- Learn about effective strategies to gain management and organization support for the investment in distance technology to support your public health training plan.
- Learn new course management strategies to foster effective collaboration with partners to develop and deliver distance-based learning.
- Learn effective evaluation and cost analysis techniques to demonstrate cost effectiveness and return on investment (ROI).

Lessons Learned

- Getting organizational and management buy-in to invest in distance learning technology.
- Identify & use effective strategies to engage managers and key program staff to work within new paradigm for public health education and training.
- Use effective evaluation criteria and methods to assess the value or worth of distance technology for education and communication.

Getting organizational & management buy-in.

- **Statement of Business Need**

- Need for real-time communication & just-in time outreach education with public health partners to address public health threats

- **Align with Department's Goals**

- Promote the health and safety of all people in Wisconsin, emphasizing prevention (through communication & education with partners and the targeted audience)
- Provide public services that are effective, efficient and accountable while holding down taxpayer costs.

- **Align with State Health Plan Goals**

- Integrated, electronic data and information systems
- Sufficient and competent workforce

Getting organizational & management buy-in

- **Identify funding source**

- Other prevention or health promotion grant dollars
- CDC Public Health Preparedness

- **Develop technology plan**

- Learning & information needs of audience,
- Content,
- Location of target audience
- Access to existing technology
- Staff resources to support/operate technology

Getting organizational & management buy-in

Technology selection, implementation & maintenance

- Find an IT department liaison to navigate IT policies for new technology procurement
- Identify integration & compatibility capabilities with existing infrastructure
- Identify business requirements and scope of the technology plan.
- Follow IT policies to avoid excessive delays and upsetting IT department staff



Engage managers & key program staff to adopt new paradigm for public health education and training

- Make it easy to understand and use
- Lead by example
- Have a can-do, customer service with a smile
- Hand-hold & praise
- Offer checklists, planning tools etc
- Tell them it won't cost them
- Deliver

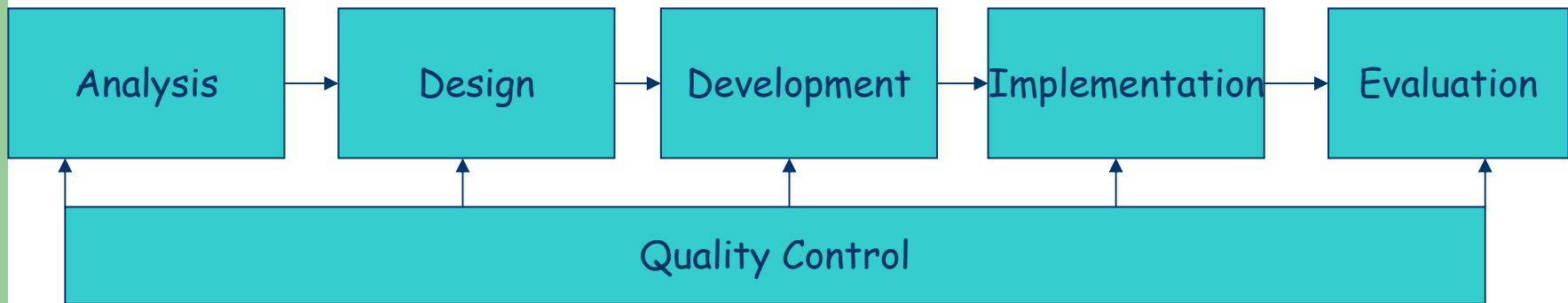
Engage managers & key program staff to adopt new paradigm for public health education and training

- Link to existing infrastructure and capacity for Workforce Development to create efficient & cost effective training
 - State Health Plan : Sufficient & Competent Workforce Goal
 - TRAIN LMS
 - Department Training
 - Satellite Down linking

Engage managers & key program staff to adopt new paradigm for public health education and training

- Form an alliance with someone who understands the IT Technology review, approval and purchasing policies
- Identify business needs to be met and targeted end-users
- Identify business scope

Using and Instructional Systems Design Approach



Quality control is the process of taking the output of each phase and evaluating it before beginning the next phase.

ISD Approach for Distance Technology Planning

- **Analyze Business Need**
 - Problem Identification w/ internal & external stakeholders
 - Increase use of distance education by public health
 - Increase need for real-time communication from actual public health threats
- **State Business Need & Justification (Appendix A)**

ISD Approach for Distance Technology Planning

- **Course Development Team Approach**
 - Design Teams: SMEs, Instructional designer, Project Manger, End User and Performance Consultant
- **Training Proposal Checklist (See Appendix B)**
 - SMEs identify the need, audience and other considerations to develop and deliver training
- **Web presentation (Mediasite) Checklist (See Appendix C)**
 - SMEs identify the location, presentation format, materials & audience for Edu & Training Team to assure a successful event.

Using and Instructional Systems Design Approach

- **Implementation**

- DHFS Web cast Library
- DPH Training Plan
- Offer via WI-TRAIN
- Established a DPH Education and Training Advisory Committee (EdTRAC) (Appendix D)

Use evaluation criteria and methods to assess value of distance technology

- **Evaluation Strategy**

- Participation
- Participant Reaction to:
- Learning Outcomes
- Transfer of Learning to the Job
- Results

- **Evaluation Instruments**

- Pre/PostTests
- Surveys – smile sheets, objectives-based
- Observations – construct, validate
- Interviews – reinforcement, stand alone, focus groups

Use evaluation criteria and methods to assess value of distance technology

- Evaluation of the Mediasite Pilot Event
 - How many participants?
 - How was the receiving site set up?
 - Rate quality of audio/ video reception.
 - Rate quality of interaction.
 - Do you see this type of web presentation technology being used in your agency?

Use evaluation criteria and methods to assess value of distance technology

- Comparative Cost Analysis between onsite vs. distance technology supported event.

DPH Overview of HFS 140 Review Comparative Cost Analysis between on-site and distance communication (via MSL)

On-Site Costs	Distance (Web-cast)
Learner Costs	Software costs = \$0
Travel & Meal Costs of LHD Staff/Regional Office Staff & DPH	Course Development Costs = \$0
<ul style="list-style-type: none"> Mileage for ROS: <ul style="list-style-type: none"> NERO Session Iron 1 cars x 137 mi X .32 = \$88 SRO: 2 cars x 5 mi x .32 = \$3.00 SERO: 2 cars x 78 mi x .32 = \$50 WRO: 2 cars x 178 x .32 = \$114 NRO: 2 cars x 201 x .32 = \$129 Total \$744	Incremental desktop computer costs = \$0
Time away from workplace	Learner costs, including time away from work: 1.5 hours x \$25 X 400 = \$15,000
<ul style="list-style-type: none"> Regional Office Staff: 8 hrs x \$25 X 40 = \$8,000 SRO: 4 hrs x \$25 x 11 = \$1,100 Central Office 1.5 hrs X \$25 X 349 = \$13,088 Total = \$22,188	Total Costs: \$15,000
Course Development Cost = \$0	Net savings: \$7,188
Total Costs \$ \$22,932	

Questions???

Contact Information

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