**2013 DEECD e-mentor project**



# CASE STUDY WizIQ

**Ian Hall**
**E-champion**
**Loddon Mallee North Western region**
This is a simple case study. For further details/ enquiries please see contacts below:

**Wedderburn Community House**
**24 Wilson Street, Wedderburn**
**Contact:Jude Raftis – Co-ordinator**
**E-mail: admin@wedderburn.org.au**
**Phone: (03) 5494 3489**
**Website: http://wedderburnch.org.au/**

**Wycheproof Community Resource Centre**
**280 Broadway, Wycheproof**
**Contact: Whitney Boyle - Manager**
**Email: mwcrc@bigpond.net.au**
**Phone: (03) 5493 7455**
**Website: http://wycheproofcrc.webs.com/**

**Boort Resource and Information Centre**
**Contact: Loretta or Anne (Boort)**
**Email: bric.boort@bigpond.com**
**Phone: (03) 5455-2716**
**Website: http://www.ourcommunity.com.au/directories/listing?id=13289**

*NB: these organisations are separate independent organisations working together on the e-learning project*

## Background Detail about the three organizations

### Wedderburn Community House

Wedderburn is a rural town located in Victoria on the Calder Highway, 214 km north of Melbourne. Wedderburn's population at the 2011 Census was 980 comprising 48.6% males and 51.4% females. It is mainly a farming community but its early residents were gold miners and prospectors.  With the advent of metal detectors, prospecting for gold continues and is an economic adjunct to Wedderburn's tourism industry.Census

### Wycheproof Community Resource Centre

Wycheproof is a small regional locality in the centre of the Shire of Buloke, on the Calder Highway in north western Victoria 277 km from Melbourne.  Wycheproof's population at the 2011 census was 789 comprising 49% males and 51% females. The economy of Wycheproof is dependent on wheat and grain growing.

### Boort Resource & Information Centre

Boort  is a town in north western Victoria located next to Lake Boort, in the Shire of Loddon. It is 254km from Melbourne. At the 2011 census, Boort had a population 1,173 and is comprised of 50.5% males and 49.5% females. Boort Resource & Information Centre is located at 119 - 121 Godfrey Street, Boort.  Horticulture, agriculture, tourism and wool form the main economy of Boort.


## What your particular project was about?

- Teaching people in the three communities how to use technology
- Meeting, communicating, educating and training of staff in webinars
- Assisting staff with online learning applications such as WizIQ
- Sharing resources such as YouTube, PowerPoint, pictures and documents
- Providing participants with the skills to effectively engage their students in an online environment
- E-learning as learning on demand, seeking information, and a method of delivery.
- Recognising that e-learning can be self-engaging, formal or informal.
- Linking up with other people from other locations especially within the three-town triangle
- Helping older people to become more comfortable with e-learning.


## Why is e-learning being used?

With e-learning, learning becomes accessible locally; engages a wider range of people; and increases the range of local programs. There are a lot of services to use so it is wise to take advantage of them for the benefit of all.

These points were made clear in a presentation at Wedderburn Community House on Friday, June 21, 2013 during a Forum on the occasion of the signing of the Memorandum of Understanding in relation to the three organisations undertaking e-learning through WizIQ.

The presenter was:

> Ellen White Project Consultant
> Mobile 0409013444
> Email: trelison3@bigpond.com
> YouTube information by Ellen White Trainer located at:
> http://www.youtube.com/watch?v=Oi1acOf65GA

In addition, Ian Hall has done the WizIQ session below on the services available:
Screen recording http://www.screenr.com/2l1H



## What was done

The outline below covers the activities which occurred during the various training sessions with WizIQ.

- Boort, Wycheproof and Wedderburn have six teachers (two from each organisation) who are able to set up classes with WizIQ
- 100 people can be in webinars from anywhere (on coach, travelling or at workstation)
- Participants learning how to log into sessions and steps outlined on what to do.
- Participants can ask questions in the chat area of WizIQ
- Other participants or teachers leading sessions can answer.
- Participants can ask questions using microphone to speak.
- Teachers can do presentations sharing PowerPoint, documents or YouTube videos on topics
- Participants and teachers can use whiteboard for responding to questions
- Recording of sessions so they are available for later viewing by all who missed the sessions.

## My mentoring relationship and e-skills developed as part of this.

- Provide e-learning training.
- Provide technology support as needed

## How did the project commence?

- Project commenced in 2012 with discussion with the three organisations in the triangle with trainer Ellen White.
- The three organisations also came together to discuss the project.
- From these discussions, it was decided to join as a single user of WizIQ with a feed of approximately $1,000 per annum.
- The three organisations have now gone into monthly meetings.
- An MoU covering this united approach was signed at Wedderburn Community House on Friday 21 June, 2013.

## What activities were carried out?

- Sharing ideas and thoughts on whiteboard
- Viewing YouTube clips and other media files
- Presenting PowerPoint files
- Document sharing
- Pictures sharing

## What issues surfaced?

- Connection speed/bandwidth
- Location problem
- Recording of session with silent period
- Participants leaving microphone on

## How did you overcome them?

- Switching off video to help with connection speed
- Developing awareness of locations that are a problem
- Remembering to pause the recording at times where silence occurs
- Switching off microphone to any participant by the Moderator

## Benefits experienced - organisation, teachers & learners

**Teacher:**
I have used WizIQ for many years previously as a primary school teacher. I found WizIQ - with the many courses it offers - a simple way to learn. Using WizIQ in this type of setting, I found the interaction, exchange and sharing of ideas was of great benefit.

**Organisation:**
The ease in relation to attendance at sessions for both teacher and student.
The benefits of sharing resources among the three organisations.  Documents can be saved easily.

**Learners:**
For some, this was their first experience of on-line learning.  With their first experience, it is not always easy. Some even have difficulty connecting. Because they receive expert information from an experienced teacher, this becomes easier and the learner gains confidence in joining the WizIQ sessions. The trainers, as they themselves are students in the program, find a variety of ways to have their questions answered: whiteboard; chat area; speaking to the teacher on the microphone. The trainers can always watch a session if they have missed it.  So learning is flexible.

## What you learnt as you worked on the project?

- Further information on improved running of WizIQ sessions
- The simplicity of e-learning
- E-learning sessions can be fun and entertaining
- E-learning session can provide a good learning environment
- On line sessions are a useful pathway for new organisations to explore
- Various programs such as Moodle, GoToMeeting, Any Meeting and Blackboard Collaborate interface well with WizIQ. This makes it easier for users to transit from one program to another.

## How this can be translated into skills, future personal development, benefits to the organisation, the learner etc.?

- Performance management – improved communications trainer-to-trainer and trainer-to-student
- Leadership – great consultation and support between trainers and trainers and e-champions.
- Marketing and communications – enables providers to market courses in a user-friendly way which encourages students to participate and take-up courses and training offered.

## Lessons learnt - What were the key lessons learnt during project

- E-learning is a viable training/learning option particularly for small and/or remote training centres.
- E-learning has the capacity to be cost-effective for trainers and students. Flexibility of time and physical availability are open to all regardless of whether individuals may have some form of disability or other barriers to usual face-to-face methods of instruction and learning.
- E-learning has the capacity to break down barriers, isolation, build confidence, and enable social contact.
- E-learning programs such as WizIQ have support systems available.

## The results - What were the key outcomes of your project?

- Big steep learning curve – Many participants remarked that it was a steep learning curve for them.
- The way of the future – Many participants are enthusiastic and enjoy the learning process. Many see e-learning as "the way of the future"; a way to continual learning and up-skilling.
- Easy meeting – convenient, handy, able to be included in a busy work and family life.
- Less travel – while this is convenient for all, it is of particular importance to people who would otherwise have to travel long distances or add tiring hours to a long working day.

## Reflections and suggestions

**What are the next steps?**

Participants say that there is "a lot to get used to but better for us to continue using this service". The main reason is that it will be easy to move onto other services such as Moodle and Blackboard Collaboration. With the marked increase in courses being delivered on-line, participants realise that they are part of a growing trend of maintaining and up-grading skills.

With the imminence of very fast broadband, there is a recognition of increasing availability of e-learning.

**What would you change and why?**

Increase training access – possibly to weekly visits.

**What worked really well and why?**

The enthusiasm and the willingness of the participants to "grab the baton and run with it" – or should it be said "have fun with it".

**What would you do differently next time and why?**

The value of the time spent in initial face-to-face contact cannot be undervalued. The communities serviced are small. It is not only important to have the personal contact with the trainers. It is important to get a feel for, have a grasp of, the communities being served. Most of the communities visited have different needs, different perceptions of the benefits being offered to them. So, next time, I would hope that along with the time which has been allocated for servicing e-learning needs, stronger consideration is given to time taken to really listen to the needs of the communities and the needs of the training providers.

## Links to tools and websites

Which websites did this project use?
http://www.wiziq.com
WizIQ continues to grow and evolve, adding new customers every day, from individual tutors to colleges and universities.

Over $1000 licence for one year with WiZIQ

Which other websites/ tools might the readers for the case study find interesting?

- **History of WizIQ http://www.wiziq.com/history/**
- **Virtual Classroom for Organizations http://org.wiziq.com/**
- **Moodle Virtual Classroom Plugin to Deliver Online Classes Deliver engaging online classes and record them - all within your website using Moodle Virtual Classroom plugin by WizIQ  http://www.wiziq.com/moodle/**
- **WizIQ Virtual Classroom video on what they can do http://www.youtube.com/watch?feature=player_embedded&v=lw9MfgHIZMU**
- **Ian Hall e-Champion info  link on WizIQ at http://ementors.acfe.vic.edu.au/Loddon+Mallee+WizIQ**


**http://www.wiziq.com/tutorial/557106-Participant-Presentation**

https://www.box.com/s/u5x1s3ayrco88ghox952



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# For more information

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