



Virtual Online Learning

In partnership with Microsoft



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Virtual Online Learning

Virtual Learning in SA

Online schooling is a popular alternative to attending a brick-and-mortar college or university. Though online students don't get the face-to-face experiences of a typical on-campus student, there are many benefits and advantages to online learning, also known as distance learning or e-learning.

Students can learn through online lectures, projects and discussions. Online degree programs are available at every level, from certificates to doctorates.

BENEFITS OF ONLINE LEARNING INCLUDE:

- Convenient Schedule
- Financial Savings
- Applicable Skills
- Learning Benefits
- Student Enrichment
- Convenience and Flexibility
- Bring Education Theory to Life
- Learning for the 21st Century for Businesses

Student demand is among the many factors contributing to the growth of online learning. Students are also seeking the opportunities for flexibility of scheduling and cost efficiency that online studies can offer.

CUSTOMERS OF THE 21ST CENTURY

Today, technology is different but versatile. Our buyers have changed and we as Microsoft partners need to have new sales strategies and capabilities in order to sell this to our new generation customers.

The focus throughout the WPC conference was the customer experience. What do the customers really experience and what experience do they have. The focus on the market that was always sales-driven is now more on the customer.

"2014 is likely to see a large number of businesses moving over to online training. Recent studies have projected that by 2019, 50% of all classes taught, will be delivered online."

- www.tonybates.co.za, e-learning trends from SA



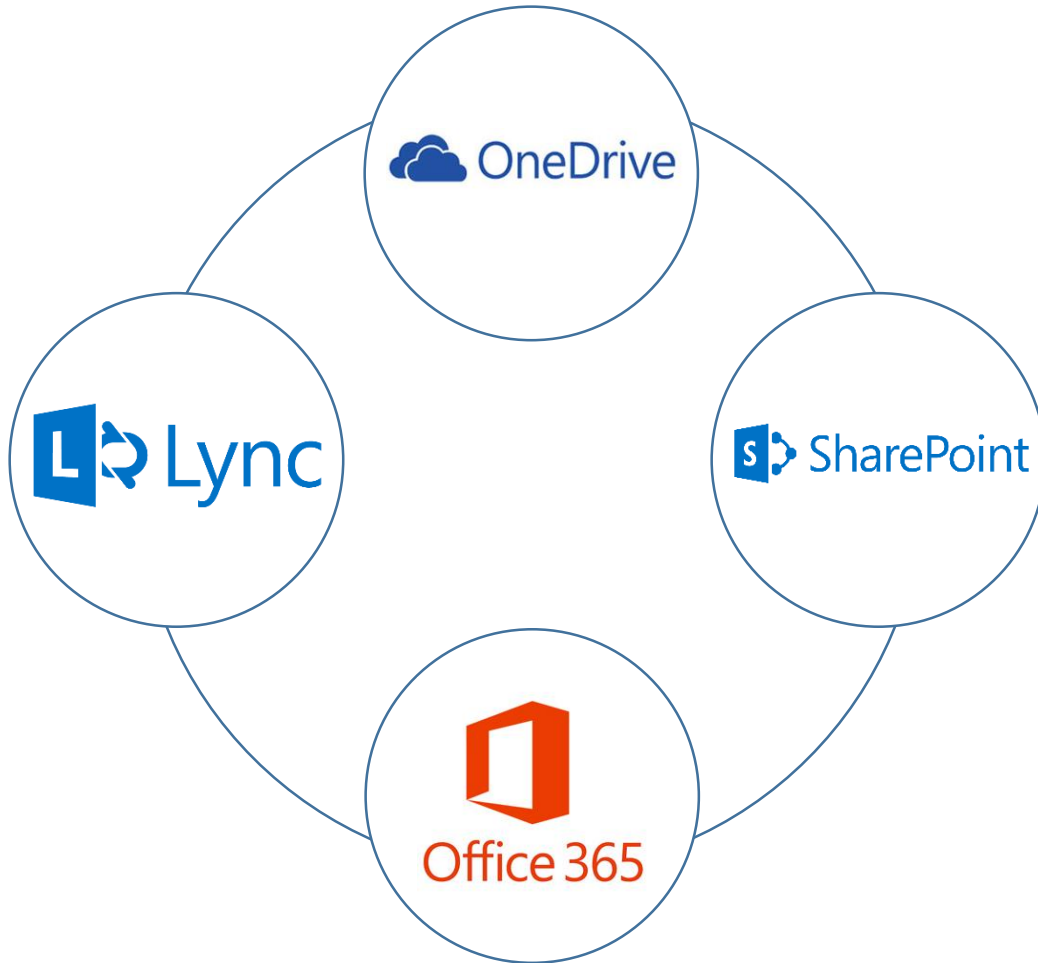


Virtual Online Learning

The Journey Begins

TECHNOLOGIES:

During the MCSA Office 365 Virtual Training Intervention the following technologies were used to train up to 50 Microsoft Certified Trainers across WECA:





Virtual Online Learning

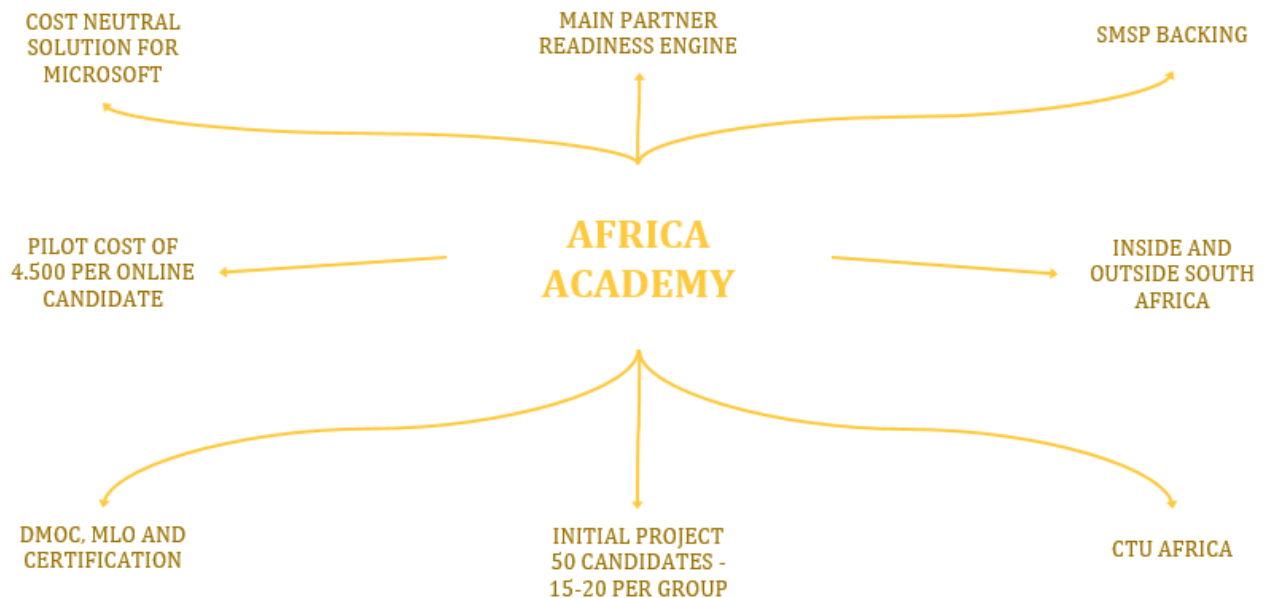
The Strategy

THE GOAL

PROJECT GOALS

[< BACK](#)

Paid for, partner readiness training delivered in a new, better format!



Set Project Goals:

The current economic environment has stretched training budgets to the limit, and time available to have employees not being involved in money generating activities has led to less training hours. This adverse effect has led to prospective skills and Microsoft professionals not being incorporated into the market due to high education costs and time constraints. Cloud computing has, to an extent, changed the way IT services are delivered and positioned. This means that new skillsets are in desperate need to assure market up take and utilization of the technology, linked directly to Microsoft devices and services.

WHERE TO START

It is important to consider the audience and type of training you want to deliver. The training should include DMOC (Digital Microsoft Official Courseware) and MLO (Microsoft Labs Online), you also have the choice to include certification however it is recommended. This package gets students the skills they need, with expert-led training in the cloud like they have never experienced!

MCT Competencies:

The MCT program encompasses the instruction of a wide range of Microsoft software and technologies to a wide range of audiences. To help ensure relevancy to particular audiences, MCTs are assigned to one or more competencies based on the Microsoft certification(s) that they hold. "Competencies" identifies the job roles and/or technologies that correspond to a particular Microsoft certification. All competencies are found in the [Competency Document](#).

Instructors are required to be registered Microsoft Certified Trainers!

Microsoft Certified Trainers (MCTs) are the premier technical and instructional experts in Microsoft technologies. Microsoft technical training professionals have the benefits of having access to the complete library of official Microsoft training and certification products; substantial discounts on exams, books, and Microsoft products; readiness resources and access to a members-only online community; and invitations to exclusive events and programs.

A Microsoft certified trainer must earn a Microsoft certification to validate their experience and knowledge in using Microsoft products and solutions for each course they deliver.

Delivery through MLO

Self-Service Instructor Guide

Microsoft Labs Online powered by Xtreme Velocity. Instructors, will have access to the online labs one week prior to the scheduled course. This will allow the instructor to familiarize themselves with the online labs interface and provide additional instruction for students new to online labs. A student-service instructor guide is available. This must be downloaded and provided to the students prior to the training event.

System Requirements:

Upon registration, students receive a virtual training for customers guide to ensure they are well prepared for the expected environment which covers the technical requirements, connectivity, software requirements, joining the training, operations, online etiquette, firewall ports and troubleshooting and further information and guidance on how to join a Lync meeting from the Lync web app.

	ActiveX Requirements	HTML5 Requirements
Windows XP SP3 or Above (Windows RT is not supported.)	x	x
.NET Framework 3.5 or Above	x	
Browser	Internet Explorer 7+	Internet Explorer 10+
15 KBPS Per User Network Bandwidth	x	x
Ideal screen resolutions are above 1280 x 1024.	x	x
Viewer Installation	Local Admin	N/A

TCP Port 80 and 443 open with inbound/outbound access to the Internet.	x	x
For some corporate firewalls, a proxy client (such as TMG Client) may be required.	x	N/A

The invitation e-mail template:



Microsoft

Office 365

Develop your cloud skills in the cloud.

Become an Office365 expert by attending virtual instructor-led training in a rich, hands-on environment, regardless of your location.

Dear MCT,

Do you find it difficult getting time away from the office to attend a week or more of training in a traditional classroom to learn how to use and operate a cloud-based productivity service?

Well, we have the perfect solution for you, maintaining the right balance between your teaching responsibilities and investing into your own professional development! We have packaged an attractive Office 365 training course into a virtual instructor-led training programme. We will put time back in your hands giving you the freedom to acquire valuable new skills from anywhere with the added support of the Microsoft Virtual Academy. These courses are delivered online in real-time, enabling you to interact with an established industry expert.

Join us Mondays and Wednesdays, 2-30 March 2015 from 5pm till 8pm (GMT +02:00). Get intense hands-on and mentored learning through a Lync collaboration with extended access to Microsoft Labs Online as well as utilizing the Digital MOC curriculum anywhere, anytime. Our live online training combines premium skills development technologies and expert instructors, content, and exercises to ensure superior training, regardless of your location.



Virtual Online Learning

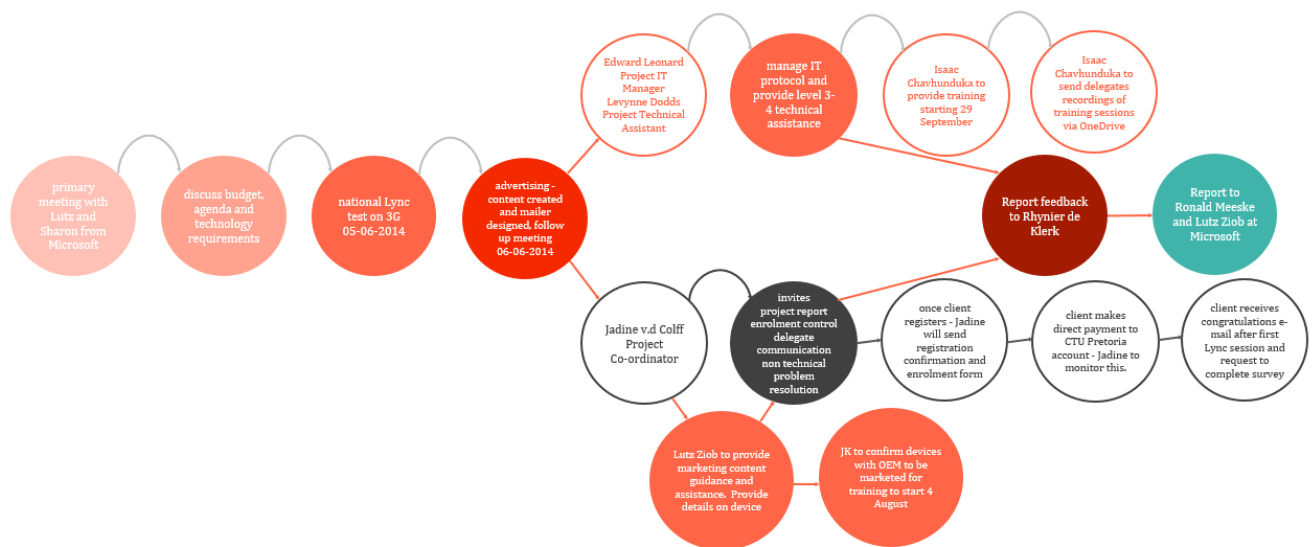
The Execution

PROJECT PLAN

AFRICAN PARTNER ACADEMY

NEXT >

CTU TEAM PROJECT

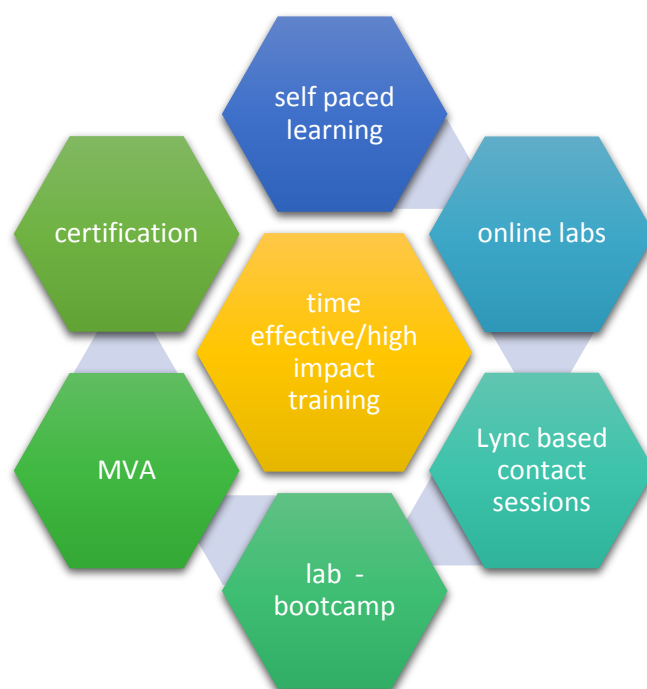


Initial client interaction has confirmed the excitement and need for such a training intervention. Clients have stated that they would support such an initiative for various reasons:

- Clients would like to expand their IT skill sets
- Recruiting of IT skills is expensive and risky, as staff turnover in the IT industry is high, driven by the current skills shortage
- Initial discussions show that some clients would like to either enter the MPN arena, or move from a lower competency to the next competency level – this initiative addresses those needs through certified individuals
- Microsoft Partners need a cost effective way that does not impact productivity, to up-skill and certify their workforce
- Microsoft will be seen as adding much value to its client
- This initiative is a cost effective way for clients to “Certify what’s Next” and up-skill their workforce with minimal to no financial burden on budgets
- Boosting organizational productivity by providing in-depth technical training for IT professionals and developers, and opportunities to enhance end-user readiness
- Contributing to the effective and efficient deployment, management, support and adoption of new Microsoft software without impacting Microsoft customers’ ability to focus on turnover.

DELIVERY AND MARKETING

CTU delivers classes to the learners through various interventions:



The programme chosen for this pilot project was MCSA Office 365 modules: 10968 and 20346, delivered twice per week for 3 hours per session. The training took place over 10 days spread across 1 month.

Post training delivery, delegates received a 'welcome kit'. The welcome kit is in the form of an e-mail which includes the following message to thank the student for registering for the training event:

Thank you for registering for the Microsoft Office 365 10968 and 20346 virtual training course. Your training will be presented via Microsoft Lync by Stephen Takaidza. You will receive a calendar invite containing a link that you can join the training session through Microsoft Lync. Your training session will begin Monday, 2 March 2015 at 5pm (GMT+02:00).

Kindly complete the attached registration form (we only require some information for our records) and send this back to jadinec@ctutraining.co.za. We provide the students with the following instructions to prepare the students for the training event:

Are you geared and ready? Here is some info that might help you!

We strongly recommend that you test your hardware requirements and firewall settings before training starts, using the Virtual Lab Requirements Check Tool.

<https://vlabs.holsystems.com/vlabs/RequirementsChecker>.

DMOC: Digital Microsoft Official Courseware, you can access your courseware online or offline on up to 3 devices when you create an account on [SkillPipe](#)

[FAQ](#) for more details:

MLO: Microsoft Labs Online, start accessing your labs online from anywhere, anytime. Just click on this [link](#), and create your account. [FAQ](#) for more details.

MPN Learning Path:

Prior to training the students on a particular course, CTU Training Solutions will introduce them to the Microsoft Partner Network Learning Path.

Sharpen your skills with training for the latest Microsoft technologies.

Partner learning paths specify the training courses that can help you reach particular goals. Select learning paths below according to Microsoft products, competencies, partner type and your role. After you select a path, you can add it to a learning plan to help you track your progress toward achieving your goals.

You can watch a video demo of learning paths [here](#).

Delegates can access their DMOC and MLO prior to the training. There is a limit on the access availability of the MLO, depending on the training delivery duration, the training company may contact the Xtreme Velocity team and request an extension for the delegates to have access longer than 21 days.

IT Infrastructure and Devices:

CTU delivered the program objectives through self-paced study, online labs, and contact sessions. CTU incorporated virtual labs in its delivery, hence computers with the following specifications are used in class for the lab bootcamp:

- Intel Core i7 3.4Ghz CPU
- Intel Motherboard
- 1TB Hard Disk Drive
- 16GB RAM DDR3
- DVD-ROM
- Keyboard
- Mouse
- 20" Flat screen

To assist the learner, increase the uptake of Microsoft devices and deliver technological advanced services, it is recommended that each learner be issued a Windows 8 device, pre-loaded with the necessary learning materials and software.

The specifications of such a device should be:

- Windows 8 32-bit Pro
- Intel Atom processor
- UMA Graphics
- 2GB Memory
- 3G Capability
- 32 GB Storage
- WLAN/Bluetooth
- WebCam
- Office 2013

This type of device can be arranged with a local OEM, creating the ultimate learning experience for the student. The client will be expected to have access to internet connectivity.

Connectivity:

In the case that students get disconnected from the training sessions, there are two important requirements. The instructor will require an assistant during the training session to support and assist with any instant queries that the instructor can address again at the end of the session. The instructor must also make the session recordings available from Microsoft OneDrive and distribute to all delegates.

What the learning environment looks like:



Figure 1 Head Instructor and Assistant

Office 365 Lync Training (11 Participants)

46:06

PARTICIPANTS

Presenters (1)

- Stephen Takaidza

Attendees (10)

- AAT Aadil Teel...
- Guest
- Guest
- Guest
- Guest
- Guest
- Guest
- Guest
- Guest
- Guest
- Guest

Invite More People

Samir Dweini
hi 05:06 PM

Nathalie Aouad
Hi Stephen. Hi everyone 05:07 PM

Stephen Takaidza
Hello everyone and welcome to the second edition of the Office 365 training. We are starting at 5 at 5:10 to allow others to check in 05:08 PM

Last message received on 2015-03-16 at 05:07 PM.

Microsoft Official Course
20346A
Managing Office 365® Identities and Services
Microsoft

SLIDE 1 OF 15

THUMBNAILS NOTES

Figure 2 Online Training Environment

Elements of a virtual classroom:

- IM – instant messaging
- Shared white board
- Presentation capability
- Audio
- Polling and survey tools
- Breakout rooms
- Web tour

TECHNICAL FEEDBACK FROM INSTRUCTOR

26 March 2015 Report:

The Virtual classes have now run for 7 evenings, the training started at a good note with delegates filling the class to the capacity of twenties. However, issues both good and bad were encountered during trainings and the main one was connectivity.

Delegates would be disconnected from the session quite severally and this was more attributable to client side bandwidth.

On recording, I also noticed that quality of video and audio would be compromised because the CPU will then be trying to handle several workloads that are invoked as a result of recording.

To improve VLT experience, I suggest delegates also look at their network QoS (Quality of Service). On our side, I recommend we limit the number of connections to maybe 20 so that we allow users running on slow links to connect.

Maybe IT can assist with session reports if they have a Monitor server that collects data about our calls. This will help to pinpoint what are that cause poor quality.

Sound issues vary as this could be a connection issue, other applications taking priority with the sound devices such as Skype, or Lync just refusing to pick up the sound device. If this happens the client is advised to browse/post on the Lync forums for further help:

<http://social.technet.microsoft.com/Forums/office/en-US/home?category=lync>

Most of these delegates are situated in countries that are on T-1 carriers and use dial-up that hardly give 1.5Mbps throughput.

On our end we achieve a stable connection but it needs to be complimented by client nodes.

The CPU attempting to handle rich audio, video and recording tasks can be managed by balancing these processes, by way of enabling only a few of them to run. Also Lync as a tool has proved not to be resilient in conditions of harsh weather and low bandwidth.

REPORTING AND NEXT STEPS

The following reports were concluded during this pilot project:

- Daily attendance register
- Daily Lync poll survey evaluations
- CSAT evaluations – 01 April 2015

Daily Lync Poll Results:

Question 1: Have you participated in an online training session before?	
Yes	72%
No	28%
Question 2: Was the course materials helpful (PowerPoint presentation, live demo, hand-outs)?	
• Poor	2%
• Average	18%
• Excellent	53%
• Above Average	27%
• Below Average	0%
• N/A	0%
Question 3: Do you believe this course achieved its stated objective?	
• Poor	2%
• Average	13%
• Excellent	63%
• Above Average	20%
• Below Average	0%
• N/A	2%
Question 4: Was the level of training detail appropriate?	
• Poor	2%
• Average	13%
• Excellent	56%
• Above Average	29%
• Below Average	0%
• N/A	0%
Question 5: Was the instructor well prepared and organized?	
• Poor	0%
• Average	9%
• Excellent	75%
• Above Average	16%
• Below Average	0%
• N/A	0%
Question 6: Are you satisfied with the method of training?	
• Poor	0%
• Average	20%
• Excellent	61%
• Above Average	20%
• Below Average	0%
• N/A	0%
Question 7: What was the quality of the audio feed?	

• Poor	7%
• Average	24%
• Excellent	48%
• Above Average	21%
• Below Average	0%
• N/A	0%
Question 8: What was the quality of the video feed?	
• Poor	7%
• Average	16%
• Excellent	34%
• Above Average	21%
• Below Average	2%
• N/A	20%

CSAT Evaluation Feedback:

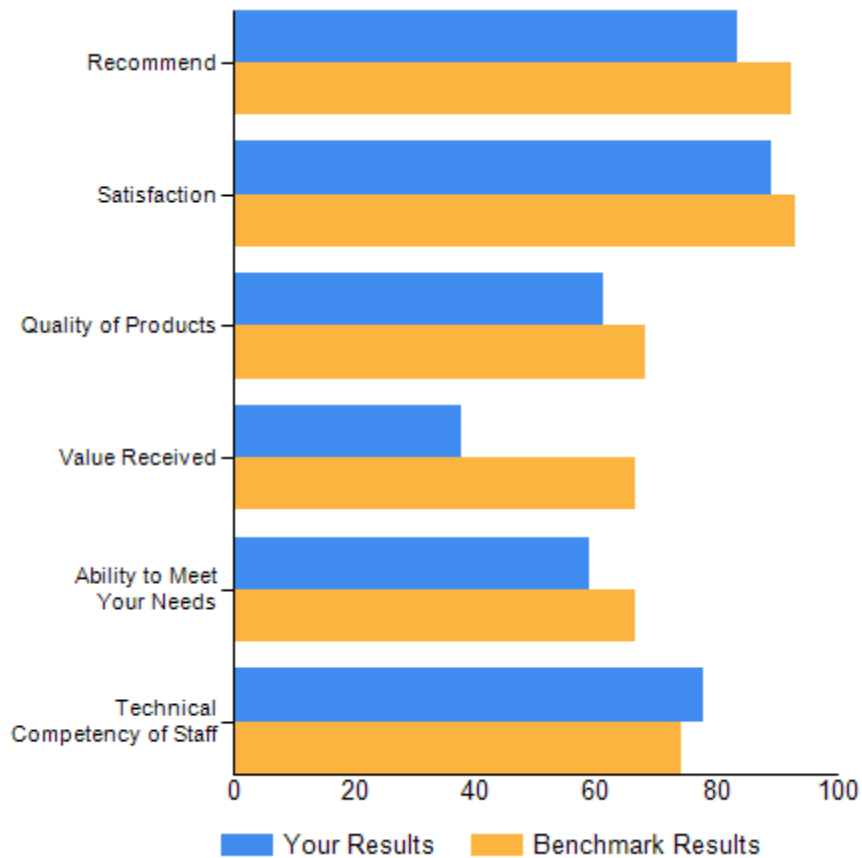


Figure 3 Microsoft CSAT Results

Metrics that Matter™ survey was sent out on the last day of training:

Metrics That Matter™ enables more precision in strategic talent decisions, moving beyond big data to optimizing your workforce learning investments against the most business-critical skills and competencies.

As a Microsoft Learning Competency partner using MTM you will be able to:

1. Schedule Microsoft classes in MTM and create your certified location and instructors in your account.
2. Access the Evaluation Retrieval report, allowing you to view data in your account within minutes of it being entered in to MTM, giving you 'real-time' feedback on your training sessions for the day.
3. Access the Overall NSAT report to determine your Net Satisfaction score which is used to calculate your Quality KPI.
4. Showcase your quality training solutions on Microsoft Class Locator which can increase referrals to your website and business.
5. Better position your company to meet the Quality KPI requirement needed to remain an active partner in the Learning Competency Program.

For any classes without internet connectivity, the Welcome Kit link in step #1 above includes a copy of the paper survey. This is our standard survey, if you are interested in a tool that can be used to author your own surveys and tests, or a tool to collect data in an offline environment to be imported into MTM, please contact us for more information.

The **Welcome Kit** should provide the information you need to get started and walk you through these initial steps. Click **[HERE](#)** for available Metrics that Matter™ training. The **[MTM FAQ Site](#)** can answer most of your questions regarding usage and issues. Contact support with any questions or training needs at solutions@knowledgeadvisors.com.

To conclude this pilot project a final e-mail is sent to each delegate followed by a phone call to confirm their experience.



Virtual Online Learning

The Future of Learning

The training landscape is changing, clients want flexibility and cannot afford to spend 5 days out of the office for training. Clients want to attend labs or work in groups and be able to attend powerful training from the comfort of their own home. However, reports confirm that delegates want to attend short periods of online training at a time, no longer than 6 sessions per course.

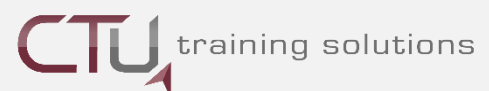
The core success metric for CTU Training Solutions was the delivery of developer programmes in a virtual environment. The goal set for is 30% increase, which is in line with our corporate growth goal.

With any type of marketing investment, to optimize return on investments it is important to track closely the feedback of customers during their journey of learning at least twice per week depending on the duration outline of the course presented.

We will continue to build on this experience and challenges faced. In the next 12-24 months, the company will continue to market virtual online learning methodologies across South Africa and Africa, to include DMOC and MLO.

This training methodology maximises seat capacity and quality training at all CTU locations in South Africa. Virtual training is not a new concept, but it is one that can be challenging to undertake for the instructors and students alike. However, maximising class sizes across remote locations and controlling costs is seen as a huge benefit in the long-term.

Need some virtual assistance? Email virtual@ctutraining.co.za



About CTU Training Solutions

As a Microsoft Gold Learning Experience Partner, CTU Training Solutions represents the highest level of competence and expertise in delivering Microsoft technology training; through multiple learning methodologies across 14 sites in South Africa. We believe that companies should have a suitable skills development plan to optimise the Microsoft technologies that are deployed, systematically developing employees to address the skills gap in ICT as a great way to achieve empowered human capital.

The CTU Corporate and Part Time division provides training and development solutions to corporate organisations, government, SMME's, Microsoft partners and individuals alike. Our solutions include: • Customised Training • Mobile Pearson VUE Test Centre • Registered Learnerships • Internship Programmes • National Footprint • Human Resource Development Solutions • Recognition for Prior Learning • SATV Benefits Programme • Virtual Online Learning • Digital Courseware • Online Labs • Recruits • Skills Assessment • Microsoft Competency Attainment • On-Premise Training Delivery • Saturday Classes • Short Skills Development Programmes.

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