

STN Online Event 08/12/17 – Session 2 - Transcript

RICHARD CLARK: Hello Jill, we're here early setting up. Hope all is well with you. We'll have 'arrivals' from 12:00 then start the session/discussion at 12:15 :)

RICHARD CLARK: Hi Alison, welcome. We're about to setup before the sessions (I'll be activating my web cam and microphone shortly) :)

RICHARD CLARK: Hope you can hear me ok

RICHARD CLARK: Hi Briony :)

RICHARD CLARK: If you want to test your microphone, please let me know and I'll 'enable' it my end

Briony Hancox: Hi Richard - that surprised me :-)

Briony Hancox: Can you test mine pleas

Jill Graham: Hi Richard - I don't have a microphone so will listen only. Sophie is also here with me

Katy Terry: I don't have a microphone either :)

Jackie Rudge: I don't have a microphone either

Kevin Rhodes: I made it!!!!

Richard Block: hi again. can you mic me up please?

Richard Block: ta

Briony Hancox: It's great to see it in action Richard - we have it ah Hallam but not really used it

Briony Hancox: I'm eating clementine's so didn't want to subject everyone to that!

RICHARD CLARK: Hi to all, hope you can all hear me ok. If you wish me to enable microphones, let me know or pop your hand up :)

Rob Sandel: Hello again. I'm having laptop issues, so please don't be surprised if I disappear and then reappear a few times...

Jennifer Kay: Sorry - don't have a microphone!

Richard Block: let's get a Mexican applause going

Richard Block: Hi Katy, hope BCU is treating you well!

Jill Graham: Jill Graham York St John University

Briony Hancox: It's not letting me type?

Katy Terry: Hi Richard, yes thanks! Hope all calm at Aston lol

Richard Block: more or less ha

Richard Block: interesting to see use of department champions

Richard Block: curious about floor walking. Generally walking around asking how everyone is getting on?

Rob Sandel 2: Are other people finding that the video is pausing? It could be my second laptop is feeling a bit dodgy too!

Caroline Carfrae: It's fine for us

Meagan: All okay here

Richard Block: generally fine

Jackie Rudge: Okay here

Briony Hancox: Fine here - on a wired PC

RICHARD CLARK: Richard Block email: r.block@aston.ac.uk

RICHARD CLARK: Richard Clark email: richard.clark@london.ac.uk

RICHARD CLARK: Luke Austin email: luke.austin@glyndwr.ac.uk (unable to attend this session).

Jennifer Kay: Videos are great since users can fast-forward or pause to work at their own pace

Caroline Carfrae: never thought about using videos - good idea though

Meagan: I'm trying to get our team to use Panopto to live stream our training sessions

Susanna Verdon: Not yet, we've got Panopto as well but haven't tried it out yet.

Caroline Carfrae: Sorry to ask - what's Panopto?

RICHARD CLARK: <https://www.panopto.com>

Meagan: The live stream also allows for audience participation chat during the sessions

Caroline Carfrae: Thank you!

Caroline Carfrae: Is it quite affordable?

Richard Block: unmute?

Jennifer Kay: Like the blog idea! How does everyone encourage staff to interact and request training?

Meagan: The blog idea is great

Richard Block: don't really do any e:Vision training. Have lots of client users so focus on training them!

Jennifer Kay: I develop our e:Vision content and the aim is that no training is needed!

Susanna Verdon: e:Vision training when we launch a new process online. Create a screenshot manual, to assist users.

Lee Martin: Thanks Richard and all, really useful. I don't think we can drop client training but eV is going to be used as the main tool

Lee Martin: Was wondering if something like Timetabling would be a suitable process to be available as an app for students?

Briony Hancox: we have just developed a new session for our IT Help service desk who are low level (in terms of accessibility) users

Richard Block: Can I quickly poll everyone on whether training is scheduled or based on demand

Briony Hancox: we try to have a minimum of 4 but often people cancel on the day

Rob Sandel 2: I intend to work towards a mix of both, with regular scheduled sessions complemented by some extra on demand is required.

Richard Block: Thank you all, interesting to hear

Jennifer Kay: We don't have enough staff doing the same job to run classes but I send out regular reminders that training is available (or I wouldn't get any requests)

Meagan: The blog idea was great. Would we be able to see a sample of one to see how it works?

Meagan: That's brilliant! Thanks!

Briony Hancox: I'm happy to do a more recent copy

Briony Hancox: we do 2 - a registry services version and an all users version

Briony Hancox: That was really good - thank you!

Meagan: Yes, thanks very much for this! It's been very helpful

Katy Terry: Thanks

Richard Block: thanks all

Susanna Verdon: Thanks!

Alison Doidge-Thomspon: Thank you

Jackie Rudge: Thank you very much

Jill Graham: Thank you Richard

Elizabeth: thank you, that was really useful