

NARA's Virtual Classroom

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THE
NATIONAL
ARCHIVES
AND RECORDS
ADMINISTRATION

RECORDS
MANAGEMENT
TRAINING
PROGRAM

Goals

- ◆ Explore use of the Internet as training mechanism
- ◆ Provide alternate training resource to Federal customers
 - Increase access and availability
 - Geographically dispersed offices
 - Limited travel/training budgets
 - Time away from office
- ◆ Explore opportunity to “customize” training

Webinar Development - Considerations

- ◆ Participants would be in their work environment
 - Individual workstation
 - Meeting/conference room with multiple participants

Webinar Development - Considerations

- ◆ Use of the Internet
 - Delivery: WebEx and later iLinc

- ◆ Presentation challenge:
 - Virtual vs Face-to-face

The Beginning....

- ◆ Pilot began in Fiscal Year 2007
- ◆ Used existing records management training curricula
 - Basic Records Operations
 - Vital Records Management
- ◆ Fee-based

The Beginning...

- ◆ What we did:
 - Reorganized workshop content
 - Created 90 minute sessions presented weekly
 - Conducted follow-up chat sessions
 - Revised exercises/activities

“Customized” Training

“Take Home” exercises:

- Focused on workplace records
- Product development
 - Vital Records Plan
 - Records Inventory

Webinar Presentations

- ◆ Utilized unique features offered by webinar clients
 - Online knowledge checks
 - Multi-media
 - Chat sessions

How things went...

- ◆ Attendees:
 - 23 Agencies
 - 20 states.
- ◆ Majority “First Time” Attendees
- ◆ Low chat session participation

How Things Went...

- ◆ *"I think it was perfect."*
- ◆ *"I loved the virtual course, I would take another."*
- ◆ *"I made a reference notebook from the very useful handouts."*
- ◆ *"Wouldn't it be cool to have a live chat session on a regular basis, for anyone with RM questions? What a great idea! Maybe you guys could look into that."*
- ◆ *"I think it is perfect as is. I really liked the fact that it was online and chat sessions were available. I'm glad it was offered this way."*

Webinars

FY 2008:

- ◆ 5 webinar courses
- ◆ 4 planned, one added due to demand
- ◆ Sold-out registration
 - 71 participants*
 - 16 Federal agencies
 - 31 states plus Canada
- ◆ Positive feedback

Coming Soon....

In FY 2009 we will work with a contractor to revise the webinars to:

- Adapt and polish curricula for web-based delivery
- Take greater advantage of technology
- Increase interactivity
- Add video component

Questions?

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