Virtual Team Meeting Technology
Skype & GoToMeeting

Michigan Primary Care Association

What It Is
- Skype is a software application that allows users to make voice and video calls and chat over the internet.
- GoToMeeting is a reliable, easy, effective web conferencing and online meeting tool which creates a collaborative online workspace for teams.

How It Works
- Skype gives users the ability to "call" and instant chat with one another online, including as a group, using a microphone and/or webcam. As a low-cost, more engaging conference call alternative, Skype is the "next best thing" to meeting in-person.
- As a GoToMeeting organizer, you can share either your whole screen or choose to just show a specific application. You can record your meeting sessions – including all phone and microphone audio – for future review and interact on the screen using the pen, highlighter, arrow and spotlight tools. You can also transfer keyboard and mouse control to collaborate on documents and in software applications "on the fly" with meeting participants.

Successes
- Virtual meeting technology saves MPCA time and money since it eliminates the need to travel to our central office for shorter trainings and regularly scheduled team meetings.
- The technology also allows for real-time "troubleshooting" with staff in the field and for more engaging communication and mentoring with out-stationed specialists.

Challenges
- Some less technology "savvy" staff members may take time to learn and understand the mediums.
- In general, it takes a few virtual meetings for staff members to get comfortable communicating through the technology and to use all of the features to their fullest potential.

Implementation
- Skype requires that each user have an account, software be downloaded onto the user's computer and that a microphone and/or webcam be connected. Skype costs $8.99 per month.
- MPCA has incorporated a Skype "test call" into initial staff training so that users are familiar with the program before using it in the field.
- GoToMeeting requires each participant to download software onto their computer and the meeting organizer to have an account. GoToMeeting costs $468 per year.

For more information:
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- Visit: www.skype.com; www.gotomeeting.com