

CEdMA Virtual Classroom SIG

Tuesday January 6, 2009

9 am – 10 am Pacific



“Use of Virtual Classrooms at BD Biosciences”

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CEdMA Anti-Trust Warning

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BD Biosciences

- Segment of BD (Becton Dickinson)
- Flow cytometers, reagents, software
- Tools for life sciences research and for clinical labs/pharmaceutical companies
- FACS = Fluorescence Activated Cell Sorting



BD Biosciences Instruments

BD FACSCanto & BD FACSCanto II



BD FACSCalibur



BD FACSArray



BD FACSria & BD FACSria II



BD LSR II

Our software, BD FACSDiva v6

The screenshot displays the BD FACSDiva v6 software interface, which is divided into several functional panels:

- Browser - 6-color activation:** A tree view on the left showing the software's hierarchy, including Administrator, Practice, 6-color activation, Cytometer Settings, Global Worksheets, Compensation Controls, and various Stained Control options.
- Cytometer - LSR11 (1):** A central panel with tabs for Status, Parameters, Threshold, Laser, Compensation, and Ratio. It contains a table of parameters and their corresponding voltages and status indicators.
- Global Worksheet - Global Sheet3:** A large plot area on the right showing a 'Compensation Controls-Unsta' plot with axes for SSC-A and FSC-A.
- Inspector - Dot Plot:** A panel at the bottom left for configuring plot settings, including Tube, X and Y parameters, Biexponential Display options, Plot Elements (Grid, Plot Outline, Tick Labels, Tick Marks), Background Color, and Population selection.
- Acquisition Dashboard:** A panel at the bottom right providing real-time acquisition data and controls, including Current Activity, Active Tube/Well, Threshold Rate, Stopping Gate Events, Elapsed Time, and buttons for Next T..., Acquire..., Record..., Restart, Run Plate, Run W..., and Pause.

The status bar at the bottom indicates 'Ready' and 'Connected'.



Current Operator Training Model

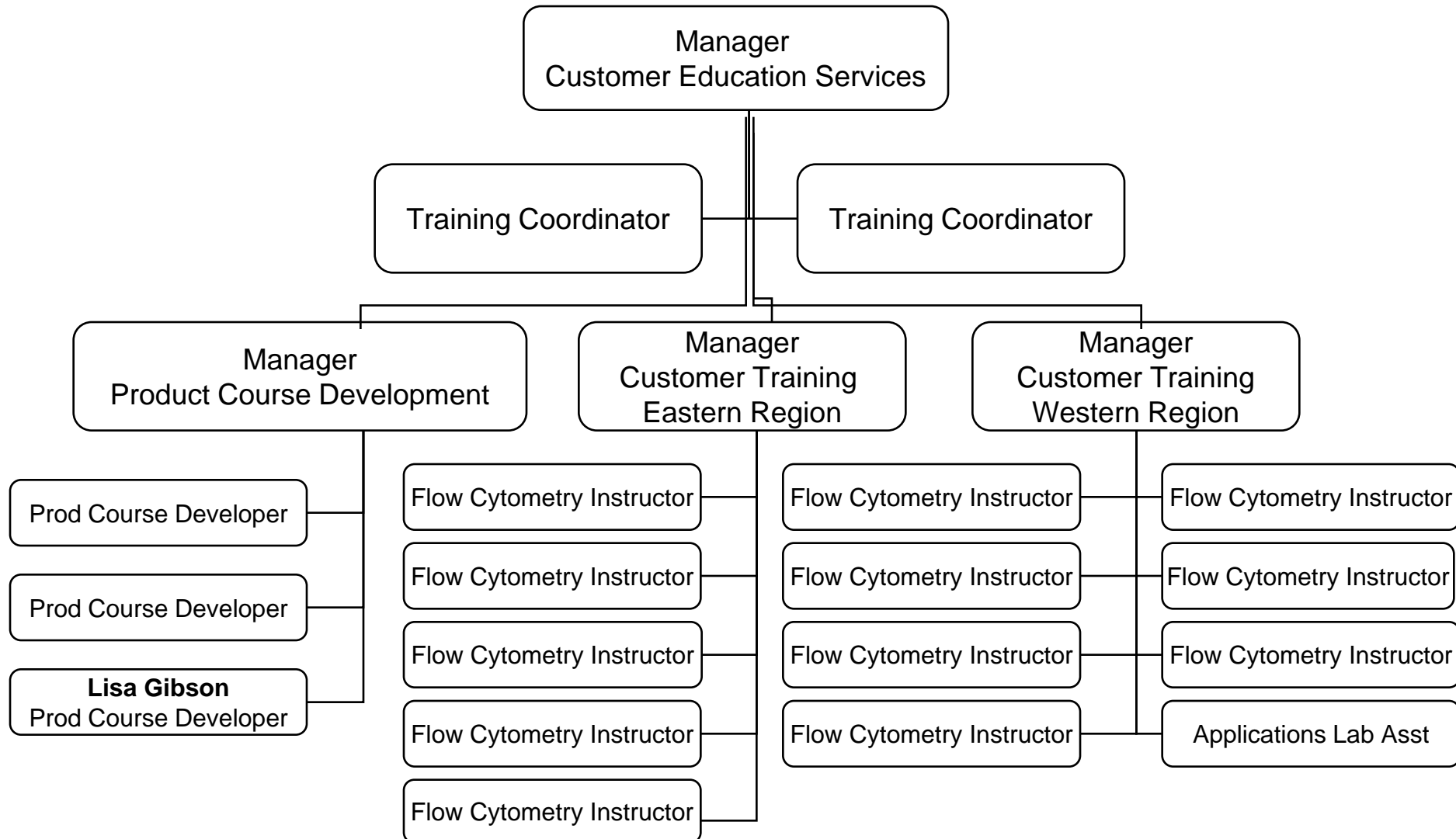
- Two training seats per instrument purchase
- 4.5 day classes, at San Jose, CA or Billerica, MA training center
- Some training @ customer site (\$\$)
- Hands on classes, two students per instrument, 4-10 students per class
- Approximately 1,200 students per year



Software Revisions

- Major revisions about every 9-12 months over last seven years
- Driven by customer comments about the complexity of BD FACSDiva, about two revisions ago, we tried ILT software workshops, 2 days, limited success*

Customer Education Services Dept



Lisa Gibson!

Nominated for 2009!

training
TOP **young**
TRAINERS



Conception

- Lack of willingness to travel for short courses
- Major new functionality added AFTER many attended operator course
- May have already been trained on earlier versions or only use software, not instrument
- Reduce customer support calls
- Better applications training
- Modest revenue to come from vClasses (at least to pay for themselves!)

Crawling

- Three short, self-paced (asynchronous) online modules for internal (Adobe Presenter)
- Two self-paced elearning software courses (Adobe Captivate & Toolbook)
- Informational Webinar Presentations (internal/external) (WebEx Meeting Center) w/Marketing support
- Got on board with InSync Training (recommended and affordable)
 - Synchronous Design Certification
 - Exposure to WebEx Training Center

Baby Steps

- Management was working with Lotus Notes Sametime internally
- Demonstrations and testing of virtual classroom vendor ([Readytech](#), sourced via CEdMA by Donna Gandour!)
- No IT support for hosting remote desktop
- Surgient and Hatsize, way too \$\$\$

Walking

- Training manager attends two InSync sessions at Training 2008
- White papers, reading, attending free online learning, demos, elearning guild, as much information as possible
- Major push to adopt WebEx Training Center across BD (limited success)
- Training manager completes Effective Applications Training and Expert Synchronous Producer certification

Running

- Dry Runs (instructor/producer only): March-April 2008
- Alpha (internal only): May 2008
- Beta (internal & customer): July 2008
- Customer: August 2008, and monthly thereafter

The Class: BD FACSDiva Software Workshop - New Features in v6

- Instructor and Producer
- 10 students max (best practice)
- 7 hours total
 - 1 hour Learn To Use Online Tools (Tues)
 - 3 hours on Wed and Thurs (1000-1200, 1300-1400 Pacific Time)
 - Light pre-training and intersession work (30-40 min)
- Printed 96 page workbook, sent via mail



Notifications

- Confirmation of registration via ViewCentral/Rainmaker
- 2 weeks prior from WebEx, plus mail workbook
- 1 day prior from WebEx
- 1 hour prior from WebEx (for EACH session)

Materials

- Leader Guides
- Workbook and slide decks
- Wireless headset with microphone (i.e. Plantronics CS55)
- Intercall for telephony, migrating to ATT
- WebEx Training Center
- ReadyTech
- Cell phone or separate line
- Certificate of completion, mailed post-course

Instructor Qualification



1. InSync Training “Learn How To Learn Online”
 2. InSync Training “Synchronous Trainer Survival School” (no major project required)
 3. WebEx University course “Facilitating Online Training”
4. Student in vClass
 5. Observe instructor
 6. Dry runs
 7. Deliver the one hour pre-training session
 8. Deliver the full course
 - Repeat 4-8 for each course

Lessons Learned

- Must have a champion!
- Marketing, marketing, marketing (did I say marketing yet?)
- Select your delivery/development tools early and stick with them
- Be flexible
- Have a dedicated studio or delivery space
- Develop your developer, then develop content

vTraining Future at BD

- vTraining Team Lead & Producer
 - Three vTrainers in training
 - Producer qualification TBD
- 100 square ft studio in progress
- Expect three courses available by Oct 2009
- Model for virtual operator training?
- Model for Web 3.0 operator training?

Questions, comments, concerns?

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