

**USGS OFFICE OF ORGANIZATIONAL AND EMPLOYEE
DEVELOPMENT (OED)
LEARNING SUPPORT SERVICES**

Event Support at the USGS National Training Center (NTC)

Last Update: 11/30/10

The Office of Organizational and Employee Development provides a wide variety of learning support services to instructors, facilitators and participants of events at the USGS National Training Center in Denver, Colorado. See support service definitions/details attached.

LEARNING SUPPORT SERVICE	FEE SCHEDULE
<p>Training Course: Computer or non- Computer class support.</p> <p>Includes administrative and IT/AV support. <i>Example #1: 5-day, training with 10 students (30 x 10) x 5 = \$1,500.00</i> <i>Example #2: 3-day, training with 18 students. (30 x12) x3 = \$1,080.00</i></p>	<p>\$30* per attendee/ per day for up to 12 participants (additional participants no charge).</p>
<p>Meeting: Room reserved less than 60 calendar days in advance.</p> <p>Includes administrative and IT/AV support.</p>	<p>No Charge</p>
<p>Meeting: Room reserved more than 60 calendar days in advance.</p> <p>Includes administrative and IT/AV support.</p>	<p>\$30* per attendee/ per day for up to 12 participants (additional participants no charge).</p>
<p>Conference/Workshop/Symposium</p> <p>Includes administrative and IT/AV support for one or more NTC rooms.</p>	<p>\$75 per attendee</p>
<p>Cyber Seminar/Webinar Cyber event facilitation provided from NTC.</p>	<p>No Charge</p>
<p>Color Plotter Services – 44 inch Format</p>	<p>Contact Russel Smith tel: 303-445-4675 rsmithjr@usgs.gov</p>

* Centrally funded courses only. Courses with a published DOI LEARN tuition are charged \$30 per attendee/ per day based on total participants.

Cancellation Policy. Cancellation of any NTC room reservation with an associated fee less than 10 business days before the event is subject to a cancellation fee of 25% of the total learning support services fee.

OED/NTC provides learning support services to non-USGS sponsored events including events sponsored by DOI Agencies, other Federal and state agencies. DOI Agencies include: Bureau of Land Management (BLM), Bureau of Indian Affairs (BIA), Fish and Wildlife Service (FWS), Bureau of Ocean Energy Management, Regulation and Enforcement (BOEMRE), Office of Surface Mining (OSM), Bureau of Reclamation (BOR) and National Park Service (NPS). The US Forest Service is provided special consideration based on current USGS partnerships.

**USGS OFFICE OF ORGANIZATIONAL EMPLOYEE
DEVELOPMENT (OED)
LEARNING SUPPORT SERVICES**

Event Support Outside the USGS National Training Center (NTC)

Last Update: 11/30/10

OED provides a variety of learning support services for USGS and non USGS events outside of the NTC. See support service definitions and details attached.

LEARNING SUPPORT SERVICE	FEE SCHEDULE
Training Course (computer or non computer) Includes administrative support	\$30 per attendee
Training/Meeting Announcements, Course Evaluations, Roster Management in DOI LEARN and Binary Bookshelf.	No Charge
Deployable Laptop Service Includes administrative support	\$700 per one week deployment. Deployment includes 12 laptops, screen projector, network cables and round trip shipping. Please note, partial deployments not available.
Instructional Technology Support Services: For web based course development and deployment	Contact Tj Lane tjlane@usgs.gov tel 303-445-4677
Instructional Digital Video Recording Services	Contact Russel Smith rsmithjr@usgs.gov tel 303-445-4675
Cyber Seminar Consulting and/or facilitation for initial use	No Charge

OED/NTC provides learning support services to non-USGS sponsored events including events sponsored by DOI Agencies, other Federal and state agencies. DOI Agencies include: Bureau of Land Management (BLM), Bureau of Indian Affairs (BIA), Fish and Wildlife Service (FWS), Bureau of Ocean Energy Management, Regulation and Enforcement (BOEMRE), Office of Surface Mining (OSM), Bureau of Reclamation (BOR) and National Park Service (NPS). The US Forest Service is provided special consideration based on current USGS partnerships.

OED LEARNING SUPPORT SERVICES – DEFINITIONS & DETAILS

Administrative Support

1. Training/meeting announcements via USGS systems including: DOI LEARN Course Catalog, Subscription Listservs, Electronic Bulletin Board System (BBS) and OED Course Calendars.
2. Break Room amenities (OED/NTC only): hot beverage dispenser, phones, internet access (wifi), microwaves, refrigerator, filtered water, ice, etc.
3. Classroom preparation and post event clean up (OED/NTC only)
4. Student course evaluations provided via DOI LEARN
5. Mail room services. Fed-X charged to client's account
6. Digital course materials support (aka: Binary Bookshelf).
7. Reimbursement of instructor salaries from tuition fees collected
8. Calculating event costs and setting tuition.
9. Post class evaluation/debrief with course coordinator (OED/NTC courses only).
10. Additional course marketing if requested.
11. Course roster management via DOI LEARN.

Audio Visual (AV) Support (OED/NTC location only)

1. Large flat panel screens in all NTC classrooms (<http://training.usgs.gov> click on National Training Center)
2. Cyber seminar support
3. Presenter computer support
4. DVD video and monitor support
6. Conference phone set up if necessary
7. Web connection provided for instructor computer(s)

Cyber-Seminar/Webinar (Lotus Notes “SameTime”) Support

1. Assistance/instruction in setting up a cyber seminar reservation in Lotus Notes SameTime
2. Guidance on the development of training approaches using cyber seminars
3. On-line support for initial cyber-seminar
4. Monitoring of actual cyber seminar start to ensure smooth registration process

Deployable Electronic Classroom (aka: “Deployable Laptops”)

Twelve state of the art laptops shipped to any USGS office location within the continental United States. Included: All shipping costs, IT consultation and remote IT support provided via telephone, loading any software provided (base install MS Office 2007).

Instructional Digital Video Streaming Services

OED/NTC can provide live streaming of your NTC learning event. Non edited digital recording of your live streamed event is available on request. Digital editing of recorded courses along with captioning also available based on vendor costs. For estimates, Contact Russel Smith, tel: 303-445-4675 or email: rjsmith@usgs.gov

IT Support - (OED/NTC location only)

1. Establishing web connections
2. Printer support
3. Peripheral device support
4. Standard software configuration support (Windows XP/ Microsoft Office) for instructor computer.
5. Problem solving/troubleshooting assistance for instructor computer.
6. Networking all classroom computers
7. Pre and post event ghosting/cloning/imaging and management of all classroom computers.
8. Loading and supporting additional software on all computers, including instructor's computers (software must be provided by client).
9. Instructor training on use of SchoolVue software which allows instructor to control all student computers.
10. Network or Wireless (WOFI) connections for participant laptops.

Plotter Services – Wide Format Color

Graphic output to a variety of hardcopy media. For detailed specifications, services and fees contact Russel Smith, tel: 303-445-4675

Technology Enabled Learning (TEL) Support

Initial consultation available to any USGS subject matter expert(sme). sme's completion of the USGS TEL Certification Class is required. OED services include:

- D Coordinate Author/Developer Licenses (Adobe Presenter)
- D Consulting with Subject Matter Expert(s)
- D Course Review Process
- D Serving completed classes on-line via a dedicated server
- D Metrics

Learning Support Service Definitions

Computer Classroom: Dedicated classroom featuring networked student and presenter computers and a projection system.

Conference/Workshop/Symposium: Gathering of individuals for purposes of technical exchange, discussion, sharing best practices, networking and/or demonstration. IT and AV needs may be substantial.

Cooperator: Course participant from any non USGS organization with a formal agreement in place (i.e., MOU, JFA etc.).

Course: Live instructional classroom event delivered in the classroom. Designed to enhance knowledge and productivity (aka: classroom delivered training). Attendees may also gain increased understanding of tasks and/or theory. Normally involves instructor(s), lead course coordinator, roster manager for DOI LEARN, syllabus and soft or hardcopy course materials. For computer courses, attendees may require computers (possibly networked) which are loaded with specific software.

Course Developer: In DOI LEARN, person(s) responsible for design and development, scheduling and course marketing and communication (may be the same person(s) as course instructor(s)).

Course Designer: Anyone responsible for training course design and development along with preparation of any associated instructional materials.

Course Communication/Marketing: Publicizing scheduled training courses via the DOI Learn Course Catalog, and the OED Learning Portal <http://training.usgs.gov/>, appropriate subscription Listservs and the Electronic Bulletin Boards (BBS).

Instructor: Individual(s) responsible for teaching/facilitation of a training course.

Lead Course Coordinator: Normally a Subject Matter Expert (SME) who acts as team leader for all other SME's who are working together to develop a particular course. Serves as the primary contact for Roster manager in DOI LEARN.

Lead Instructional Designer/Developer (LID): For technology enabled courses, the LID is normally a subject matter expert, has completed the OED Developer Certification course, and works directly with TEL Manager to complete a course for online delivery.

Meeting: Gathering of individuals for the purposes of discussion, briefing or to accomplish a task. This includes Brown Bag seminars, cyber seminars, demo, teleconference, video conference and social events.

Non-Computer Classroom: Classroom without student computers. IT needs limited to a single presenter PC or laptop and use of projection system. One presenter computer is available on request.

Registration: Process of signing up for or reserving a seat for an on line (OLT) or instructor lead (ILT) class through DOI LEARN.

Roster Management: Process of coordinating all registrants for a specific course via DOI LEARN. Training is available to learn to manage rosters in DOI LEARN. Contact Melanie Hood mkhood@usgs.gov.

Subject Matter Expert (SME): Individual(s) responsible for all or part of the design and development of course content in their area of expertise.

Training: Any event designed to impart knowledge. Normally involves one or more subject matter experts or instructors. Attendees may gain increased understanding of specific tasks and/or theory or for the purposes of improving productivity or proficiency. The event may utilize a syllabus and/or soft or hardcopy course materials.

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