

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

Event Support at the USGS National Training Center (NTC)

Updated: 9/19/16

The Office of Organizational and Employee Development provides a wide variety of learning support services to instructors, facilitators and participants for events at the USGS National Training Center in Denver, Colorado. For support service definitions and details see attached. Contact: Contact Nancy Gregory, 303-445-4668, ngregory@usgs.gov, Patty Gonwa, 303-445-4680, pmgonwa@usgs.gov or Ralph Roland, 303-445-4678, rroland@usgs.gov

LEARNING SUPPORT SERVICE	FEE SCHEDULE
Training Course: Computer or non- Computer class support. 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 x 12) x 3 = \$1,080.00</i>	\$30 per attendee/ per day for up to 12 participants (additional participants no charge). (This is a per classroom charge.)
Virtual Classroom for classes held at the NTC for Remote Participants Via WebEx	No Fee.
Meeting Includes Administrative and IT/AV support.	No Fee if room reserved less than 30 calendar days in advance.
Meeting: Room reserved beyond 30 calendar days in advance. Includes Administrative and IT/AV support.	\$30 per attendee/ per day for up to 12 participants, additional participants no charge. This is a per room charge.
Conference/Workshop/Symposium Includes Administrative and IT/AV support for multiple NTC rooms.	\$15 per attendee/per day (over 50 attendees)
Cyber Seminar/Webinar Cyber event facilitation provided by OED staff.	No Fee.
Color Plotter Services: 44 inch Poster Format	Estimate Available.

Please note: NTC supported courses with a published DOI LEARN tuition regardless of location are charged \$30 per attendee/per day based on the total number of 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. Cancellation/postponement of any NTC room reservation without an associated fee less than five days before the event is subject to a cancellation fee of \$50.

OED/NTC provides learning support services to non-USGS sponsored events including events sponsored by DOI Agencies, other Federal and state agencies. DOI Agencies and Offices include: Bureau of Land Management (BLM), Bureau of Ocean Energy Management and Bureau of Safety and Environmental Enforcement (BOEM-BSEE), Bureau of Indian Affairs (BIA), National Indian Gaming Commission (NIGC), Fish and Wildlife Service (FWS), Bureau of Ocean Energy Management, Regulation and Enforcement (BOEMRE), Office of Surface Mining Reclamation and Enforcement (OSM), Bureau of Reclamation (BOR), Office of the Secretary / Interior Business Center (OS/IBC), Office of the Inspector General (OIG), and the National Park Service (NPS). The Forest Service is also included based on current partnerships.

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

Event Support Outside the USGS National Training Center (NTC)

Updated: 9/19/16

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

LEARNING SUPPORT SERVICE	FEE SCHEDULE
Event Announcements, Course Evaluations, Roster Management via DOI LEARN and Electronic Notebooks.	No Fee.
Deployable Laptop Service Includes administrative support	\$700 per one week deployment. Includes 12 laptops, screen projector, network cables and round trip shipping. Partial deployments not available.
Instructional Technology Support Services: Web based course design, development and deployment	Contact Tj Lane tjlane@usgs.gov tel 303-445-4677
Instructional Digital Video Recording Services	Contact Patty Gonwa, pmgonwa@usgs.gov , 303-445-4680 or Ralph Roland, raroland@usgs.gov , 303-445-4678
Audience Response System	Cost is the actual shipping charges. Deployments are 1 week, for up to 150 keypads (50 ea).
Cyber Seminar Consulting and/or facilitation	No Fee.

OED/NTC provides learning support services to non-USGS sponsored events including events sponsored by DOI Agencies and offices and other Federal and state agencies. DOI Agencies and offices include: Bureau of Land Management (BLM), Bureau of Ocean Energy Management and Bureau of Safety and Environmental Enforcement (BOEM-BSEE), Bureau of Indian Affairs (BIA), National Indian Gaming Commission (NIGC), Fish and Wildlife Service (FWS), Bureau of Ocean Energy Management, Regulation and Enforcement (BOEMRE), Office of Surface Mining Reclamation and Enforcement (OSM), Bureau of Reclamation (BOR), Office of the Secretary / Interior Business Center (OS/IBC), Office of the Inspector General (OIG), and the National Park Service (NPS). The U.S. Forest Service is also included based on current partnerships.

OED LEARNING SUPPORT SERVICES – DEFINITIONS & DETAILS

Administrative Support

1. Event announcements via USGS systems including: DOI LEARN Course Catalog, Subscription Listservs, 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. Base classroom preparation and post event clean up (OED/NTC only)
4. Electronic participant course evaluations, if desired
5. Mail room services: Fed-X charged to client's account
6. Digital course materials support (aka: e-Notebooks)
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 as requested
11. Course roster management via DOI LEARN

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

1. Large flat panel screens provided in all NTC classrooms
2. Cyber seminar support
3. Presenter computer support
4. DVD video and monitor support
6. Conference phone setup
7. Web connection provided for instructor computer(s)
8. Amplification system support

Webinar Support

1. Assistance/instruction in setting up a webinar reservation via USGS Web-Ex
2. Guidance on facilitating webinars
3. On-line support for initial cyber-seminar
4. Monitoring of actual cyber seminar start to ensure smooth registration process

Deployable Laptop Service

Twelve laptops shipped to USGS personnel to support training and conferences within the Coterminous United States. Includes 2-way shipping, IT consultation and remote IT support (via telephone), and loading of any client provided software. Base image includes Windows 7 (64 bit), MS Office 2010 or 2013, and the latest versions of Java and Adobe Reader.

Audience Response System

The Audience Response System (ARS) provides instantaneous presenter feedback during a meeting, conference, or training event when voting on a topic or in answer to questions posed to the audience. Each attendee is provided a keypad to make their selections. Keypads communicate with a base computer. After a set time, or after all participants have answered, the system ends the polling for each question and tabulates the results. Typically, the results are instantly available to the participants via a bar graph display.

Virtual Classroom Services

OED/NTC can assist you in holding a Virtual Classroom event at the NTC no additional fee. Non-edited digital recording of your live streamed event is also available on request. Digital editing of recorded courses along with captioning also available. For an estimate, Contact Patty Gonwa, 303-445-4680, pmgonwa@usgs.gov or Ralph Roland, 303-445-4678, raroland@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. Network or Wireless (WIFI) connections for participant laptops.

Plotter Services – Wide Format Color

Graphic output to a variety of large format hardcopy media. For detailed specifications, services and associated fees contact Patty Gonwa, 303-445-4680, pmgonwa@usgs.gov or Ralph Roland, 303-445-4678, raroland@usgs.gov.

Distance Learning Support

Initial consultation available to any USGS subject matter expert (SME). SME completion of the USGS Distance Learning Certification Class is required. OED services include:

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

Learning Support Service Definitions

Computer Classroom: Dedicated classroom featuring networked student and presenter computers and wall mounted flat panel TV screens.

Conference/Workshop/Symposium: Multi-day, multi-room gathering of 50 or more individuals for purposes of technical exchange, discussion, sharing best practices, networking and/or demonstration. IT and AV support.

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

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

Course Developer: In DOI LEARN, person(s) responsible for design and development, scheduling and course marketing and communication (may also 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 Employee & Career Development on the Human Capital Website: <http://www.usgs.gov/humancapital/ecd/index.html> appropriate subscription Listservs and other electronic services.

Instructor: Individual(s) responsible for teaching/facilitating 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 Distance Learning courses, the LID is usually a subject matter expert who has completed the OED Design/Develop/Deliver Certification course, and works directly with Distance Learning Manager to complete a course for online delivery.

Meeting: Gathering of individuals for the purposes of discussion, briefing or to accomplish a task.

Non-Computer Classroom: NTC classroom without student computers. One presenter laptop and TV screen are provided.

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, development and delivery of course modules in their area of expertise.

Training: A live or self-paced module or group of modules designed to impart skills, knowledge or experience. Normally involves one or more subject matter experts/instructors. Attendees may gain increased understanding of tasks, theories or improving productivity or proficiency with practice exercises and/or assessments. May also include a syllabus and/or soft or hardcopy materials.

-End OED Learning Support Services Document-