

HYBRID CLASSROOM DELIVERY

CEdMA Impact Award

 DALLEMC

CEDMA IMPACT AWARD

PROBLEM OR OPPORTUNITY

- High Cancellation rate
 - 33%
 - Relevance to product business
- Perception of VILT

. Cancellation - Low Enrollment	Isilon Implementation - Online Lab	Online - EMEA	08/02/2016
. Cancellation - Low Enrollment	Avamar Management	Istanbul (Turke...	08/02/2016
. Cancellation - Low Enrollment	SAN Management	Schwalbach (G...	08/02/2016
. Cancellation - Low Enrollment	NetWorker 8.2 Installation, Configuration and Ad...	Bezons (France)	08/02/2016
. Archived Normal	VNX Unified Storage Management	Brentford (Unit...	08/02/2016
. Cancellation - Low Enrollment	SAN Management	La Defense (Fr...	08/02/2016
. Cancellation - Low Enrollment	ViPR Controller Implementation and Management	Brentford (Unit...	08/02/2016
. Archived Normal	Symmetrix VMAX Performance Workshop	Schwalbach (G...	09/02/2016
. Archived Normal	Optimizing Storage Services for Applications wit...	Schwalbach (G...	10/02/2016

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DESIRED OUTCOME

- Primary objective
 - Reduce cancellation rate
 - Re-establish confidence in the published schedule
- Secondary objectives
 - Reduction in instructor travel
 - Increase options for rescheduling learners
 - Increase fill rate of classes to meet 10.2 target.

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PLAN OF ACTION

- Phase 1
 - Low cost.
 - Rapid deployment
 - Validate concept and establish best practise
- Phase 2
 - Professional solution
 - Global roll out.



HYBRID CLASSROOM INFRASTRUCTURE

THE VIRTUAL CLASSROOM SOFTWARE

Attendee view

Whiteboard /
Presentation

Video feed

Chat window
(not visible)

The screenshot displays the Saba Meeting interface for a session titled "Networker 9 TTT (JLN222032)". The interface is divided into several sections:

- Attendees:** A list on the left shows two participants: "Eike" (with a green microphone icon) and "Mark" (with a red microphone icon).
- Whiteboard/Presentation:** The central area shows a complex network diagram with various nodes and connections. Overlaid on this is a large whiteboard with the numbers "1,2,3,4,5,6,7,8,9" in black, red, and green. Below the diagram, the text "NETWORKER 9 BOOTCAMP" and "EMC EDUCATION EMEA" is visible, along with the EMC logo.
- Video Feed:** On the right, a video window shows a man (Eike) standing in front of a screen displaying the same network diagram. The name "Eike" is written below the video window.
- Control Bar:** At the bottom, there is a control bar with icons for navigation (back, forward, home, search) and a status bar showing "0:05:35 / 4:35:55", "Networker 9 bootcamp", and a "Log Attendance and Exit" button.

HYBRID CLASSROOM INFRASTRUCTURE

THE CLASSROOM - FRONT

84" SMART BOARD 8084i (LCD)

Vaddio AV Bridge
(capture and stream meetings)

Polycom HDX Ceiling Microphone

Crestron Touchpanel



HYBRID CLASSROOM INFRASTRUCTURE

REAR

50" LED HD TV

Polycom
EagleEye Director



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MEASURED IMPACT

- Cancellation rate reduced from 33% to 23%
- Instructor travel reduced
 - 2014 – 2015. 43% of deliveries required travel
 - 2017 YTD. 27% of deliveries required travel. \$180k T&E saving
- Quality measures – no change in comparison to other delivery modalities

	#Classes	#Students	Relevance	Content	Instruction	Facility	Registration
Hybrid	54	451	4.57	4.42	4.75	4.37	4.54
VILT	54	183	4.56	4.44	4.74	4.31	4.5
ILT	54	268	4.58	4.4	4.75	4.42	4.58
ILT	704	6144	4.6	4.56	4.74	4.43	4.6
VILT	151	1444	4.6	4.52	4.79	4.47	4.59

- Class fill rate remains at 9.2

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UNMEASURED

- Offers for alternate dates
- Improved perception of VILT
- Reduced travel and greater instructor happiness.
- Customer T&E friendly. Removal of sales barriers.

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LESSONS

- Get the technology right and once you have it right lock it away from instructors so they cannot attempt to “improve” it.
- Instructors must be trained and have the opportunity to work with the equipment prior to delivery. There can be a number of different strategies for delivering content and they need to understand which strategy is appropriate, particularly when things are not running as planned they must have alternatives that can be used.
- The investment in technology in the classroom improves all deliveries in that room. Do not think of this as a stand-alone delivery mode.

CEDMA IMPACT AWARD

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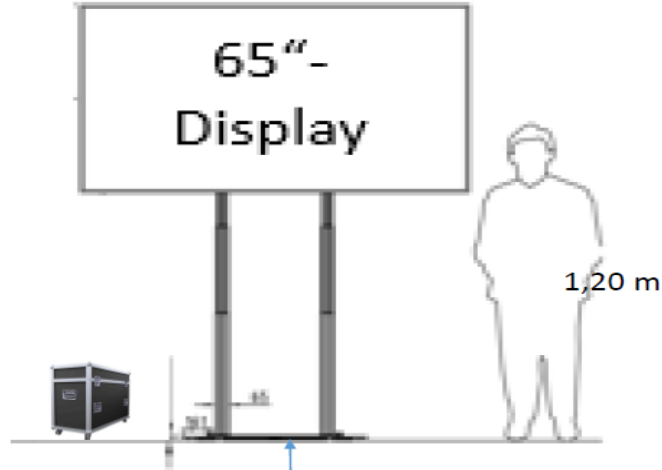


Mobiles Hybrid-Trainingsraumkonzept

84"-4K-Smartboard 8084i

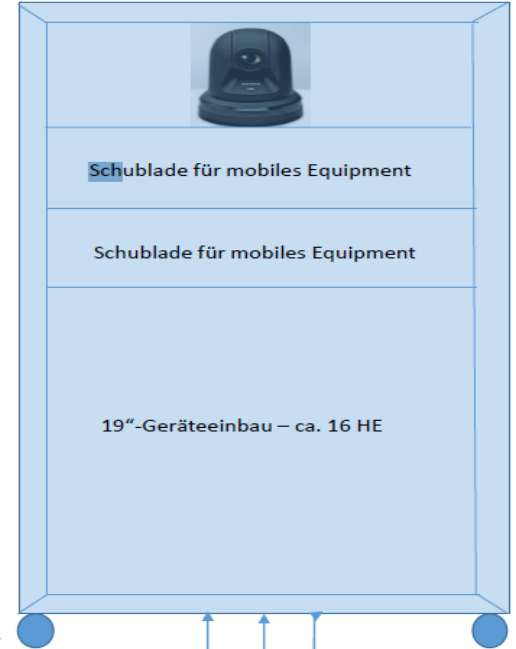


65"-4K-LCD-Display



0,3 m

1,20 m



Trainertisch
- mit mobilem
Tischanschlussfeld

1x Netzkabel

1x Netzkabel

1x Netzkabel



33 x 7.50 in

D  **LEMC**