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NATIONAL INDIAN PROGRAMS TRAINING CENTER

**“How Do You Make This Thing Work?”**

## **ELKNet Site Operator Training**

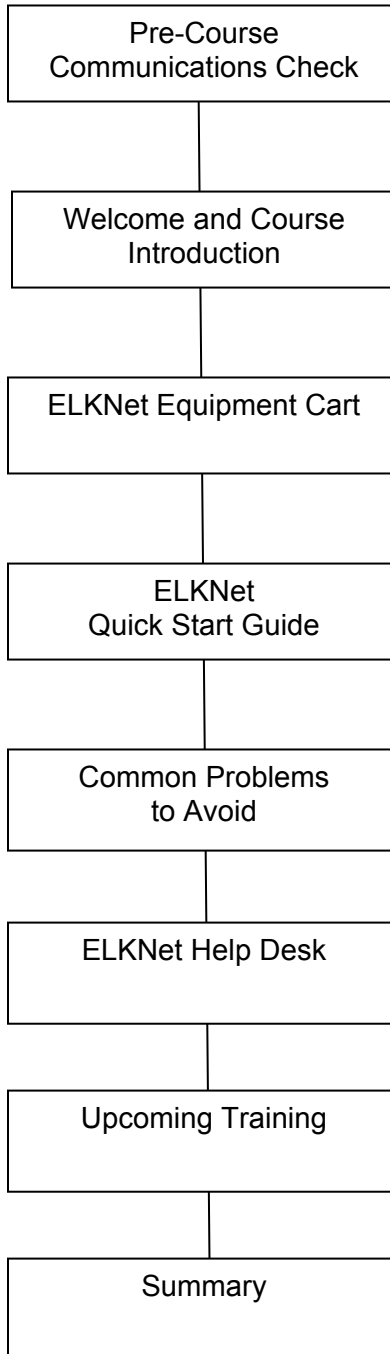


Interactive Television (ITV) Workshop  
Participant's Guide

Revised: October 7, 2009

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## **“How Do You Make This Thing Work?” ELKNet Site Operator Training Course Map**



## How to Interact with the Instructor

We encourage you to ask questions and share your comments with the instructors throughout this interactive television (ITV) course.

If you were physically in the classroom with the instructor, you would raise your hand to let him know you had a question or comment. Then you would wait for the instructor to recognize you and ask for your question. We are all familiar with that “protocol” for asking questions or making comments.

With ITV courses there is also a “protocol” to follow to ensure you can easily ask questions and others can participate as well. It may seem a little strange at first asking a question of a TV monitor. Remember, it is the instructor you are interacting with and not the monitor. As you ask more questions and participate in more ITV courses, you will soon be focusing only on the content of your question and not the equipment you are using to ask it.

As part of the distance learning equipment at your location, there are several push to talk microphones. Depending on the number of students at your location, you may have one directly in front of you or you may be sharing one with other students at your table.

*When you have a question, press the push to talk button and say, “Excuse me [instructor’s first name], this is [your first name] at [your location]. I have a question (or I have a comment).” Then release the push to talk button. This is important. Until you release the button, you will not be able to hear the instructor.*

The instructor will acknowledge you and then ask for your question or comment. Stating your name and location not only helps the instructor, but also helps other students who are participating at different locations to get to know their classmates.



### Get To Know Your Classmates...

Be prepared to introduce yourself to your classmates. Share –

- Your name
- Your position
- How long have you been at your school or agency?
- What do hope to learn from participating in today's workshop?

### Workshop Objectives

### Notes

At the conclusion of this workshop, you should be able to--

1. Identify the equipment installed in the ELKNet equipment cart. Explain the purpose of each piece of equipment.
2. Demonstrate how to use the ELKNet Quick Start Guide to properly prepare the ELKNet equipment cart for participating in an ITV training event.
3. List the most common problems staff experience when operating the ELKNet equipment. List the steps that staff can take to avoid those problems.
4. Explain how to contact the ELKNet Help Desk. List the information a site should document when opening a help desk ticket.
5. Explain how a site receives the schedule of upcoming training events that will be transmitted via ELKNet.



### One or Two Questions...

Take just a minute to look at the ELKNet equipment cart at your site.

Come up with one or two questions about the equipment that come to your mind.

Write the question or questions below so you can help with the discussion.

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## ELKNet Equipment Cart

## Notes

### Lockable Cart

- The cart provides housing to integrate the ELKNet equipment and protects it.
- When not using the equipment, lock the glass door on the front of the cart.
- Ensure that several staff members know where the keys to the cart are kept.
- The cart's "umbilical cord" coming out of the back should remain connected to the ELKNet wall plate and the power cord should remain plugged in to an electrical outlet.
- The cart is should NOT be frequently disconnected and moved. This will cause unnecessary wear on the connectors and increase the likelihood of damage to the cart during movement. If your school/site has a secondary location for the cart, it is ok to move the cart infrequently to that location. When you move it there, reconnect the cables and power cord.

## **ELKNet Equipment Cart**

## **Notes**

### LCD Monitor

- The monitor allows participants to easily view the signal from the satellite receiver or the DVD player/digital video recorder (DVR).
- During the startup sequence for the monitor, the phone number for the ELKNet Help Desk will be displayed for 30-45 seconds.
- During installation, the tech should have attached all remotes using velcro. The remote for the LCD monitor should be velcroed to the front of the middle shelf.
- When not using the ELKNet cart, be sure to use the LCD monitor remote to turn the monitor off.

### Push to Talk (PTT) Microphone System

- The push to talk (PTT) microphone system provides a way for participants in an interactive television workshop to interact with the instructors.
- The keypad on the front of the PTT system is used to dial the audio bridge 30 min prior to a workshop.
- There are several buttons on the front of the PTT system. One of the common problems is not having the buttons in the right position for participating in a workshop. Follow the instructions in the ELKNet Quick Start Guide and you will get it right!
- When setting out the cables for the PTT microphones, ensure that you do so in a safe manner so that there are no trip hazards. Safety first!
- Help participants understand that they need to release the push to talk lever after they have asked their question or made their comment. Allow a few seconds for the instructor to acknowledge them, before continuing.

## **ELKNet Equipment Cart**

## **Notes**

### DVD Player / Digital Video Recorder (DVR)

- Most ITV workshops delivered via ELKNet will be intended for live participation. However, there may be times when it is appropriate to record training for later viewing. The DVD player has a built in digital video recorder (DVR) that allows you to do this.
- The DVR operates like a TiVo and records the event to a hard drive that will let you later play/pause the recorded video.
- The DVD player can be used to play a standard DVD for viewing on the LCD monitor.

### Satellite Receiver

- The satellite receiver receives the signal from the satellite dish and decodes it for viewing.
- The receiver must remain powered on at all times. This is necessary to ensure that you will receive the force tune signal and also receiver software updates.
- You should NOT have to push buttons to get the receiver to the proper channel for training or for it to go back to CNN. If you do not see the training channel 30 min prior to a workshop, or if does not return to CNN, call the ELKNet Help Desk.

## **ELKNet Quick Start Guide**

## **Notes**

The Quick Start Guide was developed for staff to use as a checklist each time they setup the ELKNet equipment.

Why use the Quick Start Guide?

- It will help you to avoid frustration! It's no fun to be setting up for a training event and to encounter problems.
- The Quick Start Guide provides step by step instructions to ensure equipment is ready. Take the time to read each step and pay attention to make sure the step is complete before moving on to the next step.
- Using the Quick Start Guide will minimize the time needed to setup the equipment. Most sites find that by using the guide they are able to setup the equipment in about 5 minutes.
- The Quick Start Guide makes it easy to communicate to all staff the way to setup the ELKNet equipment. It keeps the setup process the same, no matter who is doing it.

Tips for Using the Quick Start Guide

- Keep it with the cart. Print out a copy and keep it with the cart. Make it easy for staff to find it when they go to setup the equipment.
- Tell other staff about the Quick Start Guide. Let them know that it is used as a checklist every time.
- Read and confirm each step every time you setup the equipment. Don't try to do it from memory, no matter how many times you have set it up. Skipping a little step can make a big difference in the equipment's operation.

***The Quick Start Guide also has the  
ELKNet Help Desk number printed on the side!***



## Common Problems to Avoid

## Notes

There are not very many new problems that people face when setting up the ELKNet equipment. Most problems are the same mistakes that people keep making over and over again. You can avoid the common problems by being aware of them and knowing how they can be resolved.

Common problems to avoid and recommended solutions include:

**Problem:** Not using the ELKNet Quick Start Guide.

**Symptoms:** This problem can cause a multitude of other problems. As you read each step in the Quick Start Guide, it will become apparent how NOT doing that particular step might cause problems later on.

For example, let's suppose you skipped Step 1 and did not confirm that the cart is properly connected to the ELKNet wall plate. If the analog phone line is not connected, then when you try to place the call to the audio bridge, you will not have a dial tone on the PTT system.

**Solution:** Use the ELKNet Quick Start Guide every time.

**Problem:** Not leaving the ELKNet cart plugged in to a power outlet with the satellite receiver powered on.

**Symptoms:** Your receiver is not force tuned to the training channel, but remains on CNN.

**Solution:** Leave the ELKNet equipment cart plugged in. If you move the cart to the secondary location, plug it in AND connect the cables to the ELKNet wall plate.

## **Common Problems to Avoid**

## **Notes**

**Problem:** Not having the proper buttons selected on the PTT system

**Symptoms:** You are unable to hear the audio on the monitor. You see a picture, but no sound.

**Solution:** Use the ELKNet Quick Start Guide and pay very close attention to the steps involving setting the buttons on the PTT system.

**Problem:** Not participating in the pre-workshop communications check 30 min prior to the workshop start time.

**Symptoms:** Multitude of problems may happen. One obvious symptom is not having enough time to work with the ELKNet Help Desk to resolve difficulties before the workshop starts.

**Solution:** Plan to have someone setup the equipment 30 minutes prior to each workshop. They do not need to stay there the whole time. Once they have confirmed it is working and checked in with the instructor site, they can leave and then return 5 min before the workshop starts.

**Problem:** Disconnecting cables and taking the system apart.

**Symptoms:** Equipment cart doesn't work when you need it to!

**Solution:** Do not trouble shoot at the local level. Do not take components out of the ELKNet equipment cart. You may void the maintenance agreement if you do.

## **ELKNet Help Desk**

## **Notes**

Help with operating the ELKNet equipment and assistance with resolving any problems is available 24/7. The ELKNet Help Desk is staffed with representatives who are familiar with the ELKNet equipment.

Frequently asked questions about the ELKNet Help Desk include:

**Question:** When should I call the ELKNet Help Desk?

**Answer:** Whenever there is any piece of equipment that does not appear to be working 100% correctly. That is 100%! Don't settle for less. Anytime you have a question about how to operate any of the equipment, call the Help Desk.

**Question:** What is the ELKNet Help Desk phone number?

**Answer:** (866)243-4462

**Question:** Where can I find the ELKNet Help Desk number?

**Answer:**

\_\_\_\_\_

\_\_\_\_\_

## **ELKNet Help Desk**

## **Notes**

When you call the Help Desk, be prepared by –

1. Being near the ELKNet equipment. The rep may need you to press buttons or operate the equipment in order to resolve the problem.
2. Have your site ID ready. This is not absolutely necessary, but can help to speed things along. If you don't know or can't remember your site ID, the rep can locate your site by the city/state and your school/site name.

The site ID for your site is: \_\_\_\_\_

Each time you call the Help Desk, write down the following information on your site Help Desk log:

1. Date and time
2. Rep's first name
3. Help Desk ticket number
4. Problem and resolution/next step

If the problem is not resolved over the phone -

- You will be getting a phone call from a local tech to schedule a site visit to resolve the problem or replace faulty equipment.
- The contractor is required to make that visit within 3-5 business days from the time you call the Help Desk. However, they can only be required to meet the timeline if they are able to schedule the date with your site point of contact (POC). If a school/site does not return the tech's call, then there may be delays in scheduling the site visit.

## Upcoming Training

## Notes

The purpose of the ELKNet initiative is to significantly increase the number of training opportunities for your teachers and staff. How will you find out about those events?

A schedule of upcoming training events that will be transmitted via ELKNet will be distributed several ways, including:

- The schedule will be emailed to all site POCs. Please ensure that you notify NIPTC of changes to your site POC information.
- The schedule will be posted on the BIE web site.
- For BIE employees, they can use DOI Learn as a way to find out about upcoming events.

When you receive a schedule, ensure that you mark your calendars in advance.

BIE Division of Performance and Accountability is interested in your input on training events that you would like to see delivered via ELKNet.



### **Quick Brainstorm!**

The purpose of the ELKNet initiative is to significantly increase the training opportunities for teachers and staff at schools and offices across Indian Country.

Take 2 minutes and quickly brainstorm topics for additional training opportunities that you feel would benefit the teachers or staff at your school/site.

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## Workshop Summary

## Notes

Review the objectives found on page 3.

Did we accomplish those objectives? If you have any questions, please let the instructor know at this time.



### **We Need Your Help...**

We need your help! We want to continuously improve our ITV workshops. Your input will help us to build upon the strengths of a workshop and identify possible areas for improvement.

Please take 2-3 minutes to complete the workshop evaluation found on pages 15-16.

Please take a few minutes after the workshop ends to:

- Fax the workshop evaluations to (505)563-5419.
- eMail a list of attendees to [rick\\_gividen@nbc.gov](mailto:rick_gividen@nbc.gov) or if you are a BIA/BIE employee, then register in DOILearn.
- Call the ELKNet Help Desk at (866)243-4462 if you had any problems with the operation of the equipment.

Instructor Contact Information:

Rick Gividen  
National Indian Programs Training Center  
[rick\\_gividen@nbc.gov](mailto:rick_gividen@nbc.gov)  
Phone (505)563-5410



**Workshop Evaluation (Page 1 of 2)**

“How Do You Make This Thing Work?” ELKNet Site Operator Training Date: \_\_\_\_\_

1. Print your email address:

2. Where did you attend the training?

3. How well did you know the course material before beginning the course?

Not well at all    1        2        3        4        5        Very well

4. How much more did you learn about using the ELKNet equipment?

Not much at all    1        2        3        4        5        A lot

5. How often do you expect to apply this knowledge in the next 60 days?

Not at all        1        2        3        4        5        Very often

6. Have you had any previous training on using the ELKNet equipment?

Yes                      No

7. How many other interactive television (ITV) courses have you previously participated in?

	None	1	2 or 3	4 or 5	6 or more
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For your job?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
For your education?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Please assign a rating on a scale from 1 to 5, where 1 represents “Poor” and 5 represents “Excellent”, to each of the following areas:

	Poor 1	2	3	4	Excellent 5
Registration Process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Participant Guide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of the audio/video	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accomplishment of Course Objectives	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness of the Instructor	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Opportunity to Ask Questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Instructor Responsiveness to Questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Relevance of Course to Your Job Duties	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Effectiveness of Instruction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Complete this evaluation (both pages) and fax to (505)563-5419. No cover sheet required.



**Workshop Evaluation (Page 2 of 2)**

How Do You Make This Thing Work?" ELKNet Site Operator Training Date: \_\_\_\_\_

9. How long did it take you to get from your workplace to the location where you participated in this ITV course?

- I participated at my workplace
- 5-15 minutes
- 16-30 minutes
- 31-59 minutes
- 1 hour or more

10. What parts of the course did you find most helpful?

11. What recommendations do you have for improving the course?

12. Please list the top 3 topics that you would like to see addressed in future training:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_

Complete this evaluation (both pages) and fax to (505)563-5419. No cover sheet required.