SECTIONS Evaluation

Enter your "Students" response:   
All staff have access to computers, monitors, laptops, Zoom, and to support from the IT department. To maximize the benefit from a live Zoom training session, the learner would need to share their own screen so that the trainer can help them while they are actually doing the work rather than passively watching the trainer.  
  
Enter your "Ease of Use" response   
We are now three years into the use of Zoom for virtual meetings. This platform is used daily at our Institute. Staff have had multiple training opportunities on using the platform. Our IT department provides technical support when necessary.  
  
Enter your "Cost" response   
The cost of our Zoom accounts is covered by our Institute. IT support is available to all staff and students at no charge.   
  
Your Teaching and Pedagogical Considerations response:   
The Zoom technology would be very helpful in this situation, provided the support was 1:1, so that the learner could be walked through the entire document management system, using their own files, documents, and portals. Group sessions are fine for an initial overview, but to truly become comfortable and skilled at using the system, some folks need more intensive support where they are actually using the knowledge gained.  
  
Your "Interaction" response:   
This technology facilitates instructor to learner relationships, as they are entering into a dialogue with each other. For some, this is much more effective than watching pre-recorded videos. Working with an in-person, albeit virtual, trainer, and using their own portal, allows the learner to develop skills through embedding them in their own work.   
  
Your "Organisational Issues" response:   
Our Institution fully supports staff and students in the use of any technology or systems required. Although some systems take a bit of getting used to, support is available. Sometimes people need support and encouragement in accessing this support, as they don't want to look incapable. And sometimes they are hesitant to take up too much time from our IT folks. These are factors that can be addressed through empathy, support, and coaching.   
  
Your "Networking" response:   
As Zoom is the collaboration platform we are using at our Institute, there is ample opportunity for networking with others to further develop knowledge, skill, and ability. Staff are very supportive of each other, and willing to jump in to help whenever necessary.

Your Security and Privacy response:   
Zoom settings are set by the IT administration, to ensure staff and student security and privacy. Policies are strictly in place in regards to the sharing of information. Our IT and HR departments are very responsive to any questions about these issues that might arise.