

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

Events at the USGS National Training Center (OED/NTC)
Last Updated: 05/29/09

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

Computer Course Includes basic administrative support and full IT/AV support.	\$475/day
Non-Computer Course Includes basic administrative support and basic IT/AV support.	\$325/day
Computer or Non-Computer Course Includes full administrative support and full IT/AV support.	\$150/attendee
Conference/Workshop/Symposium Includes full IT/AV support for one or more rooms.	\$75/attendee
Meeting: Unlimited advanced reservation. Includes full IT/AV support.	\$240/day per room
Meeting: Single room reserved no more than 60 calendar days in advance. Includes basic IT/AV support.	No Charge
Cyber Seminar Cyber event facilitation provided at OED/NTC.	No Charge
Color Plotter Services – 44 inch Format	For available materials and fees contact Russel Smith tel: 303-445-4675 email: rsmithjr@usgs.gov
Classroom Digital Video Streaming Service Live web streaming of classes from the NTC classroom/studio.	Coming in 2009!

Tuition Processing. 3.5% of the per seat tuition fee will be charged for any OED/NTC supported courses for payment processing services.

Room Cancellations. Cancellation of any NTC room reservation with an associated fee less than 30 calendar days before the event will be subject to 25% cancellation 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), Minerals Management Service (MMS), Office of Surface Mining (OSM), Bureau of Reclamation (BOR) and National Park Service (NPS). The US Forest Service is provided special consideration in this services document based on current USGS partnerships.

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

Learning Events Held Outside the USGS National Training Center (NTC)

Last Updated: 05/29/09

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.

Full Administrative Support See definitions attached	\$50/attendee
Basic Administrative Support See definitions attached	No Charge
Deployable Laptop Service with basic administrative support http://training.usgs.gov/ntc/LaptopsFS.html	\$700 (includes 12 laptops and round trip shipping to CONUS per one week deployment). Please note, partial deployments not available.
Technology Enabled Learning (TEL) Consulting http://training.usgs.gov/TEL/TELIndex.html	No Charge
Instructional Digital Video Recording Services	Contact Russel Smith 303-445-4675 or email: rsmithjr@usgs.gov
Cyber Seminar Consulting and/or facilitation for initial use	No Charge

Tuition Processing. 3.5% of the per seat tuition fee will be charged for any OED/NTC supported courses for payment processing services.

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), Minerals Management Service (MMS), Office of Surface Mining (OSM), Bureau of Reclamation (BOR) and National Park Service (NPS). The US Forest Service is provided special dispensation in this services document based on current USGS partnerships.

LEARNING SUPPORT SERVICES-DEFINITIONS AND DETAILS

Basic Administrative Support

1. Training/meeting announcements via USGS systems including: DOI Learn Course Catalog Listservs, Electronic Bulletin Board System (BBS), OED Course Calendars
2. Break Room amenities (OED/NTC only): phone and e-mail access, microwaves, filtered water, ice, etc.
3. Classroom preparation and post event clean up (OED/NTC only)
4. Student course evaluations provided via DOI LEARN
5. Training a designated person from your office to manage roster in DOI LEARN

Full Administrative Support

All Basic Administrative Support plus all services listed below:

1. Creation of handouts/binders (materials included)
2. Paying instructor salaries from tuition fees collected
3. Calculating all event costs and setting tuition
4. Mail room services (Fed-X charged to client's account)
5. Post class evaluation/debrief with course coordinator (OED/NTC courses only)
6. Additional course marketing if requested
7. Course roster management via DOI LEARN

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

1. Electronic projection system provided 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 (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. Not included: Any software beyond MS Office. Full administrative support services are available as separate charge. Contact Russel Smith, tel: 303-445-4675 or email: rjsmith@usgs.gov.

Instructional Digital Video Streaming Services

Using Adobe Professional Connect Meeting™, OED/NTC can provide live streaming of your learning event. Digital recording available on request. Editing of any recordings, closed/open captioning are provided and priced based on vendor fees. Contact Russel Smith, tel: 303-445-4675 or email: rjsmith@usgs.gov

Basic 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.

Full IT Support - (OED/NTC location only)

All Basic IT support services above plus:

1. Networking all classroom computers
2. Pre and post event ghosting/cloning/imaging and management of all classroom computers.
3. Loading and supporting additional software on all computers, including instructor's computers (software must be provided by client).
4. Instructor use of SchoolVue software

Plotter Services – Wide Format Color

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

Technology Enabled Learning (TEL) Support

Initial consultation available to any USGS subject matter expert(sme). For sme's who have completed the USGS TEL Certification Class, 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 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” learning event delivered in the classroom setting designed with specific outcomes 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 Coordinator: Person responsible for ensuring a needed course is designed, scheduled, advertised and held. Often same person who instructs the course.

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

Course 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 synchronous (live) teaching and 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 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. Meetings include "brown bag" seminars and cyber seminars. IT needs limited to a single presenter PC or laptop. Audio visual support provided for projection of computer screen.

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 available on request.

Registration: Process of signing up for or reserving a seat for an OLT or ILT class through DOI LEARN.

Roster Management: Process of coordinating all registrants for a specific course via DOI LEARN. Offices coordinating more than one instructional event annually are required to complete a brief cyber seminar which certifies attendees and provides authorization to manage rosters in DOI LEARN.

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

-End OED Learning Support Services Document-