

Seven Tips: Quality Control in Distance Learning

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Allen Burzen is the Director of Operations for InReach. Allen leads the company's Production, Support, and IT departments. At InReach, Allen has developed the processes and key performance indicators the company uses to ensure best-in-class customer service. Prior to InReach, Allen held a leadership role in the support organization at Unisys. He has also brings InReach experience from key operating roles at blue-chip technology firms Symantec and AMD.

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GEOFF TOGNETTI is the Vice President of IT at InReach CE, a leading provider of Continuing Education. Geoff is responsible for the company's Information Technology and infrastructure. An early member of innovative technology leaders with over 20 years' experience in IT and Telecommunications, Geoff has held key positions at Level 3 Communications and early internet pioneer America Online (AOL). Geoff served on active duty in the United States Army and attended the University of Maryland, College Park, where he pursued a degree in Information Technology.

Seven Tips Workshop:

Quality Control in Distance Learning

Presented by Allen Burzen and Geoff Tognetti
InReach

#1 Setup and Preparation:

Set up and preparation can have the largest effect on how your course is captured. This includes camera, risers, lighting, audio, and the background. Thinking of using a white background? You may want to rethink as this will “bloom” on the camera and the speaker may not be seen.

#2 Equipment: Camera and Microphones:

Tapes are a thing of the past, and digital storage is here to stay. Thinking about buying a new camera? High Def cameras provide an overall better quality for your customer.

If you are planning on having live audience interaction, you will need a solution that will capture the speaker and the audience effectively.

#3 Speaker and Moderator prep:

Is the speaker talking in front of a live audience? You want to make sure they are talking to those in attendance as well as to the camera.

#4 Audience Participation:

If you are taking questions from the audience, you will want to make sure that the audiences listening at home can here the questions as well.

#5 Capturing and Encoding:

How you capture and your event can have a big impact both on quality and ease of editing, as well as insure compatibility with a wide range of mobile and desktop devices.

#6 Editing:

Tips for editing your program and the best software to use.

#7 QC:

Best practices for checking your programs before you distribute them to your audience.