

# UCIrvine

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— Mike Kollen, Lead Corporate Instructor



## UC Irvine Extension’s synchronous training delivers eLearning to corporate students with WebEx.



### INDUSTRY Education

### WEBEX APPLICATIONS WebEx Training Center

### SUMMARY

UCI Extension needed an online training solution that would enable instructors to provide a corporate client with comprehensive technical training in a synchronous environment. Using WebEx Training Center, UCI was able to overcome geographical boundaries and deliver training to a larger number of corporate employees. WebEx also enables UCI Extension to provide one of its main corporate clients with just-in-time technical training for some of their core Web development projects.

### ABOUT UC IRVINE

- **Line of Business**  
Continuing education
- **Headquarters**  
Irvine, CA
- **Number of Employees**  
1400 faculty members
- **Target Market**  
Corporate employees
- **WebEx Customer Since 2005**

As the continuing education arm of the University of California at Irvine (UCI), UCI Extension maintains over 35,000 enrollments each year, offering thousands of courses and programs to local, corporate, regional, and global constituencies. In addition to certificate programs and university-level professional and personal enrichment courses, UC Irvine Extension provides customized corporate training programs for major companies.

### The Challenge

Mike Kollen, Principal and Adobe Certified Instructor at Advanced Media Solutions (AMS), teaches a broad range of customized Web development courses for UCI Extension’s corporate clients. His primary client, a Fortune 50 company, often required employees to take courses in preparation for urgent Web development projects and for general career enhancement. These courses called for intensive training sessions at remote locations. “The on-site delivery model made the class geographically bound to a specific location and time,” says Kollen. “I was certain that with the right technology in place, I could provide a wider reach to serve the Web development students across the corporation.” He began the search for an online solution that would enable him to teach complex technical subjects to his students in an interactive, collaborative, and synchronous environment.

### The Solution

As he began looking into online training platforms, Kollen found that many of the available solutions were asynchronous and didn’t provide the deep interaction he wanted for his courses. “I wanted an online experience that modeled the benefits of in-person training and added new teaching dimensions to benefit the students,” he explains. “In my classes, students are building Rich Internet Applications right along with me. I needed a way for them to see what I was doing and build case studies in real time.” Kollen evaluated both WebEx Training Center and Macromedia Breeze 4.0, choosing WebEx not only because of its advanced features but because it was the standard corporate standard for his client. “My students were already familiar with WebEx from using it at work,” says Kollen. “That meant I didn’t have to introduce a new piece of software and a new training model at the same time.”

Kollen uses the interactive features in WebEx Training Center to keep his students engaged with the course material and to gauge their progress. He uses screen-sharing to demonstrate Web development technologies and to build software applications collaboratively with his students. All courses are recorded using WebEx-hosted recordings streamed from AMS’s servers, enabling Kollen to build a searchable online training library that gives students anytime access to more than 2000 course recordings.

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“I want to interact with students as often as possible in order to make sure that they’re really applying the information I’m giving them,” says Kollen. “Using chat, polling, and code sharing techniques, I can check in with students to see how they’re progressing and really establish a feedback model with them as they build their Web 2.0 applications.”

### The Benefits

WebEx Training Center has enabled Kollen to expand the reach of his training while providing a learning environment just as rich as an on-site course. He can now train up to 50 students at a time in a deeply collaborative virtual classroom. “With WebEx Training Center, I can serve three times as many people as I could with on-site training sessions,” says Kollen. “I can now reach students and telecommuters in multiple cities without commuting. And I can provide all of that while eliminating travel time, saving money on gas, and reducing our carbon footprint.”

By recording his courses, Kollen makes his training materials even more accessible to students, enabling them to make up missed classes or simply brush up on a particular topic for a current project. “Using WebEx, it’s easy to provide my students with a perfect set of digital notes that they can consult as needed,” he says. “Students simply log on to the online library of course recordings to review information and apply it to their projects.”

WebEx gives Kollen unprecedented flexibility when responding to the changing training needs of his client. Using the robust interactive features in WebEx, and free of the logistical challenges presented by in-person training programs, Kollen can develop and deliver courses more quickly than before. He can now provide the just-in-time training his client’s employees need in order to implement the company’s most important technology initiatives.

“I maintain constant contact with managers at my client site, keeping up with their current and future Web development technology needs,” he explains. “Using WebEx, I can quickly develop courses on the technologies they’ll be using for upcoming projects. That means employees can get the training they need for projects they’re currently working on.”

Kollen has been so successful in delivering these WebEx-enabled courses that his primary Fortune 50 client has moved all of its technical training online. In acknowledgement of his success, UCI awarded him the Dean’s 2007 Outstanding Service Award and the 2005 UCI Distinguished Instructor of the Year Award. Awarded annually, the Dean’s Outstanding Service Award is given to individuals in the UCI Extension community who have shown a particular commitment to the advancement of the educational mission of UCI Extension. “Receiving the 2007 Dean’s Outstanding Service Award is a great honor,” says Kollen. “I look forward to continuing to meet my students’ just-in-time Web development training needs with WebEx Training Center.”

### The Future

The interactive and collaborative features in WebEx have enabled Kollen to deliver detailed technical training to more people more easily. He plans to build on his success, using WebEx to develop more innovative training methods and meet his ongoing goal of providing superior training to his client. In support of UCI Extension’s plans to expand the program to include more of its corporate clients, Kollen will soon begin training other teachers on the WebEx-enabled system. “It’s important to me that I provide the best training I possibly can,” he says. “Using WebEx, I can deliver synchronous eLearning more quickly and effectively than ever, meeting the changing needs of my client while delivering really rich content to my students.”

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## HIGHLIGHTS

- With WebEx Training Center, UCI Extension trains up to 50 students at a time in a collaborative online classroom regardless of geographical distance.
- WebEx enables UCI Extension to provide just-in-time and archived training to meet the core needs of corporate students.
- Mike Kollen’s success using WebEx Training Center resulted in his receiving two prestigious UCI awards, including the 2007 UCI Dean’s Outstanding Service Award.