Systems Liaisons Workshop
Compilation of Two Brainstorming Sessions

What I liked
Hands on stuff
Knowledge attained
Troubleshooting aspects
The intent was good
Having an outside group do it
It was not a waste of time or money
Everyone benefitted
The course materials
The overview of A+
New Horizons computers
Good instructor
Instructor acknowledge varying skill levels
Instructor offered additional (free) classes
The background/physics part of the course
Good teaching style
Step by Step Approach
Pre and Post Tests
It was really needed

What Should have been different
Late start the first week
No spare floppy's
We weren't well-supplied
The course didn't flow smoothly
Not effectively tailored to our needs
Would have preferred the complete course
Some info in the course material was wrong
Windows '98 not covered
Loaded Windows '98 too many times Using
Using something other than the blackboard
Low tech teaching approach
Not organized
Instructor was rushed
40 hr class stuffed into 20 course
Too much history of the computer
Not enough hands on
Too rushed
Instructor read from the book too much
The class should have installed Windows '98
A/C problems in MSL
Labels needed on interface cards
Pre and post tests
Didn't get the complete tool kit
Should have been tailored to the library's
Needs, not A+
Objectives not defined
More network stuff should be covered
Assumed everyone at the same level
Too much jargon
Too fast
Too much A+ cramming
Too much stuff we don't use
Hardware rather than software
Legacy stuff

What I would like to see in the in house portions of training
Network
Troubleshooting for software that includes hands on—with objectives defined
Basic operating software
Windows '98
Office 2000
Email and Calendar
Email problems
Problem solving
Search engines

What I would like to learn in the workshop given by Systems staff

The protocol for network failure
Field trips to location of hubs, switches, etc
OR
Mockups
Trip to NERDC, if possible
Scanners and barcode readers
The systems wide website to include troubleshooting and systems procedures
"Trouble ticket"
Systems protocol
A Tour of Systems
SYSTEMS Liaison Training Workshop
August 9 - 20, 1999
Evaluation

Name _____________________________ (optional)

Please circle the item that best answers each question:

1. After taking this workshop, I feel more confident in performing liaison responsibilities.
   True 18 False Not Sure 2

2. I recommend this workshop for all systems liaisons.
   True 18 False 1 Not Sure 2

3. The pace of this workshop was:
   Too Fast 8 Too Slow At an appropriate pace 13

4. The workshop was well organized.
   True 20 False (1 undecided)

5. There were enough opportunities to ask questions.
   True 21 False

6. There were ample "hands on" opportunities.
   True 16 False 4

7. The instructor was easy to understand.
   True 21 False

8. The instructor thoroughly knew the subject matter of this workshop.
   True 21 False

9. The Instructor acknowledged varying skill levels by:
   a) allowing enough time for questions 8
   b) giving individual attention as needed 4
   c) ensuring no one was "left behind" or lost 4
   d) all of the above 19

(other side)
What I liked best about this workshop was:

Hands on the computer
Very good instructor, plenty of material
The hands-on portion of the workshop. It helped to dispel a lot of fear about "touching" the computer. I also benefitted from the memory discussion
Well organized, practical
The instructor is knowledgeable
The explanation of basic terms and ripping apart a pc was a very good experience
Relaxed but informative, small group
Small classes and hands on
Written documentation supports lecture
I have heard much of this info before. But did not understand it all until now
Many subjects were introduced and discussed adding to my small knowledge
The materials and the basic beginning at the ground level that the instructor took as an approach
The Instructor
The hands on experience
When it was over
Hands on with actual computers, history, understanding why it works like it does
The hands on day--dissecting and re-assemblying the computer
Had good examples for the "real world"
The printed materials and workbooks will be very useful
There was a written manual to use, take notes, etc.
I think it was at an appropriate technical level for liaisons. I have no doubt that everyone learned something. This sort of thing was badly needed and I think everyone in the libraries will benefit.

This workshop could be improved by:

Additional class time
Additional time
A lot of information was lost by class time reduction
Expanding it to the full course so that we may be sufficiently prepared for the A+ exam.
Also it might be helpful to include some visual materials during the lecture, i.e.- Powerpoint
More hands on → hardware and software → actually problem solving situations → troubleshooting and what if scenarios. More DOS
Allowing instructor to include more time on software portion of windows '98
Not skipping around so much, more organization, slower pace
Length is too short to cover everything
Serving coffee and doughnuts
More hands on activities; more info on networks
More emphasis on more applications used in the library
Starting on the day it was supposed to
The instructor was excellent
More trouble shooting and maintenance emphasis. Lecture could have been broken up w/some multimedia elements or some "active learning" elements. I thought the hands on hardware and Bios/CMOS (1st day) sessions were the most useful. The windows material (along with trouble shooting and maintenance issues) was covered better in a NEFLIN workshop (free) that I attended. Taught by Tom Fallon of Solinet. We might think about getting him to come down in the future for a windows class--and/or encourage more liaisons to take advantage of NEFLIN offering in Jacksonville
Instructor used a lot of acronyms w/out explaining what they stood for
The continuity was broken by doing only half the workshop. It was obvious and distracting to be jumping around and skipping large areas. Did not seem to be well organized for our specific workshop
More detail on some things
A better mix of teaching methods; perhaps some online tutorials or a slide presentation, or a video--anything to break up the days that were lecture only

Additional comments:
The course was an excellent idea, but many people were confused b/c they lacked a fuller understanding of the material. That could be fixed by allowing the full version of the course instead of the abbreviated version. It would cost the university a little more $, but it would be of great benefit for the liaisons.
The instructor was patient, clear and always willing to answer questions. Hew as also frank and explained Windows '98 problems in a very realistic way. I think more training like this would be very beneficial.
Overall good workshop for the amount of time spent and the material to cover
Even though the fault of not beginning on the proper day was not that of UF's, it might be an idea for the future to verify via phone or email the start day and time--a lot of people inconvenience. Thank you
Way too detailed
Very very good--should be offered again next year
The pace was appropriate but I felt like I knew some ahead of time
Class needs to be spread out longer. Too much to learn in so little time
The whole program looks like it would be very useful. I think it would have been better to have a limited number of people take the whole program. We would have a few people very qualified that could be also used to train more people in their departments. What we have now again is a lot of people with some knowledge but no one with lots of knowledge. One person in ......(a department) who was highly trained and qualified I think would be more useful than 5 of us (5 took the training) with the same partial knowledge.
Have future classes in a stable air conditioning environment.
I think we should have the 2nd half so that we have a fuller knowledge. A little knowledge can be more harmful than helpful at times. We also need more training on the "jargon". And some coverage on possible problems (examples) and how to diagnose them.
New Horizons obviously gears its program toward a corporate audience and takes an almost old-fashioned approach to 'cramming' for the A+ certification. If the libraries' continue to contract with New Horizons, it might be a good idea to clarify goals, both to the New H. trainers and to the liaisons.
If repeated, I strongly suggest looking for another location on campus. MSL 107 has a major air circulation problem; one either freezes or suffers heat exhaustion and oxygen deprivation!
Few took advantage of the opportunity to ask questions--may have been "overload" or the oppressive atmosphere of the room.