Meet Me In The Cloud
WEBEX ADOPTION AND END-USER TRAINING SERVICES

Meeting Center Onboarding and Faculty/Staff Training
Improves Video Collaboration Between Faculty, Staff & Students

Customer: Oregon State University

Location: Corvallis, Oregon
Employees: 10,886

WebEx Services: Meeting Center

Industry: Higher Education

Oregon State University:
A coeducational, public research university in the northwest United States. The university offers more than 200 undergraduate, graduate and doctoral degree programs and has the largest total enrollment in Oregon.

Meet Me In The Cloud:
A Cisco Indirect Channel Partner, Certified WebEx Lifecycle Advisor and a Women Owned Business focused exclusively on WebEx adoption and end user training professional services.

The Challenge
The management team at Oregon State University (OSU) wanted to simplify the use IT and video conferencing bridges used to connect administration, faculty and students. The current environment was disjointed and inefficient as faculty and staff were using a wide variety of non-standard collaboration tools.

OSU purchased WebEx Meeting Center and decommissioned the other platforms. Despite the University's IT team's efforts to encourage transition to the new platform by funding all of the licenses, users were still hesitant to migrate. OSU needed help with the onboarding process and training of users.

The Solution
More than half of OSU's 10,000+ employees were licensed WebEx users who required training. Cisco referred OSU to Meet Me In The Cloud (MMITC) for their exemplary WebEx onboarding and training support. While primarily intended for internal collaboration, faculty and staff also planned to use WebEx to conduct advisory sessions with students. Basic online and onsite training for Meeting Center was provided to all licensees, while Admins and Help Desk staff received additional *Super User* training to enable them to provide internal, level 1 WebEx support.

Onboarding, site creation and training took place over a period of five months, beginning in the spring, and culminating in onsite training at OSU's Fall Faculty Days. According to Peter Sander, Managed Communications Services Lead at OSU, MMITC was instrumental in helping employees overcome the fear of change and in accelerating adoption. "The MMITC team are good listeners and very responsive, which made the process so much easier. Training was tailored to our specific needs, and the goals of our users. MMITC adopted our terminology to make the material relevant to the employees in the training sessions. The pace of training was comfortable, and the trainers knew exactly what content the end user needed to know."

MMITC provided basic troubleshooting documents and recordings of the training. OSU posted the materials to help scale the training. As a result, questions to the Help Desk are fewer and tend to be more strategic.

"Anyone doing a complex WebEx rollout needs MMITC. They are true experts. We received overwhelmingly positive feedback from the people who were trained. An IT manager who had been at OSU for 10 years commented that it was the best university-wide IT rollout ever."

Peter Sander, Managed Communications Services, Oregon State University