

Remote Training

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Remote Training Considerations

Our goal is that DevResults users have the proper training and support.

Our long-term plan is to design a complete, online, self-serve training program, but this is a significant engineering effort that will not be done for some time. Currently, our approach is to offer a core group of users in-person, hands-on training, so that they might serve as DevResults resources for their organization. The reason why we limit the number of trainees present is simply that it's harder to address individual needs and keep everyone on the same page with more people. We want it to be more like a conversation than a lecture.

There are logistical barriers to providing this training remotely, but in some cases we give clients the option of doing so. For the training, users need to see the screen that we're presenting on, and also be logged into their training site to work through some examples. There's no technical reason why this wouldn't work remotely: users with two monitors could view the screen we're sharing, and have the training site open on the other monitor (or another computer). Users with one monitor could flip between our screenshare and their work, if they felt comfortable with that. We don't recommend this as the only training format when an organization adopts DevResults because:

- We often work with users who might not be comfortable changing between viewing a presentation and working on a separate webpage
- Some users have poor internet speeds that would cause problems for them hearing our presentation
- Language barriers make communication easier in person than over the internet

Time and cost are two major advantages to remote training, and we will shift to primarily-remote training process eventually. If your organization would like to try it out, we'd like to work with you to develop a custom plan.

Overview of Training Content

Configuration: See demonstration of how to create and fully configure an activity for reporting, including an example of each of 3 main indicator types. This will include an overview of online instructions for each step of the process. All participants will be required to create and fully configure an example activity for reporting on a DevResults training site.

Data Entry: See demonstration of how to add indicator results, checklists, and calendar events. All participants will be required to add indicator results to example activities/indicators on a DevResults training site.

Analysis: See demonstration of how to create a report in DevResults. All participants will be required to create a report of their example indicator results in DevResults. To complete the training, attendees must provide a link to their saved report.

Get Ready for Training

1. **Download Chrome:** Other browsers (like Internet Explorer) do not support DevResults' complex mapping and data querying tools.
2. **Get a Headset:** For remote training, participants must wear headphones and use their own microphone. We can't hear questions if you play our audio on speakers or have a single microphone in a room with several people.

Note: All trainees must attend the training over Zoom, from their own computer, using a headset or microphone/headphones.

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