

# RCAC 2010 ONLINE WORKSHOP SERIES

Presented by:

Rural Community Assistance Corporation

Sponsored by:

California Department of Public Health,  
Drinking Water State Revolving Fund Program

## PARTICIPANT GUIDE



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## **Welcome to the 2010 Online Workshop Program!**

Welcome and congratulations for participating in this professional development program. We hope that your participation will provide new knowledge and insight into the operation, maintenance and management of public drinking water systems.

Please be sure to print this participant guide as it will help guide you before and during the sessions. Have a print version available during the live sessions and refer to it for assignments and instructions. All assignments must be fulfilled in order to earn the completion certificate. Please contact your facilitator if you encounter any difficulty with the online environment or with completing the assignments.

Any feedback you have during or after the program is welcomed and encouraged. Please forward your comments and suggestions by email to: [nworthen@rcac.org](mailto:nworthen@rcac.org) or [jhamner@rcac.org](mailto:jhamner@rcac.org)

Upon successful completion of each workshop you will receive a certificate that can be used to document your contact hours for certification requirements.

Thank you for joining us. We look forward to working with you online!

Sincerely,

Your RCAC Online Training Team

## Session Timeline And Checklist

### *Within 7 days prior to each session:*

- Complete the pre-work assignment (if any) given in the Course Description (Course Descriptions are included elsewhere in this manual).

### *At least two days prior to the first online session:*

- Pre-Configure the computer you will be using for the online sessions.

Your computer must have the proper software to participate in the online sessions. The software is provided without cost to participants, but loading it may take **30 minutes or more** on a slow dial-up connection. **Do not wait until the day of the session to complete this procedure.**

### Getting Ready

1. Be certain you are at the computer on which you will attend all your **Illuminate Live!** Sessions, and that it is connected to the Internet.
2. Ensure that you have a working microphone and speakers (or self-contained headset) to take full advantage of the audio capabilities of the virtual classroom.
3. Ensure that you are an administrator on your computer and/or have the authority to install software. If you are unsure, please contact your system administrator.

### Installing Java Web Start Software

1. Go to <http://www.illuminate.com/support>. You may be prompted to download and install an application called **Java Runtime Environment**. If so, follow the on-screen instructions and accept any license agreements that may appear.
2. If you see a security warning, click "**Always trust content from this publisher**", then click **Yes**.
3. You will end up on the "First Time Users" page of the Illuminate website. This page will show whether you have Java Web Start installed. If you do not, click on the button provided to install Java Web Start.
4. Click **Yes** to any security warning(s) that may appear.
5. If you are prompted to accept a license agreement, click "**I accept the terms in the license agreement**" and click **Next**.
6. Select the **Typical installation** if prompted.
7. When the installation is finished, Java Web Start is ready to use!

### Installing and Testing Illuminate Live!

1. Click on the button labeled "Join Configuration Room".

2. If you are prompted to confirm a “proxy” configuration setting, click on **“none”** and **OK**
3. If you receive any warning(s) that your browser or firewall are blocking any features of the program, click **Unblock**.
4. If you have not participated in previous RCAC online sessions or you have changed computers, you will experience another delay while the **Elluminate Live!** Platform downloads. This could take 5 to 15 minutes on a slow connection. If you see a security warning that the application is requesting access to your local machine – click **“Start”**.
5. You may be prompted to accept a “Session Participation Agreement” – click **I agree** and **OK**. Accept any other license agreements when prompted and allow the platform to download. Once it is installed you will not have to download it again for future sessions.
6. You may be prompted to choose your connection speed from a drop-down list. This is an important step that allows the software to synchronize participants with different connection speeds. If you are using a dialup connection and don’t know the speed, choose **28.8**.
7. Once you are in the Configuration Session, follow the directions displayed on the whiteboard.
8. When complete, choose **Exit** from the File menu.
9. Congratulations! You have installed and configured **Elluminate Live!** and can now join any future session without further configuration.
10. To learn more about **Elluminate Live!**, go to <http://www.illuminate.com/support> to access resources for first time users, details about the installation, and answers to frequently asked questions.

- Take the **Elluminate Live!** Online Orientation. This information and more is available from **Elluminate’s** Support Web page at <http://www.illuminate.com/support/>. **Live tech support is available from Elluminate at 1-866-388-8674, option #2.**

### ***On The Day of The Session:***

- Find a comfortable place with no background noise or distractions.
- A link that will enable you to join each session will be sent via email 24 to 48 hours prior to the session. Be sure to log in 10 to 15 minutes before the session begins.
- A pop-up window will ask you to confirm the speed of your internet connection. This is an important step which allows the software to synchronize participants with different connection speeds.
- Use the Audio Setup utility (**Tools** menu > **Audio** > **Audio Setup Wizard**) to test your microphone and speakers (or headset).

- Participate in the session by responding to polls, interacting with your classmates, and providing feedback to the moderator and instructor.
- If you have a microphone, remember to raise your hand (using the icon) when you have a question or a comment.
- Use the Chat Tool to send messages to the presenter and moderator during the session. Instructions for using all the communication features will be provided at the start of each session.
- Remember that having other applications (such as Internet browsers) running in the background can slow your connection to Elluminate *Live!*
- Each time you log in, type a user name that will properly identify you to your classmates. Don't use meaningless names (like "snookums", "trashman", etc).

### **Tips for prework**

Certain live sessions may include a self-paced prework assignment, generally a short reading assignment and/or quiz. If you are sent a prework assignment, please plan for up to 1 hour to complete it prior to the live session. Any time spent toward this prework will be credited toward your total contact hours.

### **Our responsibility to you**

We will monitor the completion of all assignments. If you appear to be falling behind, we will contact you to make arrangements for assistance.

### **Minimum System Requirements**

Before you can get started in an Elluminate *Live!* session, you need to ensure that your computer can support the needs of the collaboration environment. Your computer should meet or exceed the following minimum requirements:

#### ***Windows***

- Windows 98/ME/2000/XP
- Pentium III 500 MHz processor
- 128 MB RAM (98/ME) 256 MB RAM (2000/XP)
- 20 MB free disk space
- Soundcard with speakers and microphone (or headset)
- 28.8 kbps Internet connection (minimum)

## *Macintosh*

- Mac OS 9.2, Mac OS X 10.2.8, 10.3.9, and 10.4
- G3, G4, G5, or Intel processor
- 128 MB RAM (OS 9.x), 256 MB RAM (OS X)
- 20 MB free disk space
- Microphone (internal, USB, or iSight)
- 28.8 kbps Internet connection
- For the best audio, external microphone and speakers (or a headset) are recommended. Common PC microphones do not work in a Mac microphone jack, so Mac users should use USB microphones. We do support the internal microphone in an iSight camera, under OS X 10.3.9 or later.

## **Hardware Tips**

Audio problems are the most common barriers to effective online learning. You can lessen these problems by following a few simple tips.

- Participants using wireless communications will often experience “latency” (a time delay between incoming and outgoing communications) that can be unsettling to some users. A hard wired connection is highly recommended.
- **After** you have received the session link by email, clicked it, and logged into the Elluminate website, it’s a good idea to close programs such as Outlook, Lotus Notes, Outlook Express, or any other programs that automatically poll an open internet connection (downloading of email for example). This will lessen the chance of communication problems, especially for dial-up users.
- Dial-up users with “call waiting” services may experience audio problems if a call comes in during the session. Users should consider temporarily disabling this feature during the sessions.
- If possible, participants should use a good quality headset with a microphone that is incorporated into the headset. Models with a round plug that connects to a 1/8" (3.5 mm) jack on your computer give the best results. Desktop PC users will usually find this jack on the back of the enclosure that contains the main drives and memory. Laptop users will usually find this jack on the side or rear of their computers.
- Before purchasing a new headset, consult your computer's user manual to verify compatibility with the computer’s audio ports. If your computer has separate jacks for headphones and microphone, you will need a headset with separate plugs. Take care not to mix up the plugs when connecting them to your computer.

- As an option, participants with an open USB port can use USB headsets that are commonly available at outlets such as Office Depot, CompUSA and Staples. USB devices that are connected AFTER logging on to the session sometimes experience problems. You can test your audio devices after logging on by clicking on Tools > Audio > Audio Setup Wizard. You can avoid most problems by connecting and testing your USB devices before logging on, or by using a headset with 1/8" plug(s).
- Connecting a headset to a "USB hub" (a device that splits one USB port into several) also invites problems — avoid doing so if possible.
- Your effective interaction will depend on clear and undistorted voice communication. Using a good quality headset will provide the best possible learning experience.

## Important Instructions For “Satellite” Training Rooms

You can help extend the reach and maximize the benefits of online training by setting up your own satellite training room. By inviting co-workers, board members or employees of nearby water systems, numerous participants can attend the workshops and receive contact hours for certification renewal.

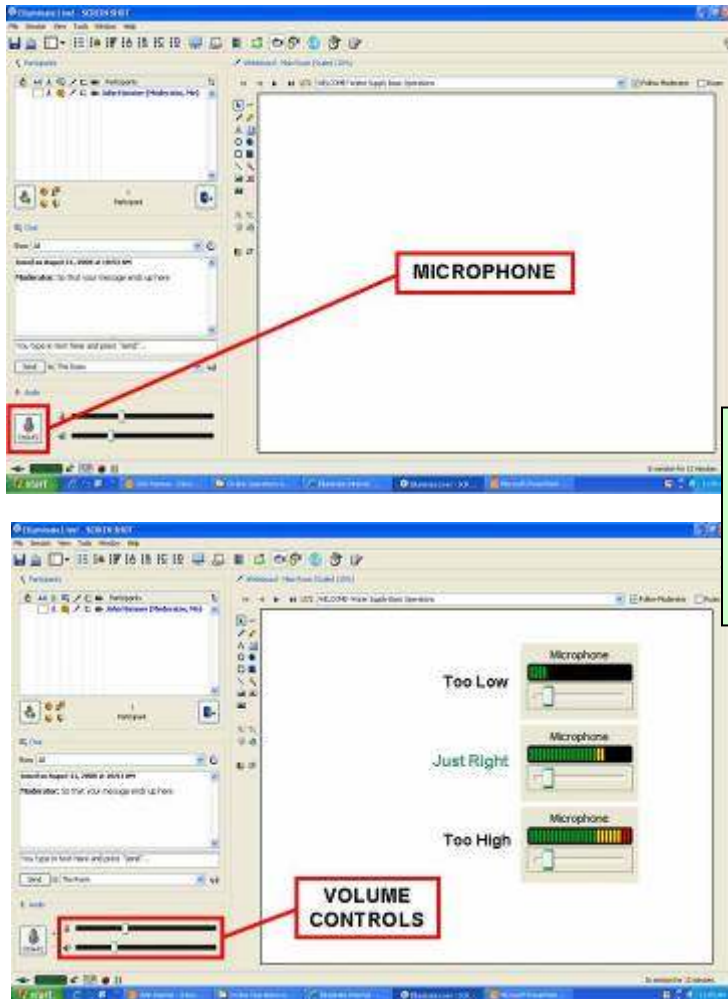
All you need is a room with enough tables and chairs to accommodate the expected audience, an LCD projector and screen, and one or more extension speakers (preferably a pair). The projector and speakers can be connected to the appropriate ports on your computer so that the presentation is seen and heard by everyone in the room. Since only one person at a time can participate in the exercises, you might try changing who is seated at the computer every few minutes to give everyone a chance to participate. Either way, everyone in the room can benefit from the course content.

To qualify for contact hours, the CDPH Operator Certification Program has certain requirements that must be met by satellite participants **who are not individually registered**. A sign-in sheet is included on Page 9 that should be printed and circulated by the person supervising the hosting location (make as many copies as needed). In addition, a separate online course evaluation must be completed by each participant (instructions are provided at the end of each workshop). At the conclusion of the workshop the completed sign-in sheet should be faxed to Mark Wiseman at (916) 372-5636. NOTE: Sign-in sheets with incomplete or missing information may be disqualified from receiving contact hours.

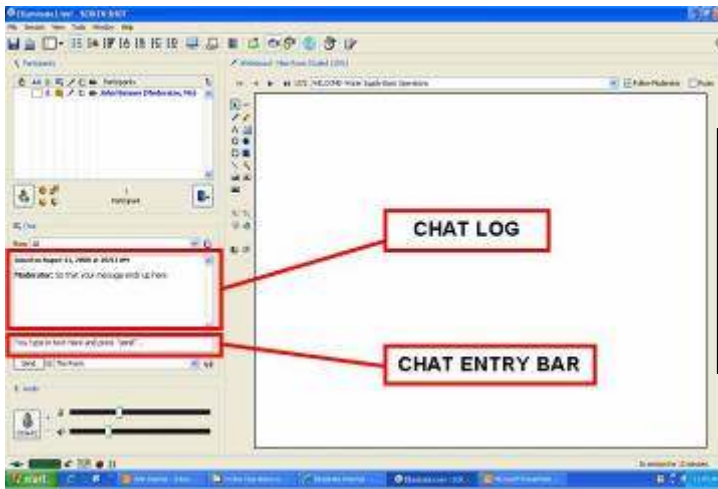


## Your Classroom

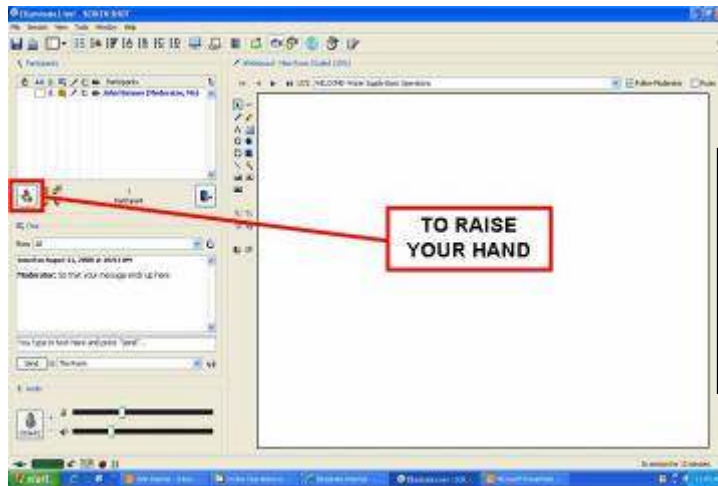
The following screenshots describe the variety of communication tools in the Elluminate virtual classroom. Your live session will start with a brief narrative of how they work:



The microphone is used like a walkie-talkie.... click it once to speak, click it again when you're finished to turn it off.



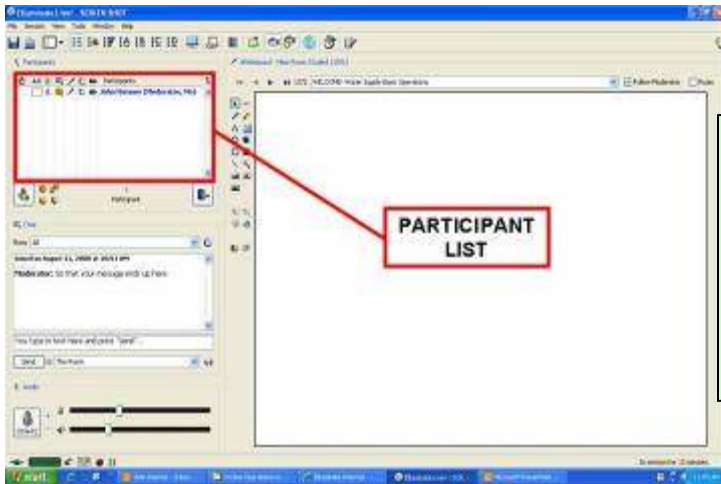
Your text chat works like any other instant message service. Note: All text chat including private messages will be monitored by the moderator.



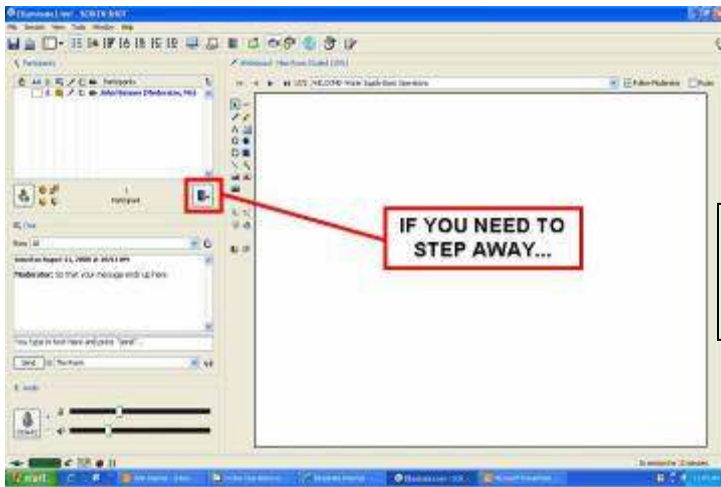
Raise your hand if you have a question for the presenter or wish to join a conversation. The presenter will call on you in the order in which hands are raised.



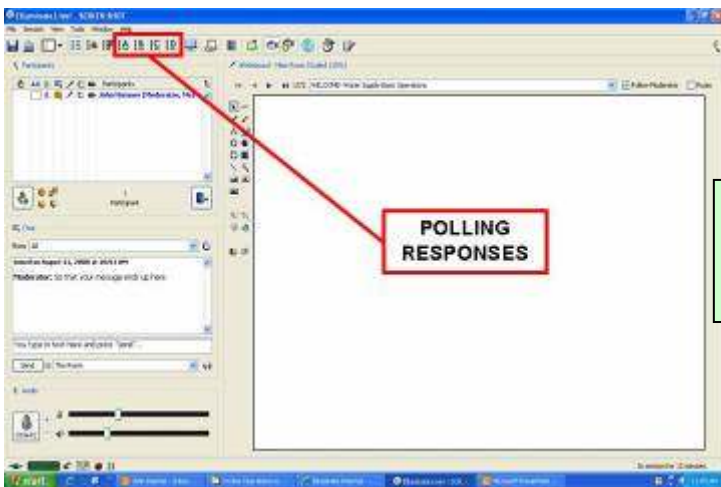
Click on these “smiley face” emoticons to let us know how we’re doing!



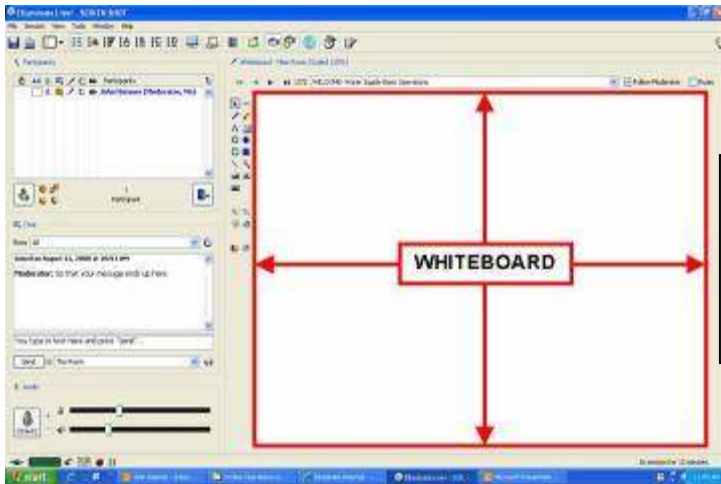
All your classmates and instructor(s) are here. You can see who is texting, who is speaking, who is using a whiteboard tool and more. Red or yellow flags tell us when your connection is slow.



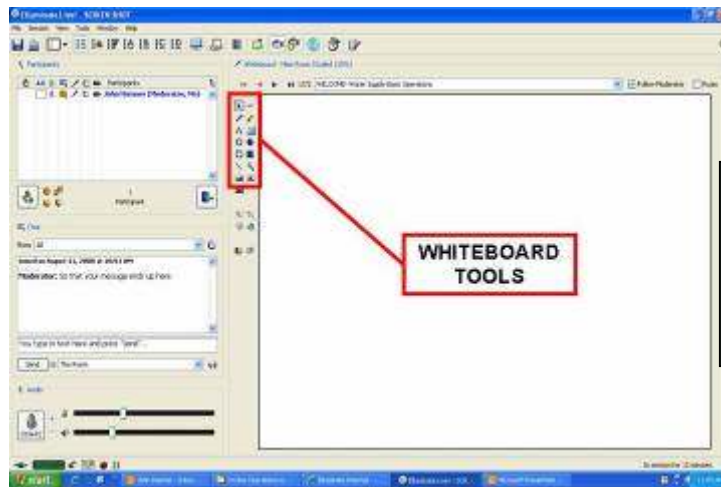
Click the open door icon if you need to step away. Remember to click it again when you return.



Answer polling questions here. Results appear along the left side of the participant list.



Think of the “whiteboard” as a constantly-changing flip chart. You will be called upon often to add or change the information on it.



You’ll be using these tools to interact with the whiteboard. Your instructor(s) will tell you which ones to use and when to do so.

## ***Helpful Water Resources And Links:***

(Users must have an active internet connection for links to function)

- [Rural Community Assistance Corporation](#)
- [National Rural Water Association](#)
- [Small Water Systems Consumer Confidence Information](#)
- **State and Federal Agencies**
  - [EPA's Homepage](#)
  - [CDPH Drinking Water Homepage](#)
  - [CDPH Drinking Water Regulations](#)
  - [CDPH Emergency Response information](#)
- Click [here](#) to get an electronic copy of the CDPH "Blue Book" of drinking water regulations. The one labeled "Regulations" that is 211 pages is what used to be referred to as the "Blue Book" that CDPH used to print up for their staff to use.
- **National Environmental Services Center**
  - [National Small Flows Clearinghouse \(Small Flows WW magazine\)](#)
  - [National Drinking Water Clearinghouse \(On Tap magazine\)](#)
  - [National Onsite Demonstration Program \(Onsite WW treatment\)](#)
  - [National Environmental Training Center for Small Communities](#)
  - [California State University - Sacramento: Operator Training Opportunities](#)
  - [State Water Resources Control Board](#)
  - [Department of Water Resources](#)
  - [Association of California Water Agencies](#)
  - [AWWA Training Information](#)
  - [California Drought Preparedness](#)
  - [California Water Environment Association](#)
  - [Water/Wastewater Agency Response Network \(WARN\)](#)
- **Funding Resources**
  - [USDA Rural Utilities Service Grants and Loans](#)
  - [California Financing Coordinating Committee \(CFCC\) State Water Resource Control Board Small Community Wastewater Grant Program](#)

## **Your Instructors and Moderators**

### **John Hamner**

John has been teaching environmental workshops and providing technical assistance to rural water and wastewater systems for Rural Community Assistance Corporation for six years. Prior to that he taught environmental workshops and provided technical assistance to rural water and wastewater systems for the California Rural Water Association. John was also the General Manager for the Hopland Public Utility District in Northern California and he holds an Associates Degree in Science for water and wastewater treatment from Yuba College.

### **Jim McVeigh, CET**

Jim holds a bachelor's degree with majors in chemistry and biology, a master's degree in Organizational Management and has extensive training in drinking water quality issues. He has more than 30 years of experience in the operation and management of water utilities and has worked at both field supervision and corporate staff levels for the largest investor-owned water utility in the U.S. Jim has managed the operations of over 200 groundwater sources and 12 surface water sources in 27 water and wastewater systems located in 9 states. His activities included: water quality compliance management; project management on the design and construction of water treatment facilities; development of innovative water treatment technologies; laboratory start-up and management; and strategic planning and project development. Jim has published papers on such subject as in-line ozone oxidation of sulfates and the contribution of assimilable organic carbon in oil-lube wells. Jim holds certifications as a Grade 5 California Water Treatment Operator, Grade 4 New Mexico Water Treatment Operator, Grade 4 Arizona Water Treatment Operator and is a Certified Environmental Trainer. He is currently the Senior Water Operations Supervisor running the City of San Diego's Otay Water Treatment Plant and is a part-time trainer for Rural Community Assistance Corporation.

### **Neil Worthen**

Neil is a Rural Development Specialist (Environmental) with Rural Community Assistance Corporation and has 28 years of water and wastewater system operation and management experience. His experience includes 2 years supervising water and wastewater services for the Pohnpei State Government (Micronesia) and 10 years as general manager of a water and wastewater contracting firm in the Hawaiian Islands. More recently he served as the Public Works Director for city of Rio Dell from 1996 to 2000 and State Revolving Fund Coordinator with the California Rural Water Association from 2000 to 2006. Neil served as an instructor for the Hawaii Statewide Wastewater Operator Training Center for eight years. He has developed and delivered thousands of hours of classroom training, written and presented papers at various state conferences, and he holds active certifications in water treatment, wastewater treatment, water distribution and mechanical technology. In 1995 Neil achieved CET (Certified Environmental Trainer) listing by the National Environmental Training Association in the areas of water, wastewater and occupational safety, and he continues to present workshops throughout California on water-related issues.