

MCHB/DRTE

The Redesign of the MCH Training Program Website and the MCH Training Network

Webcast

June 8, 2005

MADHAVI REDDY: Welcome and thanks for your participation in the latest MCH training webcast. I'm joined by Laura Kavanagh, the training branch chief and by our guests at the institute for child health policy at the University of Florida. It's called ICHP for short. Before I turn the presentation over to Laura, I would like to say the webcast will focus on the redesigned MCH training website and the MCH training network. Since the inception, the training website has provided visitors with information about the MCH training, HRSA grant application process, and existing federal, state and local MCH resources. Also our presenters, Narayan, Randy and John, will introduce a variety of services. Randy will discuss services provided by the network but I would like to mention the network hosts three other websites. Nutrition, fourth one for developmental pediatrics is under development. In his presentation, he will focus on ICHPs two main strengths. He also mentions video conversion for streaming at the end of the presentation. I would like to take the opportunity to remind you if you have not downloaded power point 5, you can go to www.mchcom.com while you are viewing the webcast. Turn it over to Laura for brief remarks and ask her to comment on a couple of questions important for the webcast. Thank you, Laura.

LAURA KAVANAGH: Thank you, Madhavi.

MADHAVI REDDY: Number one, I'm curious for this webcast why is the MCH training network so important for our grantees that the bureau has invested in the development?

MADHAVI REDDY: It was important for us, one of the things that is important for us from central office, first of all, greetings from balmy Rockville today. It was important for us from central office to provide mechanisms that made it easier for grantees to collaborate with one another. And because you are all separated by some of the great distances, we wanted to provide distance education tools that would allow you to work collaboratively in work groups and as we develop the training strategic plans, we knew workers would emerge from that activity as well. We wanted to provide a forum for regular exchange of information. We had a history of working with the institute of child health policy at the institute of Florida and wanted to work with them to support the activities. They helped developed the MCH training website, we want to be a source of regular information that you turn to as you develop curriculum. Over time we hope that the trainees will also turn to that site to correspond with one another and share their insights, etcetera. So please give us feedback about what you find helpful with the interactions to the process, and what you would like to see more of in the future.

MADHAVI REDDY: The second question I have is what's do the grantees expect, given the ongoing relationship with the institute, what should they expect?

LAURA KAVANAGH: Existing contract that states the institute will provide technical assistance to you as grantees. Now as you all know, there is not unlimited funds. So there is a limit on the dollars. But in terms of their capacity to help you, they can walk you through some issues and some issues they can do the actual technical aspects for you. We are moving forward in terms of web development where they will set up an administrator and you will maintain the website over time. For the collaborative projects, they are much more involved I think over time in helping sustain those projects over time. Give them a call, they are very helpful. They will spend some time on the telephone or via email with you, trying to understand what your issues are so they can bring their best efforts to whatever the issue is that you are struggling with. Unless you have any other questions, I'll turn the over to John Rice, and we are going to mute here to turn over directly to him. Thank you.

JOHN REISS: Hi. I'm John Rice. I am the director of policy and program affairs at the institute for child health policy. And we appreciate this opportunity to be able to share with you some of the work that we do related to distance learning. I come at this as a non-techie. My training is in counseling psychology. Much of my work is focused on trying to build collaboration and cooperation among the community that works with children with special health care needs and the Maternal and Child Health community. I had great support from Randy and other staff as we wanted to share materials and develop videos and develop websites and we are thrilled to have the opportunity through the contract we have with the bureau to try to share some of our experience to allow these guys to support you as they have me in our work and hopefully you won't have to learn all of the lessons

that we learned as we went about sometimes doing things not so efficiently and effectively. So with no further adue, it's my pleasure to turn this over to Randy, and Narayan at my far right is here to answer questions at the end of the presentation, and as our web developer and graphic designer and Jack of all trades.

RANDALL MILLER: Thanks. Thanks for the opportunity to speak to everyone here today. I think if you feel like you are pressed for time, I would recommend that you stay tuned for the next ten minutes to provide basically an executive overview. 15 minutes following that we'll have more time to expand, and then we'll have time for questions and comments at the end. I'm not sure what slide we are on, we don't actually have visual feedback on the slides. Slide 2 has an image of a very old computer and old modem, and these are, this is how long we have been doing technology support Initiatives At ICHP. One announcement, new and improved, yeah.

Next slide, please. What we didn't realize when we started with this was that we had no idea how much information they had in store for you all. And we realized the navigation structure was inadequate. So there's no significant change in content at this time, but we reworked the navigation structure as you see on the left-hand side. There's a main category and sub categories, and what this does is give you pretty direct access to every section of the website, nearly every page of the website. So it's really just a quicker way to access information that you want from the training program website. Next slide, please. So apart from the training program website and continuing supportive maintenance of that, we have technical assistance. For training program grantees only, that's the prerequisite.

In the past we have done stuff for the broader community but in this case for training program grantees.

JOHN REISS: Since Laura is giving us the money to focus on trainees, we are certainly doing that.

RANDALL MILLER: One of the main priorities is -- we are able to provide direct technical assistance to project activities, your project activities. So if you need help with websites or other technologies, CD rom, etcetera, video, we would like to be involved in the collaborative effort, direct services, any way that we can. And also charged in developing the technical training materials, to keep them forthcoming. So this will be the video overview, this is a seven-minute video. It can start at any moment here. It's an overview of the project, and for those who want the executive summary, this is it.

RANDALL MILLER: Randall Miller, project coordinator at the training network. Funded by the HRSA Maternal and Child Health training program. Our goal is to provide training goal grantees with support and services, web development, collaboration tools, and technical assistance. Initially we assisted the training program in developing their web pages, providing a wealth of information for current and prospective grantees. Our current focus is to foster collaboration among grantee groups that share a common interest. Mainly through development of websites and email discussion, listservs. It's delivered to everyone in the group, whether ten people or 10,000. They are great for announcements, discussions and peer to peer support. Leading up to this project, including the

development of the pediatric pulmonary center group site and listserv. Let's hear what Dave Younatas has to say:

DAVE YOUNATAS: Pediatric pulmonary centers found the listservs to be particularly valuable. I found the various disciplines, standing committees, and ad hoc committees make extensive use to communicate with each other. Recently all seven centers collaborated on the development of an acronym list nearly completed, entirely through the listserv. It allows discipline specific, committee specific, and global dissemination between the seven centers. Institute for child health policy provides this service free of charge. I could not envision how we could function as efficiently without it. Development and hosting of the national pediatric pulmonary center's website is an additional service provided by the institute, intended to be a trainee recruitment tool and resource for families. It provides valuable resources for families of children with respiratory disease, as well as application forms and contact information for all of the centers.

RANDALL MILLER: Current project allows us to offer web and listserv services. First we developed a main project website, our home base, to provide project information and links throughout the developing training network. Then work for two grantee groups. Nutrition, is one, and LEAH. Both of these groups also have corresponding listservs. We also developed special purpose website for work groups. We provide all the web design services, web hosting, and we also assist with the initial content development and provide ongoing technical support. What's new and different with this project, all of these websites are powered by a data base driven content management system. Content management

system allows managers to add, edit and delete content using only a web browser. They can be decentralized and passed from one to the other. All you need is a web browser, administrative permission, and perhaps a short tutorial to help get started. And we have training tools for all to use.

Grantee projects based at a University may have a system such as blackboard or web CT. For those who don't, we have made an E-learning system available. It's remarkably easy-to-use. Provides a mechanism for user log-in and tracking for activities and grades. Simply export a spreadsheet with names and grades for continuing education credits. Apart from website listservs, another is the forum, also known as a bulletin board or discussion board. These are used interchangeably. In some ways the concept is similar to the listserv. Organized by forum, topic, question and response. Also exciting tools in development, including a system for creating and conducting online surveys which can be a great tool for program evaluation. When it's up and running, we'll send an announcement to the training program announcement.

Take a closer look at the website and the content management system. Find project information on the introduction and services pages, the next menu item is the news. Content is generally organized into categories. It allows for additional features such as automatic listing of the five latest news items and the five most popular. Comment box allows you to comment. Organized by category. Let's take a look at the nutrition sub web for additional features. Document section is a repository of files, organized by category. We look at the value map. File information can include a title,

description, submission date, author, version, rating and more. The events page is a simple listing of events with a brief description and a read more option for the full listing. News listing is news articles. The full article opens on the news providers' website. Polls page, votes are instantaneous and anonymous. Listservs allows new to subscribe to the mailing list and view message archives.

Finally, help desk provides direct access to technical support. One of our priorities is to develop a website for each of the grantee groups that express an interest, to ensure success sub webs. Also assist with content development, site management and provide technical support along the way. If you are interested in using any of the distance learning tools, feel free to contact us. Visit [MCH training.net](http://MCHtraining.net). We hope the training network will be a value to you and your project. Welcome your participation and feedback. Thanks for watching.

RANDALL MILLER: Okay, great. We should be on slide 7. This is a screen shot of the [MCH training.net](http://MCHtraining.net) website. We titled this the MCH training network because we thought of it as a way to provide connectivity between training program grantees. From this website you can access all of the training group websites, and you can also learn about services.

Next slide, please. Probably of main interest would be the services page where you can read in more detail about each of the services that we may be able to provide to you. Our main focus is websites and listservs. Other modalities we have experience with, we are versatile, give us a try. Next slide, please. We do have a web forum, it's on the main

menu, the help desk. This is just a spam avoidance technique. Don't want to put the emails directly on the website. It sends one directly to myself. However, sometimes a telephone is the best technology for the purpose. So feel free to pick up the phone and call us this. Is our contact information with our extensions, email address, I'll show it at the very end. If you don't have time to jot it down, you can get it at the end of the show. And the three of us that you see here and everyone behind us comprise our entire staff for this project. Don't everybody call at once. But then again, we are never too busy to begin a dialogue and the earlier the better, if you have some project in mind that you think we might be able to help with. Next slide, please. Another way of looking at a project is to look at the people behind the project. This is John Reiss. Many of you may know John already. He's been working in the MCH community for a number of years now. As he mentioned, he graduated with a degree in counseling psychology at about the age of 34.

JOHN REISS: That's right.

RANDALL MILLER: About five years he's been working in this, 39, right?

JOHN REISS: Okay, I almost remember what it was to be 39. Go ahead.

RANDALL MILLER: Actually, John has been at it a bit longer than that. Almost 20 years.

JOHN REISS: That's right.

RANDALL MILLER: So -- on this project, as our fearless leader, John, John does, well, John is really good at patting you on the back.

JOHN REISS: Doesn't really do much on this project.

RANDALL MILLER: He got the contract so I have a job, and we have a lot of work to do. And it's a good thing he has a sense of humor, I'm poking fun at my Boss. Next slide, please. This is –

JOHN REISS: Move off of me. Thank you.

RANDALL MILLER: This is Narayan Raum, he is our web specialist. He is an expert in dream weaver, which is web authoring software. Number of other softwares he's confident. He does a bit of programming, and even serving maintenance. It's wonderful to work with, as many of you know. He's provided training to several folks out there. Also a talented traffic designer. He loves the challenge and he has surprised me with his problem solving on the project, and he does windows, or Macintosh if you prefer, and even Linux on the server side as well. This is me, daddy from 5:01 p.m., to 7:59 a.m. My background is in fine art, photography, video production. Over the last six years with ICHP, print media, brochures, booklets, etcetera etcetera.

JOHN REISS: In your spare time you take care of your kids.

RANDALL MILLER: Right. Next slide, please. So again, our main strengths are the websites and listservs. We do have broader experience with a number of other web technologies and techniques, and distance learning modalities. Next slide, please. Much like this rare pink frog which is so rare, it only exists on the Internet, a cross breed, part artist, part programmer. As you know behind the beautiful web pages you see there is a massive code. For example, the home page alone has 13 pages of code to define its appearance. Luckily this is not your problem, this is the realm that we work in. About the design process, I hope it's comforting to you all to know that we speak IT.

If we are going to work together in a collaborative process, we will coordinate with your IT department and as part of the design process well in advance. It is a collaborative process of project staff and the IT department. Initially we meet and listen carefully to the goals. Make suggestions at that time. If it's going to be on your web server, we'll coordinate with the IT department. Create a draft, get feedback until the website is done. However, websites are never done. We'll continue to provide technical support along the way. More about the process, some people are wondering how ready do we have to be before contacting us. I would say involve us early in the process. With the LEAH group, for example, they involved us in their monthly conference call and I think it was helpful to answer questions along the way. Can we do this, is this feasible, and we can provide immediate feedback. If anyone from the LEAH group is listening today, perhaps they could send in comments about the process. Also this website is using the content management system that we have mentioned a couple of times. It's called MOMBO, it has a back end to it. If you have a web browser, proper permission, you can add and manage and edit

content directly. So actually Madhavi works with the LEAH group and was trained using this, two short training sessions, and it would be interesting to hear Madhavi, your comments about that experience with them, the training.

MADHAVI REDDY: This is Madhavi. I would like to say I did go through the training twice with Norryan. MOMBO is intuitive as a content management system. I have had experience with a different website I have to administer, and MOMBO is intuitive for someone with some experience working with administrative sites. I will admit, I haven't been able to go into MOMBO to add much content so far, but I'm sure that once I have the opportunity to actually add content for the LEAH website I'll be able to do that. Also like to say I appreciate Narayan and Randy for involving themselves in the LEAH website, and participating in the conference calls. I think that their help behind the scenes really has made it a collaborative process with the LEAH group. They really take to heart the guidance and the information they give them in terms of how the website should look and what kind of content should be on the website. And I think that their feedback about developing the Google tool bar that pulls information from existing LEAH websites was helpful as a tool for the LEAH website we are developing as part of this network. So –

RANDALL MILLER: Thank you, Madhavi.

MADHAVI REDDY: Thank you.

RANDALL MILLER: Next slide, please. As Madhavi just mentioned, out of the collaborative process we heard one question or comment, gee, it would be nice if we could be able to search just the seven LEAH centers. And so we scratched our head a little bit and worked on that problem and came up with a solution for that. And so on the LEAH website, click LEAH search and you get a Google search engine, very popular, very powerful search engine. We are able to limit the search by site. So it searches only the LEAH grantee sites. Google typically searches over 8 billion pages, and that results in a lot of hits that are not really relevant if you are trying to research what is going on with LEAH. So the site limit search provides a focus search. We have added the feature to the nutrition website and also the PPC site and others. Happy to share our secret, show you how to do it or even set one up for you. If you are interested in that, please contact us.

Next slide, please. Once again, group collaboration is the main priority. Probably skip this slide. We have done -- working with developmental behavioral pediatrics. If there is anyone out there that would like a group website or like us to consult on adding features to a website that essentially serves the same function as the Google limited search, we would be happy to do so. In terms of web design, direct technical assistance, two examples on the left. For us it was very simple, quick and easy. It was a simple series of web pages, they wanted to extent the availability of curriculum. By putting it on line, it's for live training. What this does, is put the training up there for downloads and also provides some guidance on how to use the module and credit for who created it. This was sent in a skip file to the University of Tennessee IT department, unloaded without a hitch and it's online right now. The second is the existing site here, custom design content management

system from reports as badly designed for use as it is in appearance. They are very unhappy with it. And they found before contacting us, they found another content management system that they are happy with, and we are able to, what they are looking for is some assistance in customizing the graphics of the template. Perhaps a little help moving content and if we learn enough about using the system before they do, a little bit of training. So we'll see how that goes.

Next slide, please. Listservs, in this day of email overload we are often hearing a groan at the mention. No more email, please. It seems to me it's not a problem of too much email but too much email that we don't want. It seems that as people begin working with lists, for some purpose, some focus, the utility of the listserv becomes more evident. PCP group, for example, values the listservs more than the website. The nutrition group, when we created the website, there was not a single message posted for some time, and now momentum is revving up as they have a common purpose, working on group collaborative process, and now posting to the listservs regularly. Easier than typing in all the names over and over, certainly. Does have a utility. Since we began in 1999 with this kind of services, they are increasingly common in the University setting so seek locally first if you need a listservs. If you don't find it locally, call us. We can do it. It's simple, a list of names, email addresses and answer a few questions about how you want the list to function. Also lastly I would also suggest that you might want to think of a listserv as a program activity for outreach. For example, we had one list that was set up as a parent to parent support group and this was wildly successful and very much appreciated by the users of that list.

On 23. Based on the PPC model, we are setting up three lists for each grantee group. We have an announcement list that is inclusive, people who want information from the group. Second is the core group, grantees only, and then a steering committee which may be, I think if it's less than ten members may not be worth doing, but more than ten it certainly is. If anyone else has comments about listservs, I think Laura, you were talking about the way the training, LEAH group was working with training.

LAURA KAVANAGH: This is Laura. Actually consistently we hear this feedback from those who are current trainees, they are looking for a way to stay connected once they complete the training program. I believe the LEAH program is looking to include this as the LEAH website.

MADHAVI REDDY: Randy can jump in too. From what I understand, you are developing not just one listserv but multiple, including potentially a list for current and former trainees.

LAURA KAVANAGH: In time I hope the website and the individual program websites will be a tool for faculty but also for trainees to keep in touch, to help find jobs, and a support network over time. It will help us stay connected as a community beyond when they are affiliated with one particular training program.

RANDALL MILLER: Thank you. Next slide, please. Nearing the end. Two items left. Send in questions and comments if you wish. One additional service that we have is an E-learning system. It's based on a system called MOODLE, it's an alternative to blackboard

and web CT. Praised as being extremely user friendly. We have a firsthand report. John has been using it for continuing education.

JOHN REISS: We are doing work for the state Title V program in Florida, to help care coordinators have a better understanding of the health care transition. One of the challenges was try and have a system who would allow students not at the University to be able to access this information. And again, as I mentioned earlier, I'm not a hi-tech guy, but am reasonably competent on a computer, and Robert Gibson and I were able to, I think the phrase is populate, populate the website, the training site with not only slides that we did, but other education materials and handouts and other things. When it came time to do the final touches and to make it truly visually interesting, I again turned it over to Randy and Narayan to spif it up. I think I was able to do 75, 80% of the development of the content of the material and then used these guys as a way of making it more perfect, I guess is the way of saying it.

RANDALL MILLER: One question that you might have is why use MOODLE instead of what you might have at your home institution. And I think Laura had something about the availability of the materials.

LAURA KAVANAGH: One of the concerns we have as a funding agency is that we support, for example, grants in continuing education and distance learning. Our worry and the worry of the University, too, is they put a lot of effort into developing the materials, they put it on a website but then it's very difficult to find a way to sustain that over time once the

grant funding goes away. So I hope that over time the E-learning system is something that could be used. Content is just terrific. And we can figure out a way to maybe update some dated material over time. But I just hate to lose this richness of development efforts once the grant funds end. I came from University setting too, and at that time we were using blackboard which you could only use for University students. This also allows you greater opportunities to reach out to different communities as well. They can have access to the E-learning system as well.

RANDALL MILLER: Thank you. Likewise at the University of Florida, in order to use the system you have to be enrolled as a student. So I think this holds some potential. It's set up and ready to go. So if you have an idea how you might like to use this, please contact us. One last item, personal crusade for me. I enjoy video so much and feel like it has the potential to motivate, inspire and perform. I want to take existing programs out there and convert them to streaming video so they will be available. It's something I feel is relatively difficult for most people to do, yet it's relatively easy for us since we have the hardware, software and experience, so I would like to see people repurposing video programs and putting them online. It's a simple process. Highest quality original you have, we have done them from a VHS copy. Content is king. It's what really matters. We will encode it. We can host the streaming files here or send them in a package to your IT department and can be hosted on any web server. No special server requirements. So I would like to see that happen, if anyone out there has a video, please do contact me.

Last slide. This concludes the presentation and we have time now for questions or comments. I would like to thank you for listening today and I hope that we can collaborate on some projects in the near future. See if there are any questions or comments at this time.

MADHAVI REDDY: Yes. Randy, there are two questions right now and I would encourage anyone who has not submitted a question already to please do so, because we have at least 15 to 20 minutes for questions. First question, Randy, do you only provide web designing for group websites or do you also work with the development of websites for individual MCHB training programs?

RANDALL MILLER: We do provide website development for individual project activities. I actually heard yesterday that there was a grantee project that does not have a website, and I can't imagine in this day and age how someone couldn't find some use for a website. If nothing else, it's a central place to find contact information to be able to communicate, and to learn about a project, to get downloadable materials, etcetera. I really would love to help anyone who needs to get over that hurdle. We can provide everything from start to finish web design to even hosting in the past when hosting was more expensive and technically difficult to do, we helped a lot of organizations get their first websites up. Now that seems to be less in demand for hosting. Much easier to find hosting. Yet we can do everything start to finish really and we would love to. It's our forte'. Next question.

MADHAVI REDDY: Okay. Next question, this is from Lee Colby, and the question is on MOODLE, can you upload slides, materials, etcetera, and how does one do this?

RANDALL MILLER: Okay. Good question. Both the E-learning management system and the content management system similarly, both have I guess what they call a back end administrative interface. So it looks different from what your visitors or users would see. The first screen you see is a log-in where you type in your user name and password. And we would have set you up with permission as an administrator. In MOODLE, it's very, very user friendly, very intuitive. When you get there, it looks almost the same as what you see on the front end but you click a button that says turn on editing, and then in that point you have some options, some drop-downs. I want to add a web page, I want to upload a file, I want to set a learning activity to post to the forum.

JOHN REISS: I want to set up a set of questions at the end to find out whether or not the students understood the information, so you can create quizzes and then the system reports on whether or not people got them right and integrated program that allows you to do multiple choice questions or yes/no questions, and choices about whether or not they get to keep guessing until they get it right, or only ask one. So it's a very sophisticated and flexible system.

RANDALL MILLER: Yeah. It gives a lot of options. Another thing you see on the administrative side is you can review who all your users are, who is enrolled, what activities they have done, their progress, and then at the end you can export a

spreadsheet, which is common separated values so you can open it in excel or some other spreadsheet, and that will have all your users, all their grades, all their activities for the course. So you can issue continuing education credits based on that reporting mechanism.

NARAYAN RAUM: And I would like to add also, similar to the training sessions that Madhavi mentioned earlier, we can provide similar training of this MOODLE system as well. If anybody wants to do a visual walk-through, over the phone, please contact us and we'll set up a time and walk you through it and show you how easy it is to use.

JOHN REISS: And my understanding with the visual walk-through, you can be on the phone and the person can use their computer to see the screens and you can see the same screen at the same time so you, in fact, can together walk through the process. Even though you are on the phone.

Narayan Raum Yes.

MADHAVI REDDY: Okay. Next question is from Claire Linker. If we put a product on MOODLE, will we be able to receive statistic to how often it is accessed, by whom, etcetera.

JOHN REISS: I think the answer to that is yes. There is a tracking, there is a tracking system that keeps track of what learners sign on, how long they participated, what

sections of the curriculum they looked at and so forth. We haven't -- I have looked at that in anticipation of the watching of the CMS curriculum we are using, because the folks we are working with at CMS wanted to know, in fact, how long the nurses were reviewing the material, and I know it's there, and I need to acknowledge that, I need to learn more about it. But the short answer is yes.

RANDALL MILLER: Yeah, and I don't know whether you can have emailed reports or not. I'm not sure if that's what you are asking, but you can certainly get that information by logging into the site as an administrator.

MADHAVI REDDY: Okay. Great. If Claire needs for you to clarify anything, please send us another comment. Next question is from Cindy, we are developing a project which needs to include both slides and video and speech and audio. It needs to reach school personnel at various levels. How best might we do that? Is that using MOODLE, and we have community sites. So do these sites, should these sites have the technological capability to access this sort of technology?

JOHN REISS: Well, Cindy, Cindy is at pediatric pulmonary center at the University of Florida. One of the things you can do is walk across the street to the 1329 building and talk to us about it. But Randy, do you have a concrete response to some of that?

RANDALL MILLER: Yes. I may need to ask more questions to understand in more detail what your goals are. But from what I hear so far, I think I might recommend doing it all as

a video file because slides can be incorporated into video, video, and audio, they're all present there. Also it seems that video is fairly common now. With Windows operating systems, and media players built in, and with Macintosh you can download the players. So it's fairly universal at this point.

JOHN REISS: In order to be able to access that video file, they would -- the viewer would probably need, wouldn't it need access to the Internet, and they probably would need high speed access to the Internet.

RANDALL MILLER: Preferably.

JOHN REISS: As opposed to modem access, although you worked on being able to sort of change the file download rate so that people with a 56K modem, in fact, can take advantage of the video material and it does not take forever to download it.

RANDALL MILLER: Yeah, it depends if you need to track the usage of it, and do quizzes or anything to understand whether your users have gained competency in training, then you would use the MOODLE system and perhaps you would integrate video as the medium in the MOODLE training, and then you can also have quizzes and then generate reports using that MOODLE system. If you are just trying to convey information, just informational video, certainly just a streaming video alone on a website would do.

MADHAVI REDDY: Great. Thanks, Randy. Next comment from Betsy. This is a general comment. She would like to say that she wants to confirm that it really was a pleasure working with Randy, Narayan and John. Once started, moved quickly and easily. Thanks.

JOHN REISS: Thank you.

MADHAVI REDDY: Next question from Kris Gupta at the University of Illinois at Chicago. She would like to know what about websites that have databases such as a registration database? Are you able to help create this sort of database?

Narayan Raum That's a good question. We can create those databases for you. Basically what we can do is set up customized forms where the users will input their information and submit it, and it will be captured in a database, and we can also create a web based interface that you can use to view that data, and also export that data to an excel spreadsheet.

JOHN REISS: And I would adjust to say we are not in the data analysis business, so if you are wanting to do a website that has sophisticated provision of data as in filling out long surveys and so forth, that is not an area of our expertise. But in terms of registration and keeping track of folks who are registering for a conference and so forth, that's certainly something that we can work on.

MADHAVI REDDY: Great. Thanks. Next question is from Andrea at the University of Minnesota. She asked using MOODLE and video streaming, how do we handle out giving credits to participants? You may have already gone over that.

MADHAVI REDDY: In fact, we are not in the CE business, and it has ended up being in the work that we have done to do continuing medical education credits, nursing credits, it's been a difficult process for us to do it centrally here at the University of Florida. So our preferred mode of work would be to have the organization at the University of Minnesota or University of Iowa to get certification permission, work with their home University to be able to give CE credits, and then what we can do through the system is to demonstrate that an individual has gone through and participated in the course, and can give the scores that they have gotten as they have taken the quizzes. But it's been, you don't want to have us do that, because takes forever and we are not very good at it. I'm not very good at it.

RANDALL MILLER: We'll stick to the part we know best in supporting the technology and design and technical assistance.

LAURA KAVANAGH: This is Laura. So the system that the University of Florida would help you with would capture the data for you to submit to get your own CEUs. We don't want to get in the business of being the provider of CEUs through that contract.

JOHN REISS: Thank you, Laura, for that very nice summary statement of my babbling.

RANDALL MILLER: Good clarification, thank you.

MADHAVI REDDY: Thanks.

MADHAVI REDDY: Last question that we have is from Kris Gupta. She asks, are you able to help with setting up an online payment mechanism for things such as conference registration?

LAURA KAVANAGH: No. We are staying out of the money business too.

MADHAVI REDDY: Okay.

JOHN REISS: And I wish we could, but it's just again such a complicated process and requires another level of security that it not something that we have moved into and it's really beyond the scope of the contract we have with the bureau.

MADHAVI REDDY: Okay.

RANDALL MILLER: I would venture a guess that there would be a way to combine using the MOODLE system here with some kind of third party financial partnership.

JOHN REISS: Right. But that ain't you, Bud.

RANDALL MILLER: Right.

MADHAVI REDDY: Looks like right now that we have reached the end of the questions for this webcast. So I would like to throw it back over to Laura, if she has any closing remarks.

LAURA KAVANAGH: Thank you all very much. I appreciate you participating in this webcast and I know this is a difficult time of year, the end of the term for many of you. I hope that you will encourage other folks to access the webcast archives of this generally available within a week or so after the webcast. If you have any additional questions, you can still email them to either Madhavi or myself, we'll be happy to make sure that they get to the University of Florida. You also got their direct email address and phone numbers as well. Please actively use the MCH training website. Please give us feedback about what is not on there that you would like to see there over time. This is a work in progress. I think we have done a good job of getting information about the programs we support and some of the background materials, but I think the resources area of the website is an area that I'm interested in developing further, and I think these collaborative tools are just tremendously helpful if we can figure out a way to help you get links to the technical resources that you need at the time that you need it. Randy and John and Narayan are terrific to work with. We have worked with them over months on variety of projects and you will have a positive experience working with them as well. Take good care, and talk to you soon, good-bye.