

# Selecting CMC Software: NVCC's Experience with FirstClass and Lotus Notes

*Second International Conference on  
Asynchronous Learning Networks  
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# NVCC Use of Notes/FirstClass

## 1 **Phase I (Jan. '94 - Dec. '95):**

- Developed four intro courses
- Used Lotus Notes (required/optional)

## 1 **Phase II (Jul. '95 - Dec. '97)**

- Developing 10 remaining degree courses
- Using FirstClass (required in all courses)

# NVCC/ELI Delivery Issues

- 1 Dispersion
- 1 Cost sensitivity
- 1 Time sensitivity

# CMC Software Selection Issues

- 1 Technical & Instructional Capabilities
- 1 Extent of Use
- 1 Support Requirements
- 1 Costs
- 1 Target Population, Subject Matter

# Administrative Overhead Issues

## 1 User registration (autoregistration)

+ : easy to maintain

– : multiple registrations

## 1 Staff resources

+ : not much needed

– : not much available

## 1 Disk logistics

# FirstClass Training, Support (Faculty)

- 1 group training
- 1 one-on-one training
- 1 ‘learning by doing’
- 1 informal “learning sessions”
- 1 peer mentoring
- 1 IT support

# FirstClass Training, Support (Students)

- 1 @ in-person orientation each semester
- 1 'getting started' and basics instructions
- 1 online support conference, help manual
- 1 telephone technical support

# Server Support Requirements

- 1 Mac server for past year
- 1 Migrating to Windows NT this winter for Summer '97



# Client Support Issues

- 1 Dialup access:
- 1 Internet access if user has own ISP
- 1 Difficulties:
  - modem settings
  - multiple registrations
  - getting students started
  - phone line capacity

# Dialup Access

<u>Semester</u>	<u># of Courses</u>	<u># of Students</u>	<u># of Phone Lines</u>
Spring '96	6	150	4
Summer '96	3	75	4
Fall '96	38	500*	4-8
Spring '97	43*	550*	8+
* = estimated			

# NVCC/ELI Project Addresses

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