

## Learning Collaborative Toolkit Module 6: Support Materials and Samples

### Support Materials Item 1: Task List for Listserv and Intranet Workspace Development

- Familiarize yourself with the different types of electronic communication tools available to you.
- Identify the most important ways to use technology for your collaborative.
- Obtain a list of all the members including faculty in your Collaborative which includes: Name (Last, First); Email address; Organization; Role in Collaborative.
- Identify and list contact information for at least one person from each team and for each faculty who will be the Intranet and Listserv Point Person to communicate with the National Center.
- Contact the National Center to assist with setting up a Listserv and/or Collaborative Workspace.
- Learn how to use the Listserv and Intranet Workspace tools. Schedule a tutorial session with the National Center staff if you would like extra personal help.
- Arrange to have a National Center staff person join a call with your entire Learning Collaborative once everyone has received Intranet usernames and passwords. Members should take the call in front of their computer if possible and login to <http://intranet.nctsn.org>. TIP: Bookmark this page or make it one of “your favorites”.
- Use the Intranet site yourself to post documents like meeting agendas and do not send them via email to Collaborative Members to encourage them to go and use the Intranet site.
- Be creative and contact the National Center staff if you would like to try some more advanced tools like Web Conferencing or real-time communication/presentation methods.

## Support Materials Item 2: Samples and Screenshots

### Modes of Electronic Communication for Collaboration

NCTSN Listserv: [CollabName@listserv.nctsnet.org](mailto:CollabName@listserv.nctsnet.org)

Email distribution list which can be configured differently if groups want the communication to be one way, or if they want members to be able to hit “reply” to reply to everyone on the listserv.

#### EXAMPLE: ADOLESCENT@listserv.nctsnet.org Membership

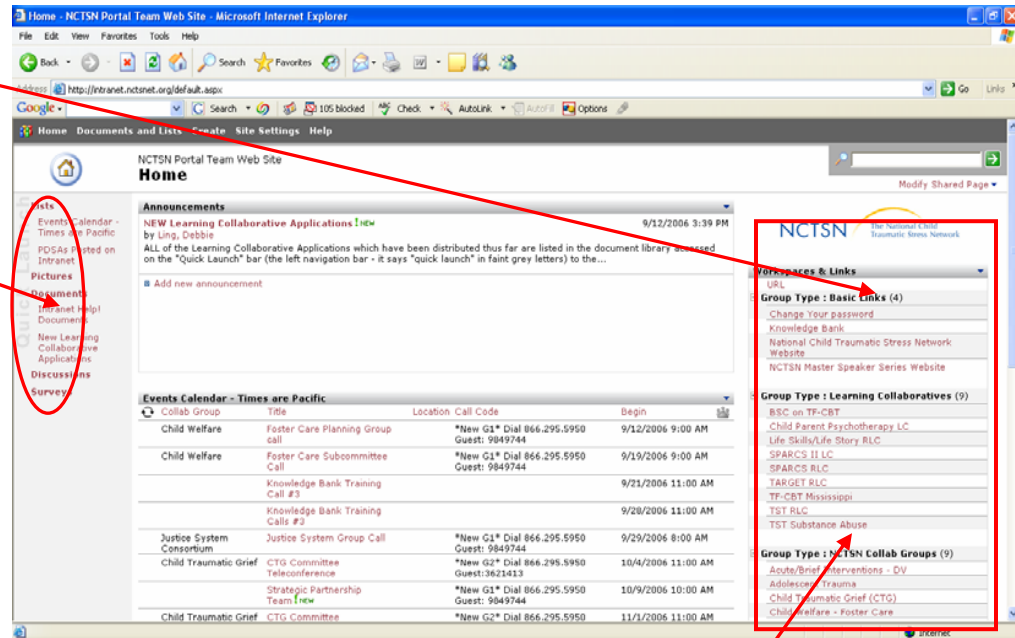
Jim.vandenbrandt@MHCDC.ORG	James van Den Brandt
Georgia@WFTS.ORG	Georgia Bronson
MaggieByrnes@AUMHC.ORG	Maggie Byrnes
Isuarez@BU.EDU	Liza Suarez
yhsmike@YAHOO.COM	Mike Dunmire
cepstein@SAFEHORIZON.ORG	Carrie Epstein
pia.escudero@LAUSD.NET	Pia Escudero
hochesal@UMDNJ.EDU	Amy Hoch
holla031@MC.DUKE.EDU	Judy Holland
Kay.jankowski@DARTMOUTH.EDU	M. Kay Jankowski
Mary.K.Jankowski@DARTMOUTH.EDU	Mary K. Jankowski
sandrak@NSHS.EDU	Sandra Kaplan
pkung@MEDNET.UCLA.EDU	Peter Kung
CMLayne@MEDNET.UCLA.EDU	Christopher Layne
dling@MEDNET.UCLA.EDU	Debbie Ling
dramos@LCDP.ORG	Dennis Ramos
aschneir@CHLA.USC.EDU	Arleen Schneir
nstefanidis@CHLA.USC.EDU	Nikolaos Stefanidis
strosper@BU.EDU	Sarah Trosper
aturnbul@NSHS.EDU	Amy Turnbull
lucy@WFTS.ORG	Lucy Zamarelli
<b>* Total number of users subscribed to the list: 21</b>	

## NCTSN Intranet Homepage

Web address: <http://intranet.nctsnet.org>

Please take note of a few key areas:

1. **“Workspaces and Links”** – This is where you will find links to the “workspace” for a Learning Collaborative or NCTSN Collaborative group (just look at the listing under the correct “Group Type”)
2. **“Quick Launch Bar”** – Click on the links in this area to directly go to the page listed.



## Learning Collaborative Workspace

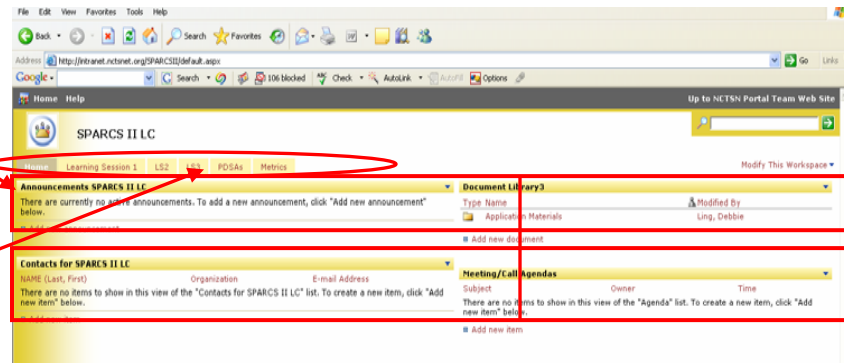
EXAMPLE: SPARCS II – click here to access the workspace for the second SPARCS Learning Collaborative.

Each workspace has a different color theme.

Direct web address: <http://intranet.nctsnet.org/SPARCSII/default.aspx>

Please take note of a few key areas:

3. **“Web Parts”** – Specific areas in the workspace for announcements, document library, contacts, meeting agendas, etc.
4. **“Tabs/Pages”** – Each collaborative workspace has different “tabs” or “pages” for LS1, LS2, LS3, PDSAs, and Metrics and can be adjusted, added, or deleted.

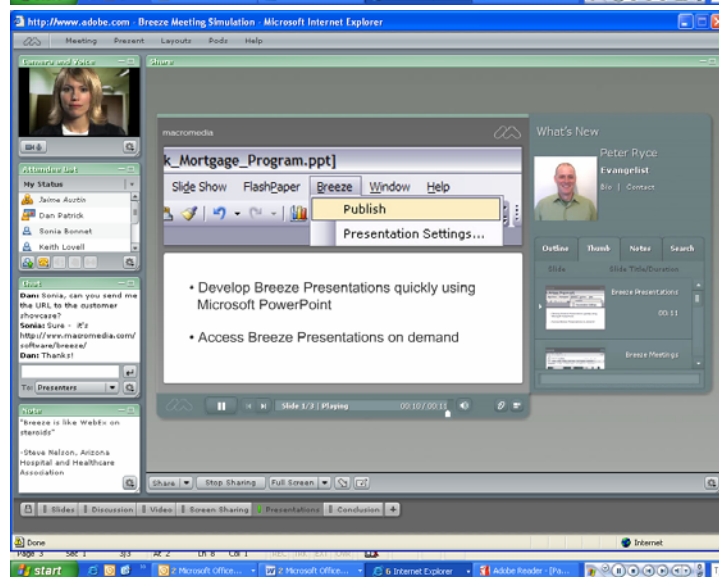
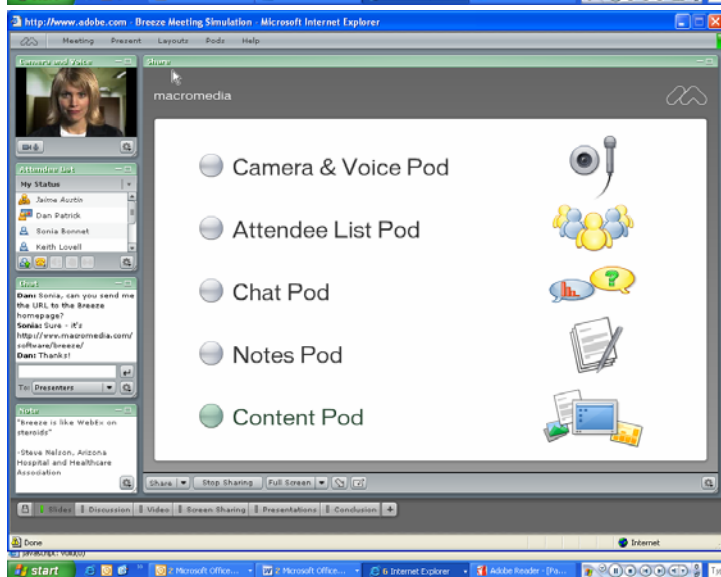
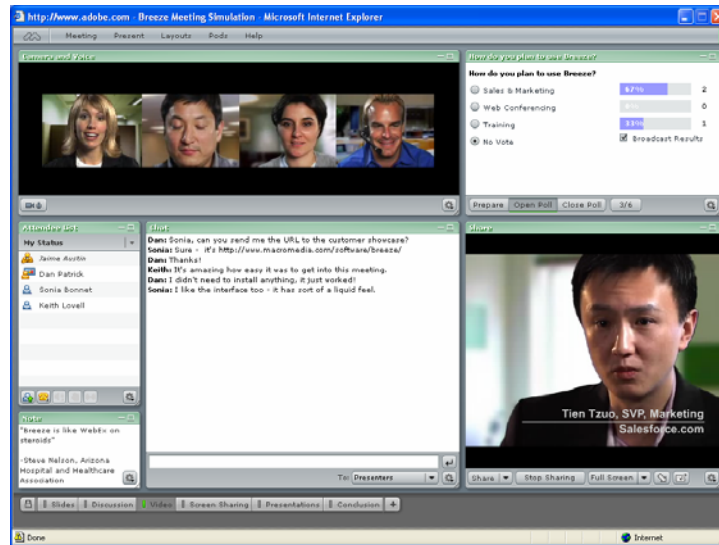
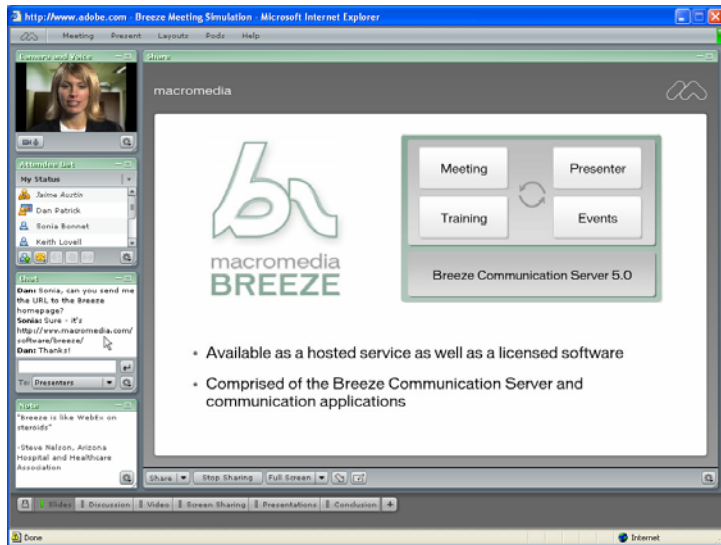


## Web Conferencing Software

## EXAMPLE: Macromedia Breeze

Web address for demo: [http://www.adobe.com/products/breeze/productinfo/meeting/experience/index\\_mm.html](http://www.adobe.com/products/breeze/productinfo/meeting/experience/index_mm.html)

There are several different products for Web conferencing software/services available. Macromedia Breeze is the one product the NCCTS is most seriously considering at this time. Web-conferencing for the NCTSN is not yet available on a large scale. A free small scale trial (5 users or less) can be arranged through macromedia. See link above. A few shots from their online demonstration are shown below.



Newsletters

## EXAMPLE: Simple e-mail Update Newsletter

Subject: REMINDER - Developing Agenda for Affinity Group Calls in April: INPUT NEEDED FROM TEAMS

Dear BSC Teams:

Thanks to all of you who have already sent some great suggestions for the affinity group calls on April 26, 2006.

This is a reminder that we would like to hear from as many team members as possible by **April 10, 2006** about your ideas, topics, and issues to address for each of the affinity group calls. Please respond to Nancy Timmons with your ideas and we will plan to send out a summary of these topics next week.

Thanks.

Cassie Kisiel

Dear BSC Teams:

On the second day of the Learning Session in San Diego (January 19-20th), immediately after the "engaging families" panel discussion, you each joined your 'affinity group' for brainstorming and discussion. Five affinity groups met based on the defined roles with your teams – Administrators, Clinicians, Supervisors, Consumers/Family Members, and Community Partners.

In your evaluations of the Learning Session, you told us that the opportunity to talk with your colleagues and peers from other agencies and states during these affinity groups was one of the most rewarding parts of the Learning Session. To this end, we are trying to "spread" this experience by hosting five separate affinity group calls based on these defined roles in April in the place of the standard All-Collaborative Call.

### **Please read these instructions carefully:**

All of the calls will be held at the same time as the previously scheduled All-Collaborative Call: Wednesday, April 26th at 1:00 EST. We will have separate call-in numbers for each affinity group, with which we will provide you closer to the call itself along with the agenda that YOU have designed.

Because we hope the connections you make across teams will last long beyond the final Learning Session in May, we want these affinity groups to truly belong to you. Thus, we are asking you to help develop and facilitate the agenda for these calls. Please think about what issues you would like to address on your affinity group call and send an email to Nancy Timmons at [NTimmons@mednet.ucla.edu](mailto:NTimmons@mednet.ucla.edu) with the following information: your name, your team, your affinity group, a brief description of the issues/topics you would like to discuss.

*Please take advantage of the opportunity to really make these calls yours by sending your ideas to Nancy no later than Monday, April 10.* Your ideas and responses will determine the agendas for the different affinity group discussions. Also, if you identify yourself with multiple affinity groups within your

organization, please note that there will be other opportunities for discussions in various affinity groups for you to participate in. We hope that these affinity group discussions in April will set the stage for future collaborations within affinity groups both at Learning Session 3 and beyond.

Additionally, because we hope these affinity groups provide a strong vehicle for spread, cross-team sharing, and collaboration beyond the formal BSC, we encourage you to invite others from your agency and community to participate on these calls. Similar to the All-Collaborative Calls, these are not intended for core team members only; in fact, the more people we can have on each call, the richer we know the discussion will be.

We are looking forward to helping you continue to forge these cross-team connections over the coming months. Please don't hesitate to contact me with any questions and we look forward to supporting you as you craft the agendas to make sure these calls meet your needs.

Thanks,

Cassie

### **EXAMPLE: More Elaborate Newsletter Example**

See “Intranet Insider!” – The newsletter created to keep members in the Breakthrough Series Collaborative in the loop.

### Support Materials Item 3: Intranet Help and Tutorials

- For access issues and technical questions about the Intranet site contact James Wu ([CLWu@mednet.ucla.edu](mailto:CLWu@mednet.ucla.edu)) or Peter Kung ([pkung@mednet.ucla.edu](mailto:pkung@mednet.ucla.edu)).
- For assistance with navigation of the Intranet and/or content suggestions or questions contact Debbie Ling ([dling@mednet.ucla.edu](mailto:dling@mednet.ucla.edu))
- If you would like to have a NCTSN listserv or Intranet Workspace set-up for your Learning Collaborative contact Debbie Ling ([dling@mednet.ucla.edu](mailto:dling@mednet.ucla.edu))
- Self-paced Intranet tutorials in PDF format with detailed instructions and screenshots are available on the following subjects:
  - Part I: Intranet Homepage Tutorial
  - Part II: Collaborative Workspaces Tutorial
  - Part III: PDSAs & Intranet Fill-in Forms Tutorial
  - Part IV: Intranet Discussion Boards Tutorial

The tutorials listed above are available on the Intranet and can be accessed by clicking on the words “Intranet Help! Documents” on the Quick Launch Bar on the homepage.

Alternatively, you may contact Debbie Ling and she can send you the PDF files and assist you as you go through them. Email: [dling@mednet.ucla.edu](mailto:dling@mednet.ucla.edu)

**Do not be afraid! The Intranet is your friend! The National Center staff is happy to help!**