

## Streaming video solution enhances educational process at Waukesha County Technical College

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*Bill Glasenapp, Associate Dean  
Transportation Technology  
Department - Waukesha County  
Technical College*

For many educational institutions, climbing student enrollments have created a challenge for instructors who must find ways to ensure that students get the in-class attention they require. No where is this challenge as great than at technical schools where hands-on experience and practice are paramount to a good education. The Transportation Technology Department at Waukesha County Technical College has turned to a streaming video solution using PictureTel technology that is helping ensure students get the real-world experience and one-on-one mentoring they need to succeed.

Waukesha County Technical College, located in Pewaukee, Wisconsin, delivers day and night courses to approximately 35,000 students a year. The college’s Transportation Technology Department offers several types of certification and degree programs focused on auto care, auto body repair, and automotive safety.

The Transportation Technology Department began implementing its streaming video solution as a way to improve the educational process for its students. Through this solution, which was implemented by Vision Consultants, students can use PCs located in one of its classrooms or on the auto repair shop floor to access a series of visually-based instructional programs developed and produced by Bergwall Productions, Inc. These programs focus on topics such as automotive repair, auto shop safety, and automotive emissions testing.

According to Bill Glasenapp, associate dean of the Transportation Technology Department, these instructional programs supplement the classroom lectures and hands-on training delivered by department instructors. “Since each program focuses on a specific topic, students are able to pick and choose which topics they want to cover, which allows them to customize their educational experience to their own interests and needs,” he explained. “In addition, students are allowed to use these videos at any time so they oftentimes will view them prior to taking a course, to refresh themselves on course information, to review and prepare for tests, and even to pretest themselves prior to taking a certification exam.”

Glasenapp has found that accessing the Bergwall content via streaming video is also helping free up time for instructors to work with students one on one. “As part of our automotive courses, students often work on their own cars to gain first-hand experience using techniques learned in class,” he stated. “Since our classes have as many as 18 people in them, all the

- students cannot work on their cars at the same time, so an instructor might
- split up the class, asking some students to view the video lectures while
- other students work on their cars. In addition, instructors may also ask students repairing a car to watch a video using the PC on our shop floor to refresh themselves on the techniques they are performing while the instructor helps one student work out a specific problem.”

Since the implementation of its streaming video solution, interest in this technology has increased both inside and outside Waukesha County Technical College. Members of other departments within the college have taken the time to demo the solution and are interested in implementing it within their own departments. In addition, the city of Milwaukee is in the process of building a new technical high school, and officials have visited the college to view the technology in action.

All of this interest is not surprising to Glasenapp. “I think that like us, people at other schools are realizing that this technology is definitely a part of the future of learning,” he concluded. “Our department would like to create a true distance learning program by making streaming video technology available over the Internet, which will allow students to view these programs on PCs at their own homes. We honestly believe that by using this technology we might eventually be able to remove the entire lecture portion of our courses, which will enable teachers to focus more on the hands-on aspects of learning.”



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