

Learning Tree AnyWare™ Training

This document provides answers to the most frequently asked questions about Learning Tree AnyWare™ Training.

What is Learning Tree AnyWare™?

Learning Tree AnyWare™ is our groundbreaking training solution that enables remote participation in a live, instructor-led Learning Tree class.

With Learning Tree AnyWare™, you will be able to participate in the actual classroom course as fully as if you were there. You will see and hear the instructor's presentation in real time. You will follow the same MagnaLearn™ slides and see the instructor's real-time annotations. You will follow along and take notes in the extensive printed course materials sent to you prior to the course. You will communicate with the instructor and your classmates both by voice and through the use of a Chat pod. You will perform the hands-on exercises, partake in student discussions, engage in collaborative breakout sessions, and do everything else you'd do if you were in the classroom itself!

What computer requirements are needed?

For best results, computer requirements are:

- Audio-enabled computer
- Minimum screen resolution of 1024 x 768
- Intel Pentium® 4 OR Intel Mac or equivalent & 2.5 GHz or faster processor
- 1 GB of RAM
- Internet Explorer 7 or higher or Mozilla Firefox 2
- Adobe Flash Player 8 or later
- Support for ActiveX or Java within a web browser, latest version of Java installed
- Reliable connection to the Internet via cable modem, DSL or Corporate LAN, wired Internet connection strongly recommended
- Access to the following link:
<http://www.logmein.com>
- Ability to install the LogMeIn ActiveX control which may require local administrative privileges

Learning Tree AnyWare will support a dual monitor set up, which allows concurrent access to the classroom and the computer used for exercises. This set up may enhance your training experience, however, it is not required to fully participate in any of our courses.

From where can I participate?

You can participate in class from work, home, a hotel-- basically anywhere that has a reliable high speed Internet connection. A wired Internet connection is preferred but not required.

What is the tool used to deliver the Learning Tree AnyWare™ classroom?

Adobe Acrobat Connect Pro is used to deliver our Learning Tree AnyWare™ classes. You will conduct your hands-on exercises through a remote connection to a classroom virtual machine.

How do I connect to the classroom?

All you need is your Web browser. Approximately two weeks prior to the class start date, you will receive an email containing a URL to connect you to the classroom along with your login credentials. Several days before the start of your class, a Learning Tree Customer Service Representative will contact you to validate and test your equipment set up, so that you are ready to go on the first day of your course. As a remote attendee you will be asked to login 30 minutes prior to the start of the class on the first day.

Why do I need to login early on the first day?

This will allow time to configure your audio settings and orient you to the Learning Tree AnyWare™ classroom without taking away from the normal class time.

Will I receive the same course materials?

Yes. You will receive the same course materials you would get if you attended the class at the Education Center. Approximately two weeks prior to the class start date, the course materials and a headset with microphone will be shipped to the address you provide us at the time of enrollment. When the course materials have shipped, you will receive an email with a tracking number. It will be your responsibility to have the course materials with you at the start of the class.

Learning Tree AnyWare™ Training

Page 2

In what ways will I interact with the instructor and other attendees as a remote attendee?

As a remote attendee, you will interact orally with the instructor using VoIP (Voice over Internet Protocol) with your microphone enabled headset. The instructor will have a speakerphone that captures both the instructor audio as well as local attendee audio. The local attendees will hear the remote attendee audio through the same speakerphone.

As a remote attendee, you can also communicate via the Chat pod and type messages to the entire class or privately to the instructor. The instructor will request that you use specific emoticons to provide feedback for polling questions. Dependent upon the course you are attending, you may work in small groups through the use of a breakout session.

What is a breakout session?

A breakout session allows the instructor to break the remote attendees into smaller groups for collaboration activities. When you are placed in a breakout room, you will have access to a whiteboard that all participants in your breakout session can edit. You will also have a private audio channel so that you will only hear audio of the members of your breakout session. When the activity has been completed, the instructor will return everyone to the main classroom.

Will I receive my Course Completion Certificate?

On the last day of your class, the instructor will direct you to the course evaluation link. This will ask you to verify the information on the Course Completion Certificate as well as complete the online evaluation. In about three weeks, you will receive your Course Completion Certificate in the mail.

Can I take the exam associated with this course?

Yes. However, all exams for remote attendees will need to be proctored so you will need to complete the Proctor Exam form to make the necessary arrangements. The Proctor Exam form is available at <http://www.learningtree.com/info/pdfs/procexam.pdf>.

Is the cost of the course different for a Learning Tree AnyWare™ remote attendee?

No. Given that your computer and internet connection meet the necessary requirements, you will receive the same quality learning experience you have come to expect from a Learning Tree class.

Where can I get more information?

It's as simple as dialing 1-800-THE-TREE (1-800-843-8733). One of our Education Services Representatives will be happy to assist you.