This is a draft only. I am awaiting input from the NA3 execution plan.

Main procedures

Per-event procedures

Courseware production
- content, participants, delivery mode, prerequisites, metrics
- documentation of participants before the course

Event preparation
- Site information, registration, publicity

Course delivery
- eliciting feedback, updating repository

Post-course analysis

Co-ordination procedures

Event scheduling
Metric capture
Material capture
Distance learning support
Procedure review
Reporting (inc. statistics)

Main tools

NeSC Web Site
- for registration
- database of completed courses (including searchable metadata)

CERN Agenda Maker
CERN EDMS
- for released course material
- query re video material

MS Project
- for planning

Test beds
- including GILDA/GENIUS

Microsoft Word and PowerPoint, Adobe PDF
- released documents to be in PDF

NeSC Forge
- for CVS, local issue task tracking, etc.

Metrics

Qualitative

Feedback forms for each course (paper and online)
- From attendees, to check quality of material, presentations and facilities
- From presenters, to check quality of material and facilities

Follow-on surveys
- To check relevance of material
- Need links with SA1, NA4

Quantitative

Usage of materials from web site
Courses given
- Number of attendees
- Level attained (i.e. type of course)

Verification means and checklists

Guidelines and templates for course material
Checklist for establishing a course
- content, participants, delivery mode, prerequisites, metrics
- documentation for participants before the course

Guidelines for presenters
Checklist for preparing an event
- Expected logistical support & planning from local host
- Expected administrative support from NeSC
- Eliciting feedback, updating repository