

**Marine Corps Combat Development Command
Training and Education Division**

**MARINE CORPS
DISTANCE LEARNING PROGRAM FACILITY
STANDARD OPERATING PROCEDURES (SOP)**



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**FACILITY
STANDARD OPERATING PROCEDURES (SOP)**

for the

MARINE CORPS DISTANCE LEARNING PROGRAM (MCDLP)

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1.0 INTRODUCTION

This section contains general background information pertinent to distance learning operations at Marine Corps bases, stations, and separate detachments.

1.1 Background

The Area Learning Center (ALC) is the lowest functional level component within the Marine Corps Distance Learning Architecture. Each base, station, and/or post has been designated as an ALC. Its mission is to provide Distance Learning students with access to network-based distance learning products. Throughout this document the term ALC will be used to refer to the base, the station, and/or the post at the installation level.

The ALC operational elements are the Course Delivery Network (CDN), Learning Resource Centers (LRC), Automated Electronic Classrooms (AECs), and Video Teletraining (VTT) Centers. Functional Learning Centers (FLC) (i.e., formal Marine Corps schools) may be located within an ALC. For purposes of this Standard Operating Procedures guidebook, (SOP), FLCs are considered a part of the ALC. The actual number of LRC and VTT facilities in an ALC is dependent on Marine population of the ALC.

The CDN delivers distance learning courseware on demand to networked computer workstations. The CDN equipment is configured to store and manage distance learning courseware provided by the Distance Learning Center (DLC), Marine Corps Institute (MCI), FLCs, or the Marine Corps University (MCU).

The LRC provides individual Marines with immediate access to Military Occupational Specialty (MOS) training and Professional Military Education (PME) using distance learning technologies. The standard LRC has 20 distance learning workstations connected to the ALC CDN. The number of workstations may vary based on the physical size of the facility.

An AEC is a PC-based system that provides instructors and students with a multimedia-learning environment. The AEC consists of an instructor station networked with student stations, a projection system, laser printer, document camera, and a video and audio-switching package. The video and audio equipment gives the instructor the capability to control the student workstations as well as provides for two-way communications with the students.

The VTT Center provides Marines, civil servants, and military family members with the opportunity to participate in distance learning training and education using Video Teleconferencing (VTC) technologies. The VTT Center has two-way audio and two-way video systems to support live, interactive, and instructor-led courses. The VTT Center may be located in a stand-alone facility or may be combined with an LRC or AEC. Normally, VTT Centers are configured to seat approximately 15-20 students.

1.2 Purpose

This SOP delineates the functions and responsibilities of those organizations and individuals charged with managing and operating ALC Distance Learning Facilities at Marine Corps installations.

1.3 References

The following documents provide background and direction for this SOP.

- DRAFT MCO 1553.1B, *The Marine Corps Training and Education System*, 24 May 1991, establishes a Total Force System for training and education in the Marine Corps. This MCO delineates responsibilities for implementing training and education programs, and it applies to all operating forces units, supporting units, training centers and formal schools, and formal courses of instruction taken by Marines at other DoD schools.
- DRAFT *Marine Corps Distance Learning Program (MCDLP) Implementation Plan*, August 1999. The MCDLP Implementation Plan prescribes a comprehensive Distance Learning network to provide Marines with global access to standardized, electronically distributed training and education resources. The plan contains the responsibilities for implementing and sustaining the MCDLP throughout the Marine Corps.
- DRAFT MCO 1550.27, *Distance Learning*, undated, prescribes the functions and responsibilities for managing the MCDLP, developing Distance Learning products, and providing training to Marines at distant locations. This MCO also contains the fundamental tenets of Marine Corps-wide Distance Learning initiatives.

1.4 Scope

Marine Corps Installation Commanders may supplement this SOP for local conditions and special requirements. This SOP addresses:

- Installation Distance Learning Coordinator (IDLC). A designated member of the base or station training and/or education staff who is responsible for training and education programs at the Marine Corps installation normally performs this function.
- ALC Network Administration/Technical Support. Contractor personnel provided under a Contractor Logistics Support (CLS) Agreement normally perform this function.
- LRC Operations. Contractor personnel provided under a CLS agreement normally perform this function.
- VTT Maintenance. Contractor personnel provided under a CLS and/or Interservice Contract Agreement normally perform this function.
- VTT Operations. Local government or contractor personnel provided under a CLS agreement normally perform this function.
- VTT Scheduling. Local government or contractor personnel provided under a CLS agreement normally perform this function at the local installation. The Marine Corps VTT Master Schedule a jointly supported position provided by the Chief of Naval Education & Training (CNET).

- AEC Network Technical Support. Contractor personnel provided under a CLS agreement normally perform this function.

2.0 DISTANCE LEARNING FACILITY OPERATIONS

This section provides general instructions for Distance Learning Facility operations.

2.1 Distance Learning Staff Functions at Installation Level

Marine Corps Installation Commanders hosting ALCs provide the command and control and property accountability for Distance Learning Facilities located on their installations or within their jurisdictions. The IDLC who is normally assigned to the installation operations, training, and/or education staff:

- Serves as the installation point of contact (POC) for ALC functions and associated distance learning operations.
- Interfaces with the DLC, MCI, FLCs, and the MCU to resolve MCDLP implementation requirements, functions, and courseware issues.
- Interfaces with the Marine Corps Community Services (MCCS) Directors and the Education Services Officers (ESOs) regarding the hours of operation for training and education at VTT Centers located in base/station Education Centers.
- Provides a monthly schedule to the Network Administrator and the locator Video Scheduling Coordinator regarding the operating hours for the LRC(s) and VTT Center(s).
- Ensures government property is appropriately accounted for designated base property accounts.

2.2 ALC Manpower Staffing

A commercial contractor provides manpower for ALC functions through a CLS agreement and/or the Interservice contract. The contractor performs:

- ALC Administration. The Network Administrator, where applicable, manages the overall ALC operations to include the LRC(s), and VTT Center(s). The CDN is centrally managed out of the MCDLP NOC; however, the Network Administrator may facilitate the repair/switch out of components at a base. The Network Administrator receives direction on functional duties, responsibilities, and priorities from the IDLC, and as specified in the CLS agreement. The Network Administrator position requires an individual with organizational management skills and a comprehensive knowledge of network infrastructure, computer hardware, software, and VTC systems. Additionally, this person installs, troubleshoots, repairs, and replaces ALC hardware, software, and network infrastructure components.
- LRC Operations. The LRC Monitor oversees the day-to-day operations of an assigned LRC. The monitor receives training and direction on functional duties, responsibilities, and priorities from the Network Administrator.
- VTT Center(s) Operations. At designated locations, the VTT Technician shall provide operation, maintenance and scheduling support for the VTT Center(s), as directed. At sites without a VTT Technician, the local base Education Center or designated representative has agreed to assist with operation, maintenance, and video scheduling.

Since the majority of the VTT Center(s) are located in multipurpose classrooms, all MCSEN facility scheduling will be coordinated and submitted by the local MCSEN site Scheduling Coordinator or designated representative. Additionally, the CLS VTT Technician or the Network Administrator shall assist and provide unit VTT operator training to designated personnel, as requested. The CNET Regional Technical Expert (RTE) will provide initial operator and limited technical training for the CLS personnel. At locations without CLS support, MCSEN operator training will be provided via the CNET RTE. Depending on the training requirement, the VTT Center may be combined with the LRC. *In such cases, the LRC Monitor may perform the VTT Technician's duties.*

Some Marine Corps installations have AECs that are owned and operated by an FLC. The AECs support instruction for students in formal-school resident training. Based on demand, the installation commander may supplement LRC capabilities with an AEC when formal-school classes are not in session.

2.3. Distance Learning Facility Operating Hours

LRC operations are resourced for 10 hours per day, 6 days per week. Operating hours are determined by actual and programmed workstation utilization, and technical and housekeeping maintenance support requirements. The IDLC determines the day-to-day distribution of the 60-hours based on usage, and programmed or anticipated Distance Learning training and education requirements.

The IDLC, working in conjunction with the ESO, determines the VTT Center's operating hours for scheduled sessions/courses distributed by the DLC, MCI, FLCs, or MCU. Additionally, the IDLC will address the VTT Center requirements from local commanders and/or other approved users on a case-by-case basis. VTT hours are determined and resourced by MCDLP on a base-by-base requirement.

An LRC or VTT Center may be required to support training beyond the 60-hours of programmed weekly operations. Currently, the normal operating hours for the VTT Centers are:

- CONUS

Mon-Fri	0800-2200
Sat	0800-1700

- OCONUS

Mon-Fri	0800-2200
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Any extensions outside of the normal operating hours, the using unit-headquarters must coordinate with the facility manager and appoint a responsible individual to:

- Open and close the facility.

- Provide physical and information security.
- To be trained and certified on the proper operation of the equipment.
- Ensure equipment and training materials are used properly.
- Maintain property accountability.

2.4. Priority for Distance Learning Facility Use

The MCDLP objective is to provide world-class training and education via a Marine Corps Learning Network (MarineNet) and MCSEN. The purpose is to enable Marines to learn using appropriate media when and where learning is most needed. The priorities for using LRC facilities are:

- Marines participating in Distance Learning-sponsored programs and voluntary education.
- Normally scheduled unit training & education requirements.
- Other authorized users participating in Distance Learning-sponsored programs.
- Other users as specified by Installation Commander policy.

2.4.1 Workstation Assignment

The LRC Monitor assigns workstations, in accordance with the training priorities established by the Distance Learning Coordinator, on a first-come, first-served basis as availability permits.

2.4.2 Workstation Usage

Marines participating in Distance Learning sponsored programs may use the workstation as necessary to complete their training. Marines using the LRC for professional development or functional training not associated with a specific Marine Corps Distance Learning sponsored program may use a workstation as long as a Marine in a Distance Learning sponsored program does not require it. Personnel using the LRC for personal business may not occupy a workstation for more than two hours a day.

2.4.3 VTT Center Priority

Currently and with few exceptions, the VTT Centers are located in multipurpose classrooms at the various base education centers and are use by the education staff as well as other base activities. As such, all MCSEN video requests must be scheduled and coordinated with each specific facility. Current MCSEN scheduling procedures require that MCSEN video requests be submitted by the local site Video Coordinator and acknowledged to the Marine Corps Master Scheduler via email that the facility is availability. As a jointly shared facility, the ESO and the installation training and education staff may further establish priorities consistent with MCDLP objectives. Below are the VTT Center's priorities:

- Marines participating in contracted or funded distance learning or Marine Corps sponsored programs and voluntary education.
- Normally scheduled MOS or PME unit training requirements.

- Other authorized users participating in Distance Learning-sponsored programs.
- Other users as specified by Installation Commander policy.

3.0 MANAGING DISTANCE LEARNING FACILITY OPERATIONS

This section identifies specific duties for personnel involved with ALC operations at Marine Corps installations. The incumbents of the duty positions described in this section are Marine Corps and CLS personnel.

3.1 Installation Distance Learning Coordinator Responsibilities

The IDLC is the Marine Corps' designated representative at installation-level tasked with overseeing ALC operation, management, and sustainment. The Distance Learning Coordinator:

- Provides an interface between the installation and the DLC, MCI, FLCs, and the MCU to ensure Distance Learning courseware is available for downloading on the ALC CDN, scheduled for VTT presentation, or provided on CD-ROM or web-based products.
- Ensures all government property is accounted for in accordance with local property book procedures.
- Coordinates with MCCS and the ESO regarding scheduling and utilization of the VTT Centers.
- Determines Distance Learning Facility operating hours consistent with the ESO and CLS resourcing:
 - Coordinates and allocates time-blocks for unit training when required for special instruction (e.g., counter-terrorism) or training for a particular MOS.
 - Provides priority-of-use guidance and adjudicates conflicts.
- Establishes the rules for Distance Learning Facility operation (e.g., facility user behavior to be in accordance with Marine Corps and installation directives).
- Enforces the rules established for Distance Learning Facility operation.
- Establishes and coordinates physical security measures for ALC components (CDN, LRCs, and appropriate VTT Centers) consistent with Marine Corps and installation physical security directives.
- Approves a Continuity-of-Operations Plan (COOP).

3.2 Network Administrator Responsibilities

The Network Administrator is the senior CLS representative at a specified Marine Corps installation and its assigned jurisdiction. Within the scope of the CLS agreement, the Network Administrator provides the management and technical expertise to operate, maintain, and sustain ALC operations. The Network Administrator:

- Directs the day-to-day operations of ALC system components.
- Provides first level VTT Center(s) technical, scheduling, and operational assistance as requested by the IDLC.
- Integrates distance learning system component operation:

- Facilitates and ensures virus protection for LRC and AEC using Norton Antivirus software.
- Provides first-level technical support on the cable plant (fiber and copper). Performs minor maintenance and troubleshooting for ALC system components. Escalates non-resolvable cable faults to the IDLC for resolution.
- Provides ALC system network-switch installation, integration, maintenance and troubleshooting on the Distance Learning network switch equipment, including, but not limited to, Cabletron Smartswitch and Cisco Catalyst.
 - Provides ALC systems administration, configuration, integration, maintenance and troubleshooting for LRC, AEC and VTT system hardware and software.
- Performs Network Administrator functions established by this SOP and those authorized by or directed by the IDLC.
- Establishes workload priorities for the LRC Monitors and VTT Technicians.
- Resolves operational issues beyond the responsibilities of the LRC Monitors and the VTT Technician.
- Resolves technical issues beyond the capabilities of the LRC Monitors and VTT Technician.
- Assists LRC Monitors and VTT Technicians to resolve facility scheduling conflicts.
- Establishes testing/proctoring hours for LRC.
- Reports Distance Learning matters requiring installation support to the IDLC.
- Develops the work schedule for LRC Monitors and the VTT Technician.
- Ensures the LRC Monitors, and VTT Technician have the requisite skills to fully perform their functions.
- Provides technical training for the LRC Monitors and the VTT Technician to ensure distance learning hardware and software systems remain operational and properly configured to support user requirements.
- Informs the IDLC when changes are required to the local Distance Learning Facility SOP, operating resources, or other issues beyond the Network Administrator's level of responsibility to resolve.
- Develops a COOP containing procedures for network infrastructure and LRC systems backup and recovery. Submits the COOP to the IDLC and Contracting Officer Representative (COR) for approval. Provides copies of the COOP to the LRC Monitors, and the VTT Technician.
- Implements the ALC-level COOP when data transmission or CDN connectivity is degraded or lost.
- Informs the IDLC of ALC equipment or software failures not resolved within the prescribed time.
- Inform equipment vendors of problems requiring vendor support.
- Informs the Warrantee Administrator and Distance Learning Asset Manager of equipment problems beyond the Network Administrator capabilities and vendor support requirements.

- Ensures DLRCs are properly configured and tested before deployment.
- Provides technical training for Marine Corps personnel to operate DLRCs before deployment
- Provides setup support, if required, on ships prior to deployment
- Provides maintenance support on DLRCs upon return from deployment.
- Coordinates with the MCDLP NOC help-desk on distance learning courseware problems impacting ALC operations. Records actions/resolution in the MarineNet Help Desk application.
- Coordinates with the MCDLP NOC help-desk on distance learning systems hardware, software, and network issues impacting ALC operations. Records actions/resolutions in the MarineNet Help Desk application.
- Reviews the MarineNet Help Desk application/database, to ensure:
 - Appropriate hardware and software entries are made.
 - Appropriate closeouts for support calls are accomplished.
- Reviews the LRC and VTT Center Monthly Utilization Reports. Takes action to resolve issues. Provides recommendations to the IDLC, as appropriate.
- Submits LRC and VTT Center Utilization reports and monthly summation reports to the COR and to the IDLC as prescribed by the CLS Agreement.
- Retains LRC and VTT Center Utilization reports for one (1) year.
- Performs technical-level preventative maintenance (PM) at least monthly on the LRC, AEC, and VTT Center components and systems. The Administrator will check equipment and software to ensure all essential components are present and operational. As required, the Network Administrator:
 - Installs LRC, AEC, and VTT Center components.
 - Installs LRC, AEC, and VTT Center baseline software.
 - Boots systems.
 - Installs LRC, AEC, and VTT Center system changes, updates, or patches.
 - Performs equipment and software malfunction diagnostics.
 - Tests and ensures network communication infrastructure connectivity.

The Network Administrator will enter equipment status for each component in the LRC/AEC/VTT Center Maintenance Log (Appendix A), and maintains a copy of the log for one (1) year.

- Repairs individual components, network infrastructure, and system deficiencies reported by LRC Monitors, AEC Instructors, and the VTT Technician within the time prescribed in the CLS agreement. Appendix B contains the MCDL and AEC Two-Tier Maintenance Process. The Network Administrator:
 - Performs diagnostics on LRC, AEC, and VTT Center connectivity problems.

- Replaces or repairs defective LRC, AEC, and VTT Center components in accordance with (IAW) the warranties.
- Maintains a supply of essential (designated) spare components.
- Reports deficiencies and corrective actions in the MarineNet Help Desk application and the Video Conferencing Application Services (VCAS). All deficiencies and problems should be reported regardless of when or how they were corrected. The purpose is to establish a common database to identify trends and detect prevalent problems. The Network Administrator may submit the report or direct the LRC Monitor or VTT Technician to submit the report.
- Submits the Marine Corps Distance Learning Configuration Management (CM) Feedback Sheet (Appendix E) when equipment and software changes occur, and maintains a copy on file for one (1) year. Upgrades to hardware and software may not be made without prior approval from the Marine Corps Systems Command (MARCORSYSCOM) Configuration Manager.
- Trains the LRC Monitor in monitor-level preventive maintenance and minor system-repair functions.
- Orders parts and system components to restore non-operational systems and to back-fill spare parts and components supply requirements as defined in the CLS agreement.
- Contacts the equipment and software warrantee-provider and/or equipment vendor for support to resolve ALC equipment/software problems (Appendix B).
- Assists the IDLC in providing distance learning information and program capabilities to base/installation personnel.
- Trains the LRC Monitors on the MCDLP Learning Management System (LMS).

3.4 LRC Monitor Responsibilities

The LRC Monitor is responsible for daily LRC operations. The LRC Monitor:

- Performs management functions:
 - Operates the LRC in accordance with the approved schedule.
 - Maintains a current file of directives and other guidance pertaining to LRC operation.
 - Maintains LRC usage data. Submits LRC Monthly Utilization Report (Appendix F) to the Network Administrator.
 - Implements established procedures to identify, account for, and secure all LRC non-expendable equipment.
 - Maintains a courseware availability list (Appendix G) to ensure required Distance Learning courseware is available or accessible at the LRC. Verifies at the start of each shift all courseware is accessible/functioning from each workstation and that each workstation has the current MC software/plugin baseline. Reports discrepancies to the Network Administrator.
 - Ensures sufficient expendable item supplies are on hand for LRC operation. Notifies the Network Administrator when resupply is required.

- Sets heating/air-conditioning thermostat at the appropriate comfort level.
- Performs maintenance and corrects minor hardware faults (Appendix H).
 - Performs user-level preventive maintenance on LRC equipment and software. (Appendix I and J).
 - Exchanges LRC workstation components as approved or directed by the Network Administrator.
 - Ensures LRC workstations are operational, all essential components are present, and the LRC is neat and clean.
 - Contacts the Network Administrator regarding technical problems that cannot be solved at LRC Monitor-level. Submits a Trouble Report (Appendix C) as directed.
- Checks ID cards to verify patron eligibility to use the LRC. Contacts the Network Administrator to resolve eligibility issues.
- Briefs patrons on LRC operational details (Appendix K).
 - Welcomes patrons to the LRC. Explains administrative requirements for LRC use, and indicates where the instructions are posted.
 - Performs duties as a Proctor
 - Publish testing/proctor hours as established by network administrator.
 - If a student is having technical difficulties taking the test on line, confirms what the problems are for validation to test sponsor.
 - Directs LRC patrons to sign-in and sign-out in the LRC/VTT Center Sign-In/Sign-Out Log when they arrive and depart the facility (Appendix L). The LRC Monitor retains a copy of the log for one year.
 - Briefs LRC patrons on prohibitions:
 - No food or beverage consumption is allowed in the LRC.
 - No tobacco product use is allowed in the LRC.
 - No profanity/foul language or other disruptive behavior is allowed in the LRC.
 - No adult or distasteful material is allowed in the LRC or on a workstation.
 - Briefs patrons on physical security and information security requirements.
 - Assigns patrons to workstations using the sign-in/Sign-out log at Appendix L, and briefs patrons on:
 - Workstation procedures.
 - Network login password requirements as applicable.
 - Authorized courseware and Internet connections.
 - Workstation monitoring for unlawful information.
 - Workstation restrictions: Workstation users must not tamper with or otherwise modify the computer operating system or supporting software programs.

- Informs patrons how to contact proponent school [FLC] Subject Matter Experts (SMEs) on training and education questions.
- Issues training materials and consumable supplies as necessary.
- Oversees LRC operations:
 - Operates the LRC in accordance with the schedule provided by the Network Administrator.
 - Assists patrons with electronic registration procedures.
 - Assists patrons with workstation operation to include:
 - CDN (network) access and courseware download procedures.
 - Installing *approved* courseware.
 - Following courseware instructions when requested or when an apparent need exists.
 - Instructing students how to use the Learning Management System (LMS)
 - Monitors distance learning workstation equipment and software use. Prevents equipment and software misuse.
 - Directs patrons to request assistance from the LRC Monitor as necessary.
 - Proctors examinations.
- Provides information to perspective patrons regarding LRC operations and activities.
- Requests assistance from the Network Administrator when unable to resolve an operational issue.
- Implements LRC-level COOP when data transmission, CDN connectivity, or LRC power is degraded or lost.
- Performs LRC shutdown procedures.
 - Collects non-consumable supplies and training support materials (e.g., floppy disks and CD-ROMS) from facility users.
 - Inventories and inspects LRC workstation hardware and associated software.
 - Performs LRC Monitor-level preventive maintenance on workstations as necessary.
 - Reports damaged or missing items to the Network Administrator.
 - Verifies that all diskettes and CD's are removed from the appropriate drives.
 - Ensures LRC systems are turned off.
 - Notifies Network Administrator when consumable supplies are low.
 - Reports scheduling issues requiring resolution to the Network Administrator.
 - Performs minor house-keeping tasks:
 - Ensures Distance Learning components and furniture are in order and in their proper location. Removes trash from workstations.

- Replaces CD-ROMs, floppy disks, and training documents in their storage area.
- Sets the thermostat for non-operating hours temperature and turns off lights.
- Locks the LRC and initials the security form.
- Submits the LRC Monthly Utilization Report (Appendix F) to the Network Administrator.

3.5 VTT Technician Responsibilities.

The VTT Technician provides first level maintenance, scheduling, and system operational support to the VTT Center(s), as requested or directed by the IDLC. Since the VTT Center(s) will likely be located in a multipurpose MCCS classroom facilities, the VTT Technician's role will be more of supporting the VTT Centers on an as needed bases. The primary role of the VTT Technician are listed below:

- Performs management functions:
 - Maintains and, if requested, operates the VTT Center(s) for scheduled broadcasts and installation directed training.
 - Maintains the local VTT Center SOP, operating checklists, and directives.
 - If required, coordinates and schedules VTT facilities for the IDLC via VCAS.
 - Coordinates with the IDLC any implementation of established procedures to identify, account for, and secure VTT Center non-expendable equipment. All MCSEN equipment should be accounted for using established local base property book accounting procedures.
 - Requests expendable item re-supply from the Network Administrator for VTT operated facilities.
 - Updates the VTT Center facility SOP and operating checklists as equipment and facility requirements dictate. All revisions and changes applicable to MCSEN sites located in the Education Center must be staffed to the IDLC for subsequent staffing to the base ESO for concurrence and implementation.
- Performs operator-level preventive maintenance:
 - Checks overhead and special lighting. Replaces light bulbs as necessary.
 - Opens and tracks VCAS trouble reports identifying system outages and repairs.
 - Sets the heating and air conditioning thermostat to the appropriate comfort level.
 - Powers-up and cleans VTT Center equipment in accordance with system manufacturer specifications.
 - Facilitates, assists, and tests special VTT user requests, ie. Laptop presentation on VTT
 - Performs functional checks on the VTT systems suite.
 - Performs limited maintenance on MCSEN equipment to include but not limited to replacement of components, limited cable repairs, verification and programming of

- ASEND IMUX or similar devices, loading of system application software, and troubleshooting user applications or equipment.
- Performs VTC communications checks (outgoing and incoming communications) IAW the VTT Center SOP and distant site requirements.
 - Reports, tracks, and monitor VTT system outages and repair status via the VCAS.
 - Briefs VTT Center patron(s).
 - Briefs the VTC training environment: cameras, microphones, auxiliary equipment, and conferencing protocols (Appendix M).
 - Provides administrative information (rest rooms, break area, phone, etc.).
 - Sets camera remotes and presets for VTT Center users.
 - Establishes VTC communications at least 15 minutes before training and education sessions begin.
 - Ensures camera and microphone mute is ON until the microphone is needed.
 - Monitors training and adjusts camera angles and audio levels as required.
 - Closes and secures the VTT Center:
 - Cleans and sets-up the facility for the next session.
 - Powers-down equipment IAW with facility and equipment manufacturer procedures.
 - Sets heating and air conditioning thermostat for appropriate level.
 - Secures the VTT Center and initials the security form.
 - Performs monthly VTT Center equipment check:
 - Performs monthly maintenance and communications checks.
 - Reports unresolved equipment problems to the Network Administrator.
 - Submits Trouble Reports as directed (Appendix C).
 - Submits the monthly utilization report (Appendix N) to the Network Administrator.

4.0 ALC SECURITY AND ADMINISTRATION

This section contains ALC physical security, administration, and reporting requirements.

4.1 Courseware Information Security

Courseware for most MOS training and PME is considered sensitive but unclassified. Only authorized personnel are allowed access to this material from ALC facilities. The LRC Monitor and VTT Technician:

- Enforce information-security requirements provided with Interactive Multimedia Instruction (IMI) courseware and VTT course instructions.
- Allow access to sensitive information to authorized users only.
- Comply with information security procedures directed by the IDLC, through the Network Administrator and as contained in this SOP.
- Notify the Network Administrator of information-security breaches or issues.

4.2 Physical Security

LRC Monitors and VTT Technicians:

- Maintain positive control over assigned facilities.
- Open and close facilities by unlocking and locking the doors. Record the actions on Standard Form 701, Activity Security Checklist posted outside the door.
- Require patrons to sign the LRC/VTT Center Sign-In/Sign-Out Log.
- Perform daily visual inventories of the assigned facilities to ensure non-expendable items are not missing or damaged.
- Report physical security discrepancies to the Network Administrator.

Before training begins, the LRC Monitor will inform patrons that:

- Patrons must enter the computer network system using the proper password.
- The LRC Monitor must approve courseware brought by patrons before it is used in LRC equipment. This is to prevent courseware use that will corrupt the system or change the system configuration.
- Patrons will not remove Distance Learning courseware, software, or equipment from the facility.

For training after normal operating hours, the LRC Monitor or VTT Technician will require the using organization to accept responsibility and accountability for the facility in accordance with Appendix O.

- Before training begins, a representative from the using organization will concurrently inspect and inventory the facility with the LRC Monitor, the VTT Center Technician, or a

representative from the ALC. Results will be recorded on the LRC/VTT Center Maintenance Log (Appendix A).

- After training, the LRC Monitor or VTT Center Technician will concurrently re-inspect and re-inventory the facility with the using unit representative before the facility is used for regularly scheduled training. Discrepancies will be noted and reported to the Network Administrator for resolution.

4.3 MarineNet Configuration Security

All ALC personnel are responsible for protecting MarineNet against equipment failure and intentional, unintentional, or malicious attack. This responsibility includes the capability to quickly rebuild any workstation without sacrificing LRC or AEC operational and functional capabilities.

4.4 Regulation Enforcement

The LRC Monitor will inform patrons that workstations are monitored for violations of Government policy regarding Internet use on Government computers. When users log on a workstation, they are presented with the “*consent to be monitored*” warning. Restrictions include:

- No adult or distasteful content IAW Federal laws.
- No dating, “Matchmaker”, or personal classified sites.
- No Internet relay chat or other type of two-way communications tools except as required by interactive courseware.

Facility users will be informed that violations can result in Uniform Code of Military Justice (UCMJ), or civil court action, and loss of LRC privileges.

4.5 Privacy Act Considerations

LRC patrons will provide personal data necessary for distance learning training administrative requirements. The LRC Monitor will:

- Brief patrons on Privacy Act requirements and information restrictions.
- Inform patrons of any personnel records being kept and that patrons may review their records on request.
- Safeguard patron personal data to prevent unauthorized access, disclosure, alterations, or destruction.
- Ensure that sensitive personal data, such as a Social Security Number (SSN), is protected.
- Notify the patron of any Privacy Act information provided to a third party.

4.6 Reports

Table I contains guidance for report preparation, distribution, and retention. Reporting will be accomplished primarily by electronic means. Hard copy may be provided on demand.

Table I. Reporting Requirements

Report Title:	Prepared by:	Prepared for:	Frequency:	Retention:
Configuration Management Report	Network Administrator	• COR	As required	1-Year
LRC Monthly Utilization Report	LRC Monitor	Network Administrator/CLS Program Manager (PM). CLS PM provides to COR.	Monthly	1-Year
Trouble Report	Network Administrator, LRC Monitor and VTT Technician	MarineNet Help Desk Application	As required	1-Year
Trouble Report (Monthly summation)	Network Administrator	COR Distance Learning Coordinator	Monthly	NA
VTT Center Monthly Utilization Report	VTT Technician	Network Administrator/CLS PM CLS PM provides to COR.	Monthly	1-Year

APPENDIX A. LRC/AEC/VTT CENTER MAINTENANCE LOG

The LRC/VTT Center Maintenance Log serves several purposes.

- The Network Administrator records technical level preventive maintenance on LRC, AEC, and VTT Center components, and problems reported by the LRC Monitor, AEC Instructor, or the VTT Technician. The log will be maintained on file for one (1) year. Additionally, the VTT Technician will log all equipment and circuit outages into the VCAS system for maintenance tracking and reporting. The Navy and Marine Corps uses VCAS to facility site scheduling, report system outages, track maintenance status on open trouble tickets, and equipment inventory to ensure compatibility.
- The LRC Monitors and the VTT Technician use the LOG for their preventive maintenance requirements. The Log will be maintained on file for one (1) year.
- The log can be used as an inventory control document when property accountability for an LRC or a VTT Center is temporarily assumed by another organization.

A sample LRC/AEC/VTT Center Maintenance Log is attached as Figure A-1. Information and instructions for entering data in the columns include:

- Time and Date – Information used for tracking preventive maintenance activities, and repair and replace criteria associated with the CLS agreements.
- Component – Identify each component checked in the LRC or VTT Center (e.g., workstation #6). If all workstation #6 subcomponents are present and in operating condition, indicate **OK**. If a problem exists, indicate **problem** and state which subcomponent is defective or missing. Ensure that all components (hardware, software, and network) are checked and entered.
- Problem – Identify the problem in terms of what the component or subcomponent is or is not doing (e.g., it works or it doesn't work; it is physically broken; it is missing).
- Action Taken/Current Status – Indicate:
 - If problem was corrected and who did it.
 - Who was notified if the problem required help beyond on-site contractor capabilities?
 - That the problem was recorded in the MarineNet Help Desk application.
 - Current status: operational, non-operational or awaiting parts, and expected time of repair or replacement.
- Name – Identify the person who performed preventive maintenance or identified a problem.

APPENDIX B. MAINTENANCE PROCESS

MCDLP currently has a two-tier maintenance concept. Figure B-1 provides a summary of the MCDLP two-tier maintenance process for LRCs; Figure B-2 presents the AEC two-tier process; Figure B-3 is the VTT process; and, Figure B-4 is the CDN process.

On-site CSL personnel conduct initial trouble shooting of LRC, AEC and VTT equipment to determine the type of problem (i.e., hardware, software, or user). All problems should be entered into the MarineNet Help Desk described in Appendix C. If a hardware problem occurs, the on-site personnel contacts the appropriate vendor's or designated help desk and follows the instructions received from the helpdesk. Contracts issued by Program Management - Information Technology (PM-IT) for servers and personal computers require a toll free telephone support hotline for all locations that are staffed 24 hours per day and seven days per week. Additionally, warranty response is within 24 hours of submission in the continental United States (CONUS) and 72 hours within submission outside continental United States (OCONUS). The MCDLP obtains three-year warranties on PCs procured through PM-IT. CDN problems are forwarded back to the MCDLP NOC for resolution. On-site CLS support may be required for initial troubleshooting or switch out of CDN equipment.

All software on the LRCs must be tested and approved by the MCDLP prior to being loaded on these Distance Learning assets. Software and courseware on the CDNs is centrally managed at the NAWCAD MCDLP NOC. All CDN software and courseware is tested at this central site prior to downloading to the Content Distribution Engines (CDEs). Commands having AECs are strongly urged to have all application or courseware software tested at Naval Air Warfare Center Training Systems Division (NAWCTSD) prior to loading on AEC equipment in the AEC classroom. The MCDLP is not responsible for providing technical support to maintain/resolve problems with application/courseware beyond the MCDLP software baseline.

If a software problem occurs, the on-site personnel will evaluate whether the problem is attributable to the system software, user application, the LMS, or the courseware. If the problem is courseware-related, on-site personnel elevate the problem to Naval Air Warfare Center Aircraft Division (NAWCAD). The NAWCAD MCDLP NOC will analyze the problem and determine if the problem needs to be further elevated to the DLC. The lab will determine if the courseware problem is related to the content or the software. If there is a content problem, the DLC Content Manager will contact the appropriate school for that course. If the problem is software related, the DLC Content Manager will contact the courseware developer through the appropriate contracting office.

Problems related to the LMS will be evaluated by the MarineNet Help Desk. The Help Desk will determine if the problem should be escalated to the Thing help desk. If there is a known fix for the problem, Thing will direct the Help Desk personnel to implement the fix. If the Help Desk cannot implement the fix the Help Desk will notify the NAWCAD PM of the issue. A problem which cannot be corrected without modifying the software baseline will be documented by the MarineNet Help Desk personnel on a MCDLP configuration management feedback sheet (page D-2) and the NAWCAD PM will be notified. The NAWCAD PM will in turn notify the DLC. Appendix E discusses configuration management changes to the LRCs and AECs.

Regarding the VTT Centers, the MCSEN equipment is covered under an extended warranty funded by the DLC through the CNET Contract. After initial submission of the trouble ticket, with both the MarineNet Help Desk and VCAS, the VTT Technician or designated person will contact or be contacted by the helpdesk. If the problem or outage cannot be resolved via phone then the Regional Technical Expert (RTE) will be dispatched to the site to resolve the issue. The RTE may repair or replace the suspected faulty component as needed to bring the system to an operational status. The RTE will complete a SF 1149 depicting the maintenance transaction and provide a signed copy to the IDLC or the designated property book holder to maintain appropriate property book accountability.

Distance Learning on-site personnel record all major hardware and software problems in the MarineNet Help Desk application/database for historical and statistical analysis. If the on-site personnel have problems receiving warranty support for LRC equipment, they will notify the warranty manager at the Marine Corps Logistic Base (MCLB), Albany. All VTT equipment related warranty issues would be directed and reported to CNET via VCAS. Points of Contact and associated phone numbers for all MCSEN sites are provided in VCAS.

The maintenance process for the AECs is similar to the process used for MCDL, except that if a problem is attributable to AEC specific software (courseware or application) then NAWCTSD will work to resolve the problem. The NAWCTSD Help Desk can be reached at DSN 960-8620 or commercial 407-380-8620. The email address is helpdesk_etesso@navair.navy.mil.

The NAWCAD MarineNet help desk may be reached by phone at DSN 995-6049, commercial (301) 995-6049, or 1-877-PROMOTE (776-6683) during the hours of 0800 - 1900 EST or via email at lmshelp@scrb.navy.mil.

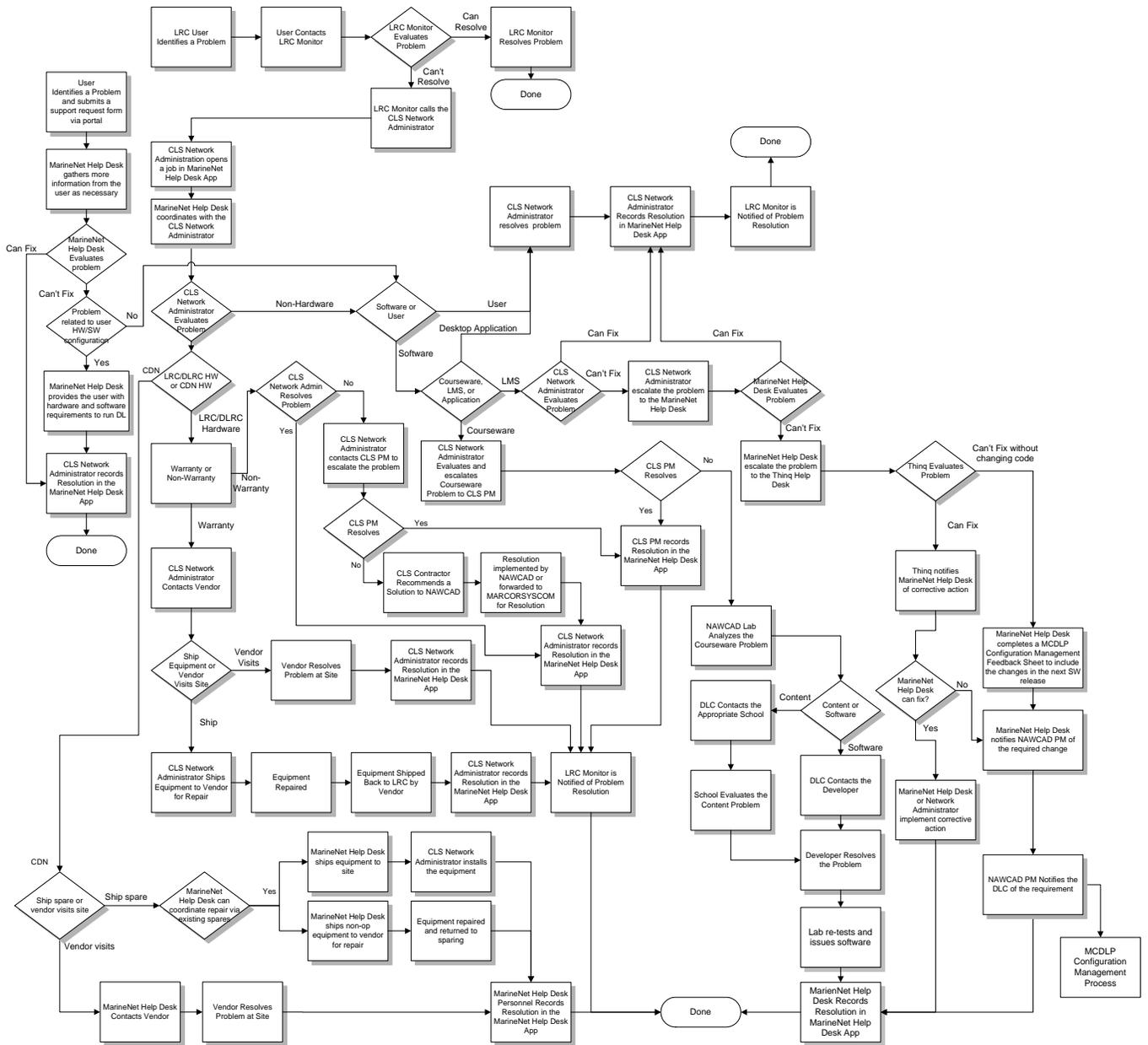


Figure B-1. MCDLP Two-Tier Maintenance Process

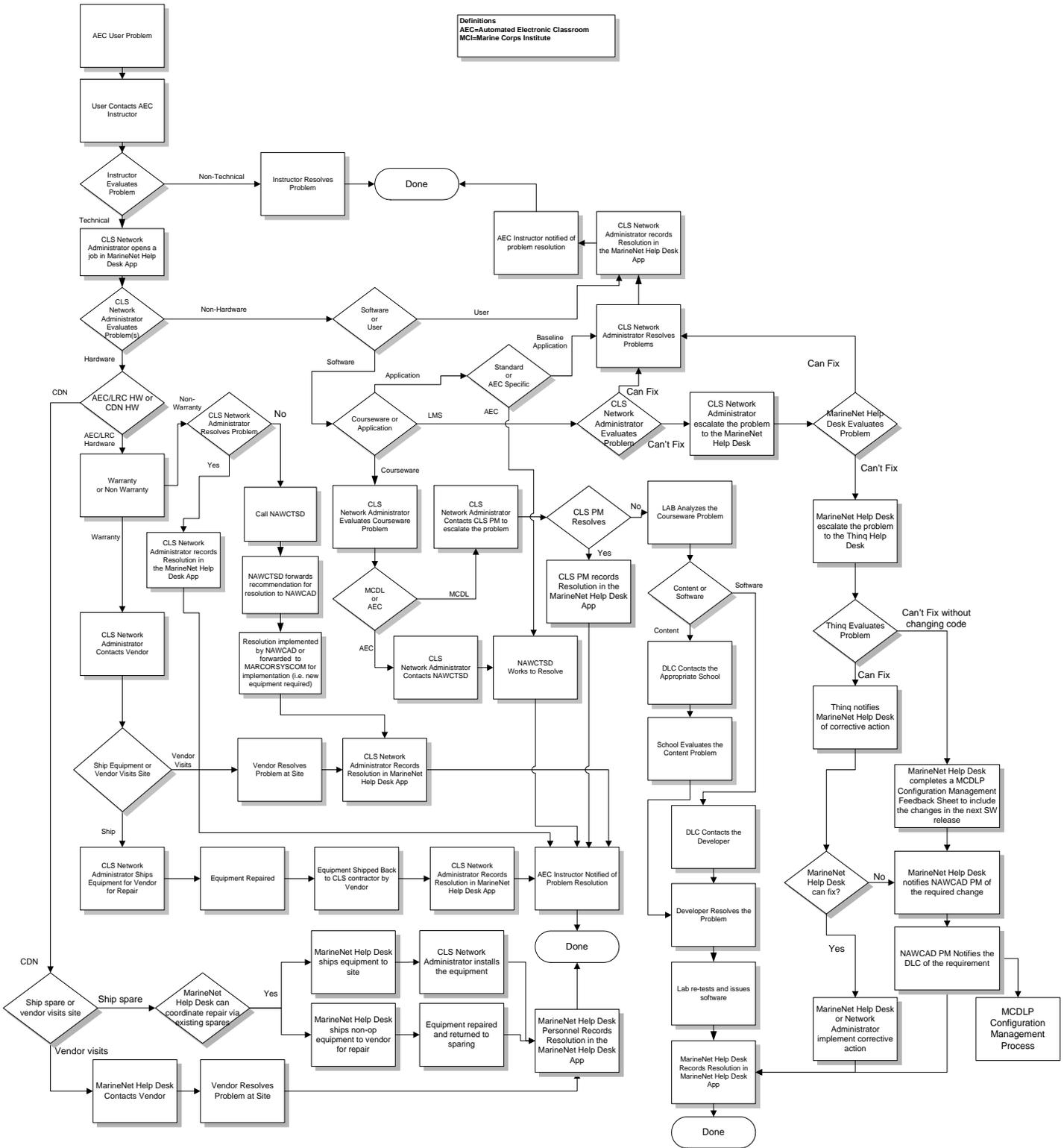


Figure B-2. AEC Two Tier Maintenance Process

Video Teletraining Equipment Maintenance Process

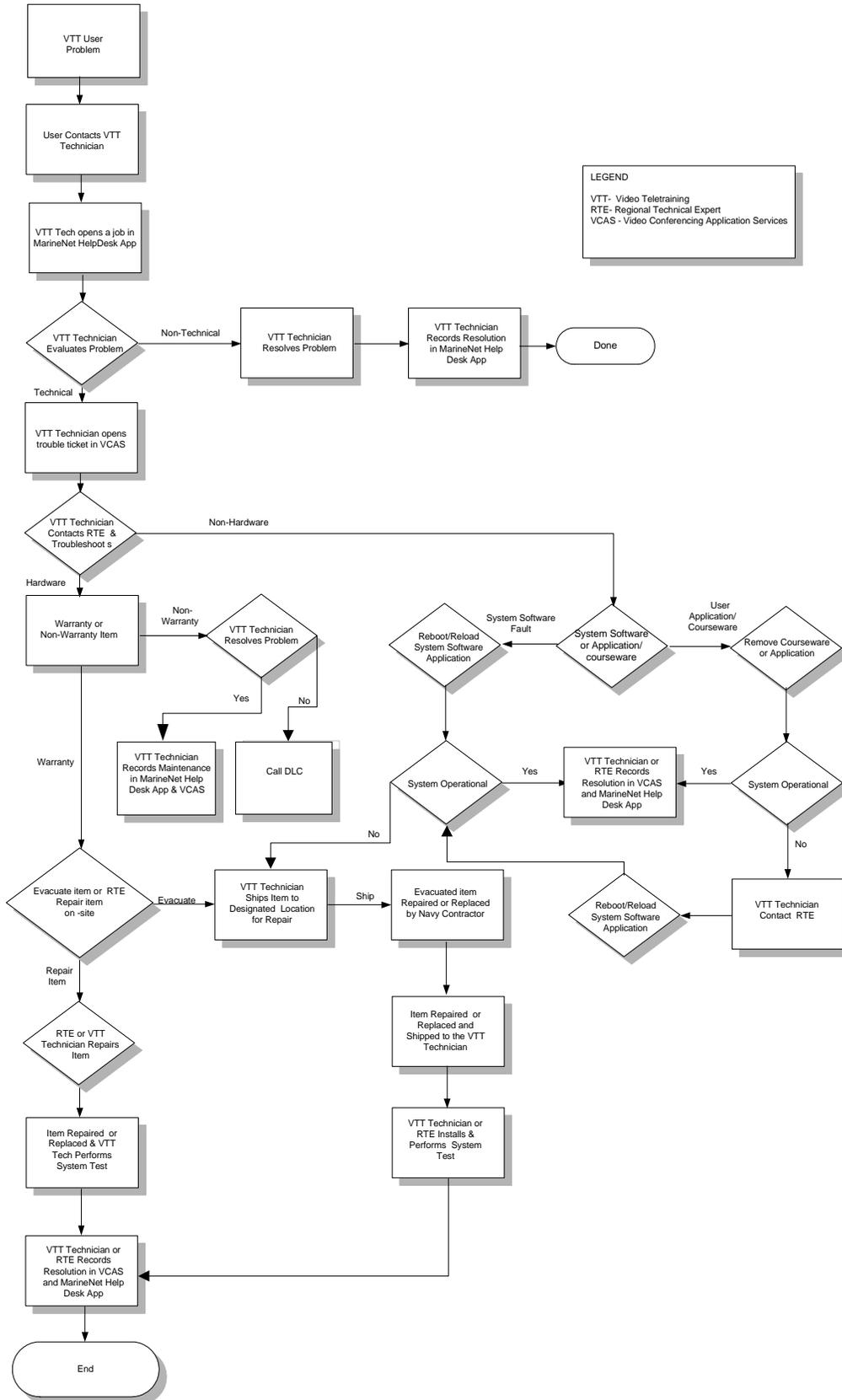


Figure B-3. VTT Two Tier Maintenance Process

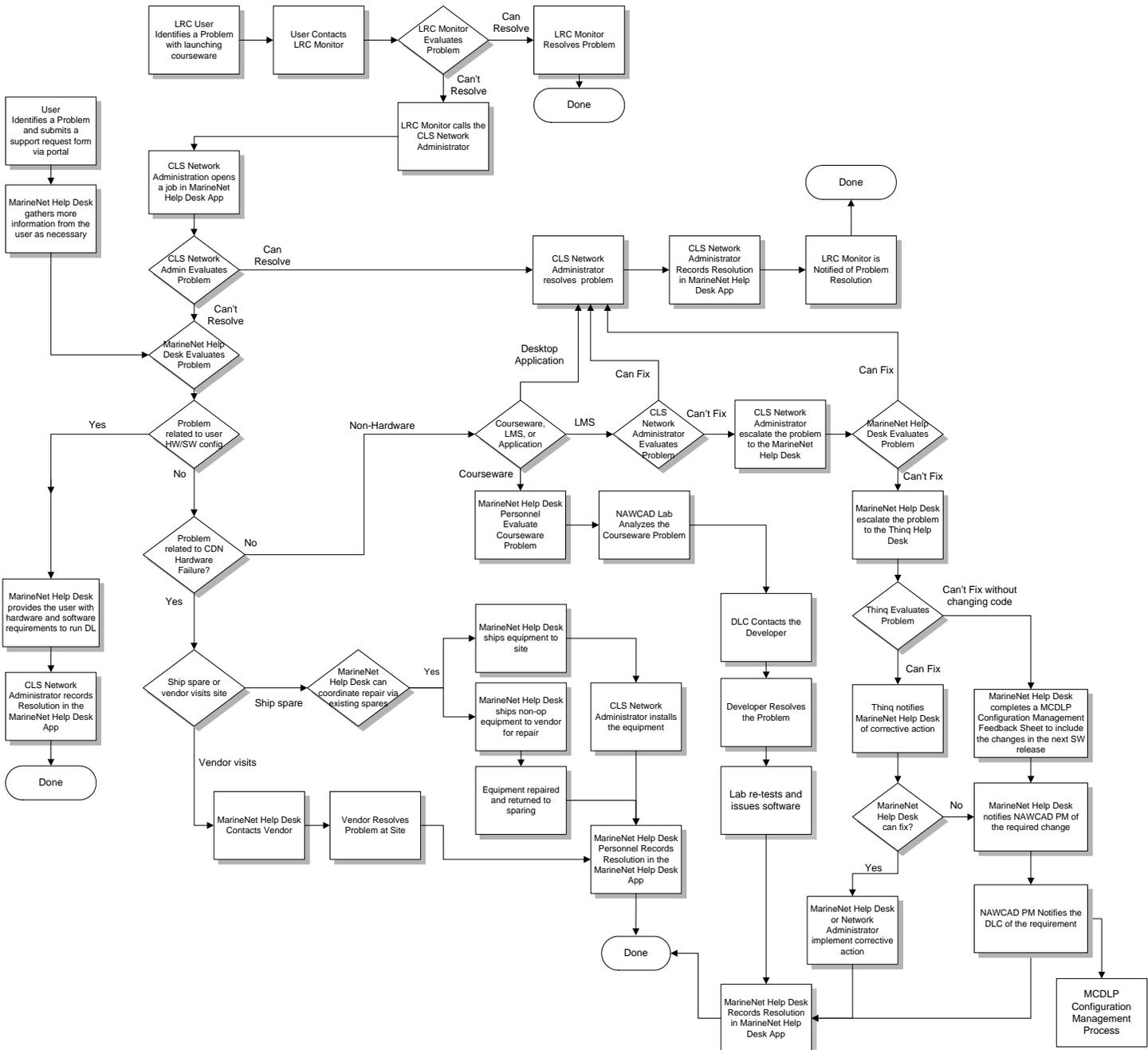


Figure B-4. CDN Two Tier Maintenance Process

APPENDIX C. MARINETNET TROUBLE CALL REPORTING

All ALC component (CDN, LRC, AEC, and VTT Center) deficiencies and problems should be reported in the MarineNet helpdesk application. These reports establish a common database for detecting trends and recurring problems that may impact Distance Learning system performance.

To process a trouble report, the CLS support staff should access the Help Desk application at <http://lmshelp.scrb.navy.mil/dlnoc/logon.cfm> (Figures C-1, C-2, C-3, and C-4). The help desk may be reached by phone at DSN 995-6049, commercial (301) 995-6049, or 1-877-PROMOTE (776-6683) during the hours of 0800 - 1900 EST or via email at lmshelp@scrb.navy.mil.

Users may also send a Support Request Form (Figure C-2) by selecting the link provided on the MarineNet portal page (Figure C-5). The MarineNet Portal page can be found at <http://www.marinenet.usmc.mi/portal>. The help desk will send out a confirmation email (Figure C-6).

Figure C-7 presents the MarineNet Help Desk Support Request Resolution Flowchart. A trouble call may also originate at the MCI Help Desk. Figure C-8 presents a flowchart that the MCI Help Desk will use to determine when to turn a trouble call over the MarineNet Help Desk.

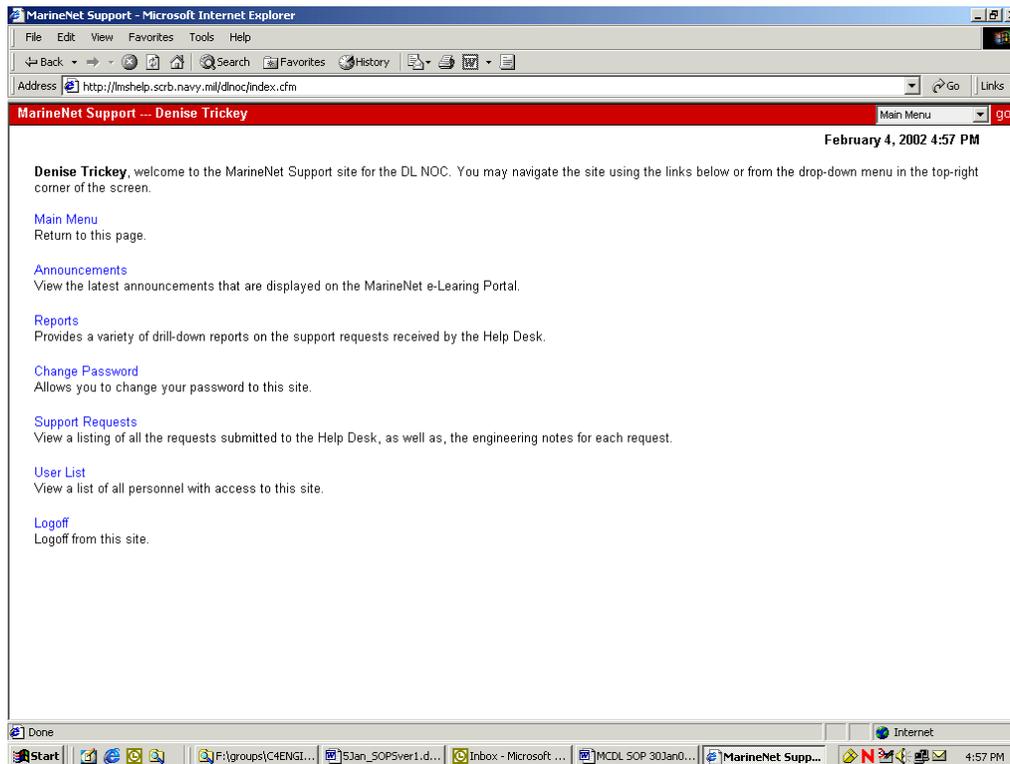


Figure C-1. MarineNet Support Home Page

MarineNet Help Desk

Welcome to the MarineNet e-Learning Help Desk.

If you have previously submitted a support request to the Help Desk, you may use the form below to view its status. Enter the Support Request ID, your first name and last name then click the submit button. Otherwise, you may [Click Here](#) if you would like to submit a new support request. Thank You.

Support Request ID: *

First Name: *

Last Name: *

* required fields

Enter a New Support Request

Type: Problem Comment

First Name: *

Last Name: *

Phone: *

E-mail:

Connection Type: 56k

Problem Type: Other

Location: Other

Course: Other

DL Asset Type: Other

Enter a Detailed Description:

* required fields

Figure C-2. Enter a Support Request

ID	Date	Request	Type	Status	Description
130	20-Feb-02	Problem	Audio/Video	New	I cannot hear the audio or video the video in the Marine Marksman course at the Quantico LRC.
129	20-Feb-02	Problem	Courses	New	test
127	15-Feb-02	Problem	Enrollments	New	sdfsdfdfg
125	12-Feb-02	Problem	Software - LMS	New	
123	12-Feb-02	Problem	Software - LMS	New	
122	11-Feb-02	Problem	Testing	New	this is a test. delete this message
121	07-Feb-02	Problem	Audio/Video	Closed-Resolved	I cannot hear the audio or view the video in the Marine Marksman course
117	05-Feb-02	Problem	Software - LMS	Active	sfasdfa
116	05-Feb-02	Problem	Software - LMS	New	sfasdfa
114	05-Feb-02	Problem	Software - LMS	New	sfasdfa
115	05-Feb-02	Problem	Software - LMS	New	sfasdfa
113	05-Feb-02	Problem	Other	New	We need to expand the options under each pick list. Location: (add) Home, Camp xxx Desktop, Camp xxx LRC, Camp xxx VTT, Camp xxx AEC [A list of LRC, AEC, and VTT locations will be provided. The LRC list is on the portal page.] Problem Type: (add) LRC, VTT, AEC, Desktop, CDN, Software - Desktop, Software - LMS The CLS contractor, PROSOFT, will need to be able to add calls that are related to their support effort (ie, LRC, AEC, VTT)
112	03-Feb-02	Problem	Other	Closed-Resolved	please add Susan Baker, with admin privilege/access, to the user list. Thanks!
111	03-Feb-02	Problem	Testing	New	Testing the support request form interface. We will need to assemble lists to use in the drop down menus on this form. The lists should closely resemble some of the list items in the

Figure C-3. Listing of Support Requests

[Return to all requests](#)

SUPPORT REQUEST #121 INFORMATION	
Name:	John Doe
Location:	Quantico/MCB Quantico LRC
Type:	Problem
Phone:	111-123-1234
E-mail:	webmaster@scrb.navy.mil
Problem Type:	Audio/Video
DL Asset Type:	LRC
Description:	I cannot hear the audio or view the video in the Marine Marksman course
Date:	02-07-2002 11:32 AM
Browser Type:	MSIE 6
Client IP Address:	10.254.2.2
Proxy IP:	N/A
Proxy Name:	N/A
Operating System:	Win2000
Course:	THE MARINE MARKSMAN(WEB)
DL LAB DIAGNOSIS	
Status:	Closed-Resolved
Assigned:	Johnson, Tim
Level:	Level 2
Modified:	02-19-2002 02:22:00 PM by James Taylor
Engineering Notes:	01-05-2001 12:00:00 AM by James Taylor verified user had the required plugins installed
	02-13-2002 10:26:00 AM by Tim Johnson Contacted user, he needs to upgrade to realplayer 8
Email Assigned Staff	<input type="checkbox"/>
<input type="button" value="Update"/> <input type="button" value="Delete"/>	

Figure C-4. Support Request Details

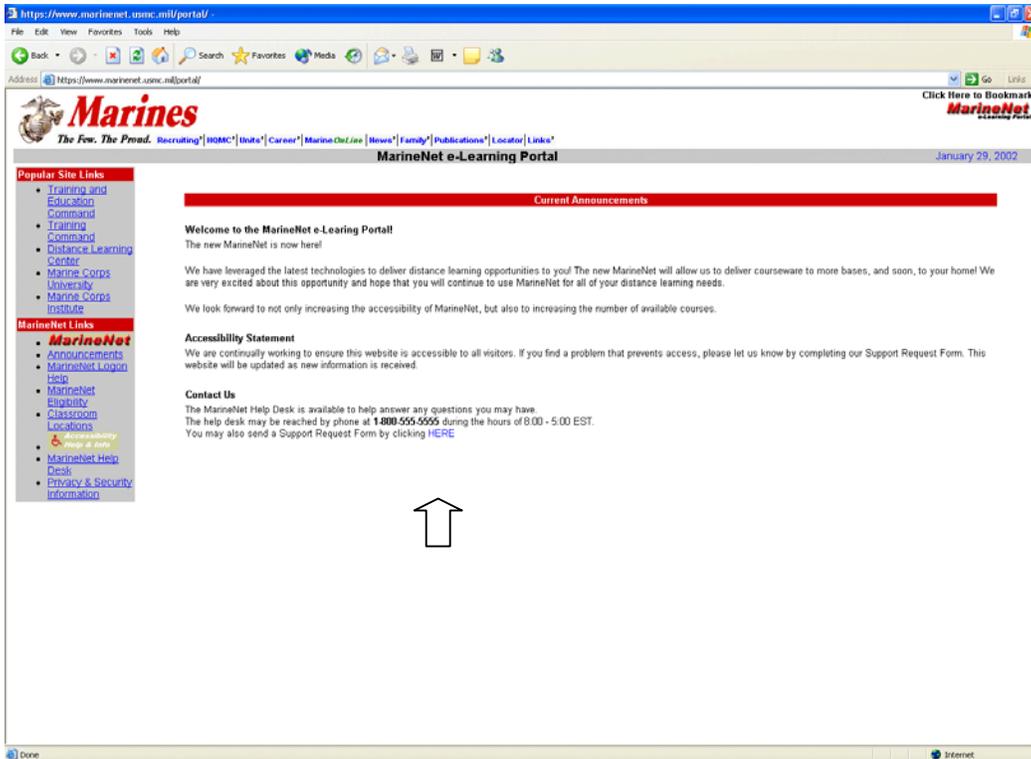


Figure C-5. MarineNet Portal Page

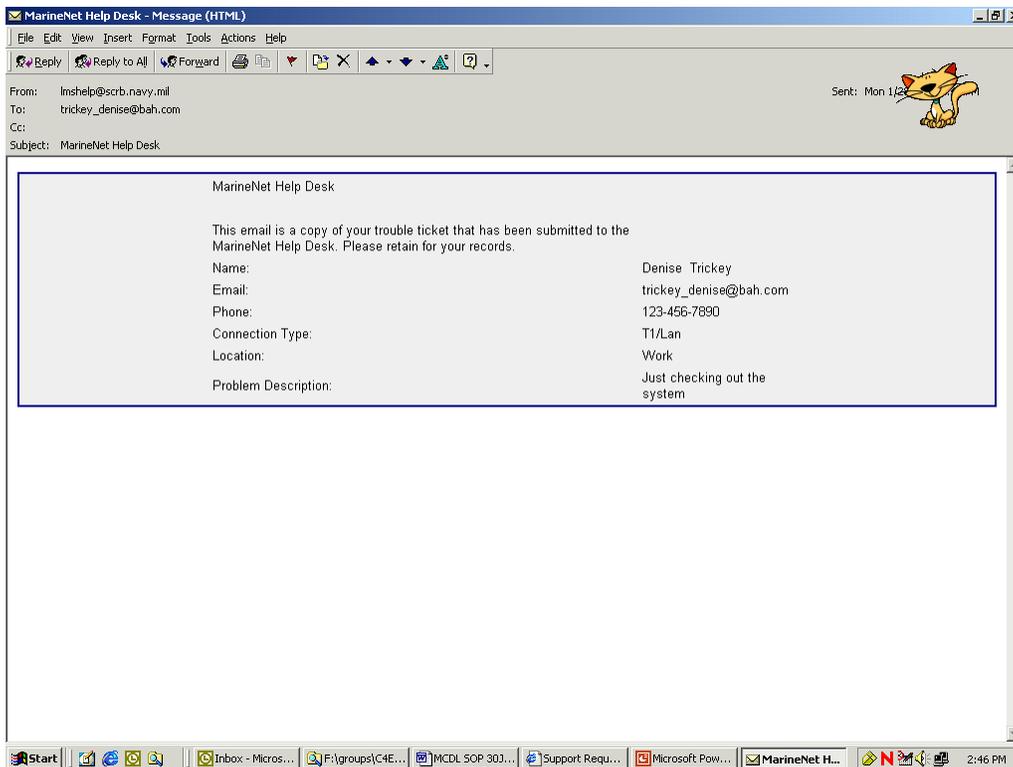


Figure C-6. Confirmation Email

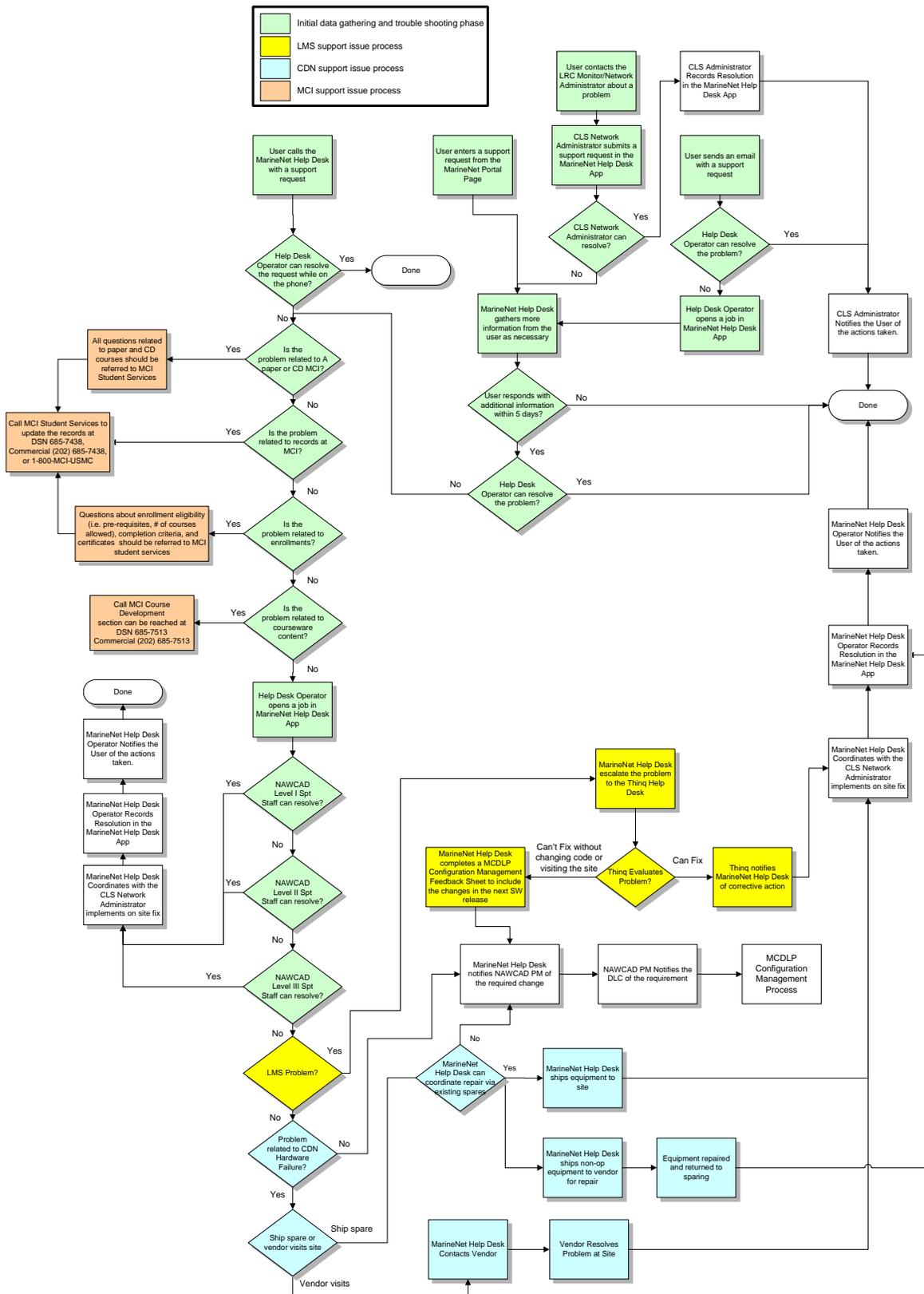


Figure C-7. MarineNet Help Desk Support Request Resolution Flowchart

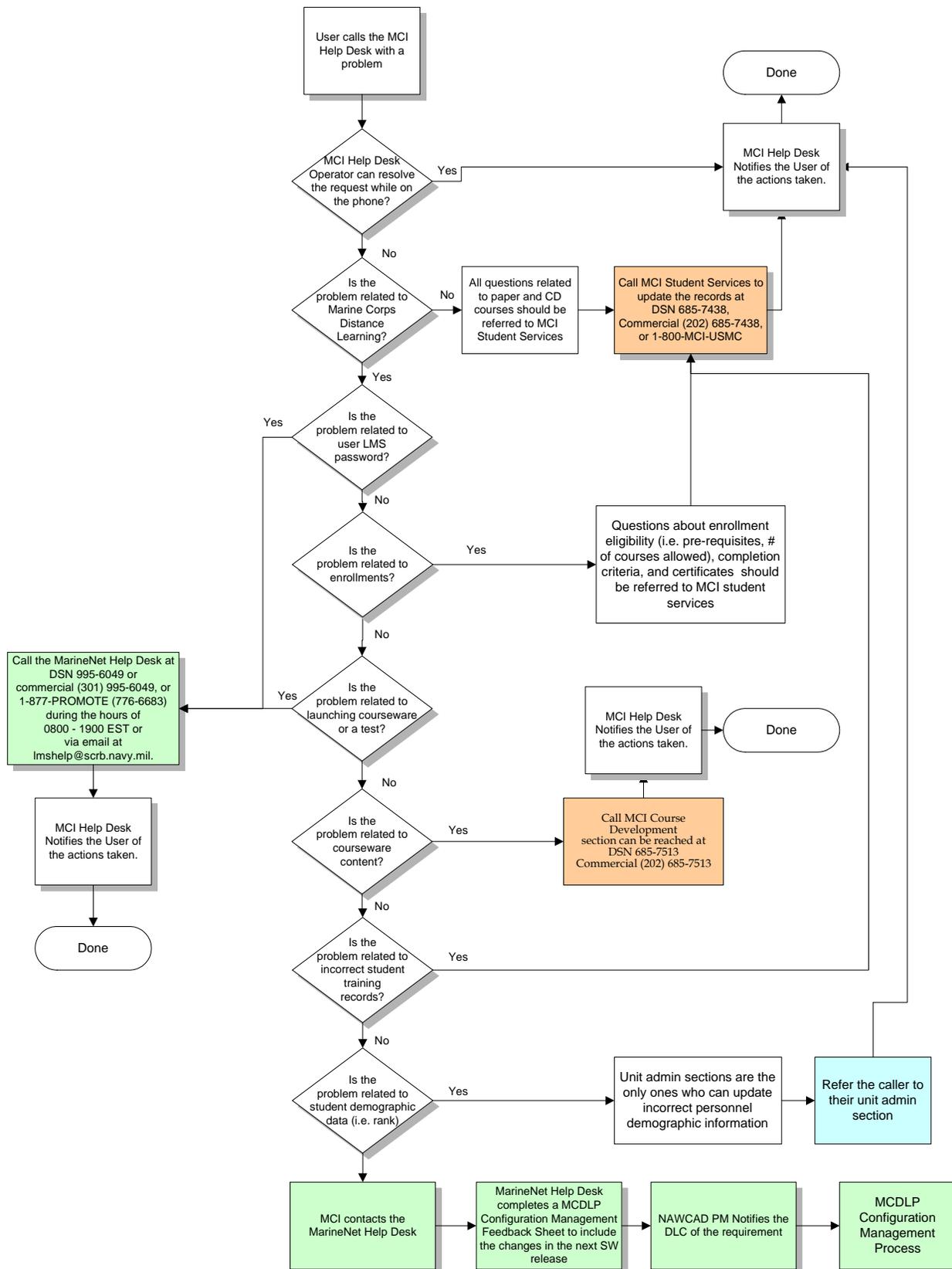


Figure C-8. MCI Help Desk Support Request Resolution Flowchart

APPENDIX D. VCAS TROUBLE REPORTING

All VTT deficiencies and corrective actions should be reported in both the MarineNet help desk application and in VCAS. VCAS can be found at www.vtcmanger.com.

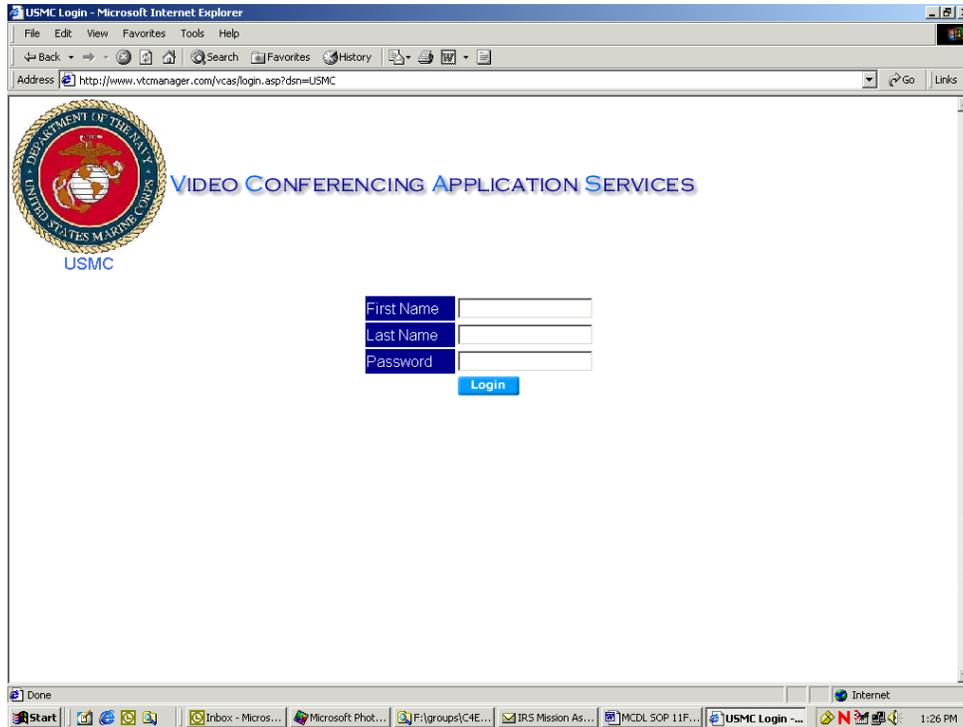


Figure D-1: VCAS Login Page

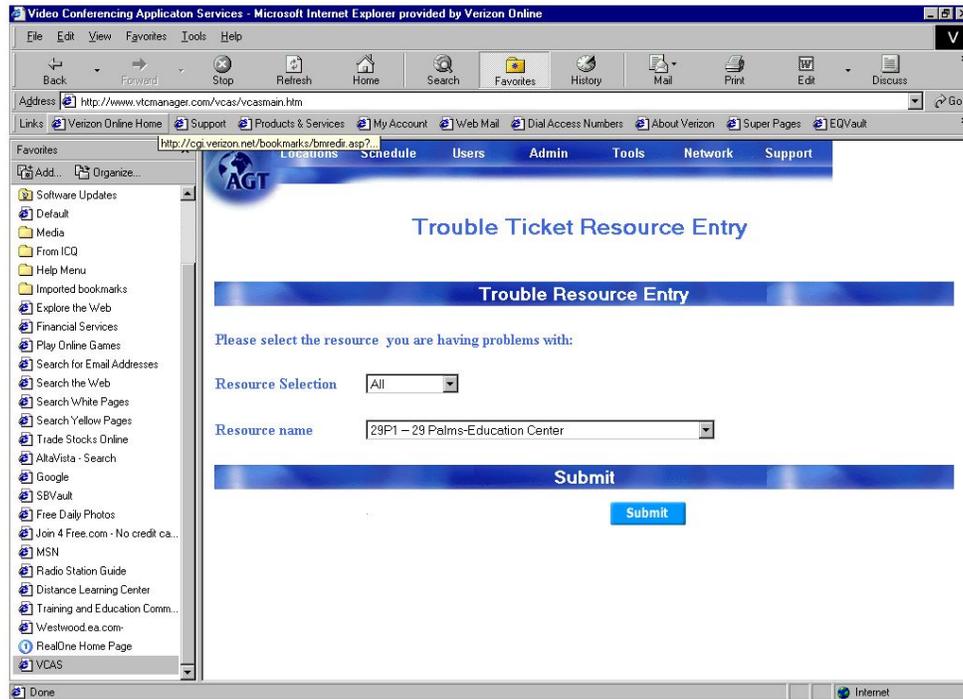


Figure D-2: VCAS Trouble Ticket Resource Entry

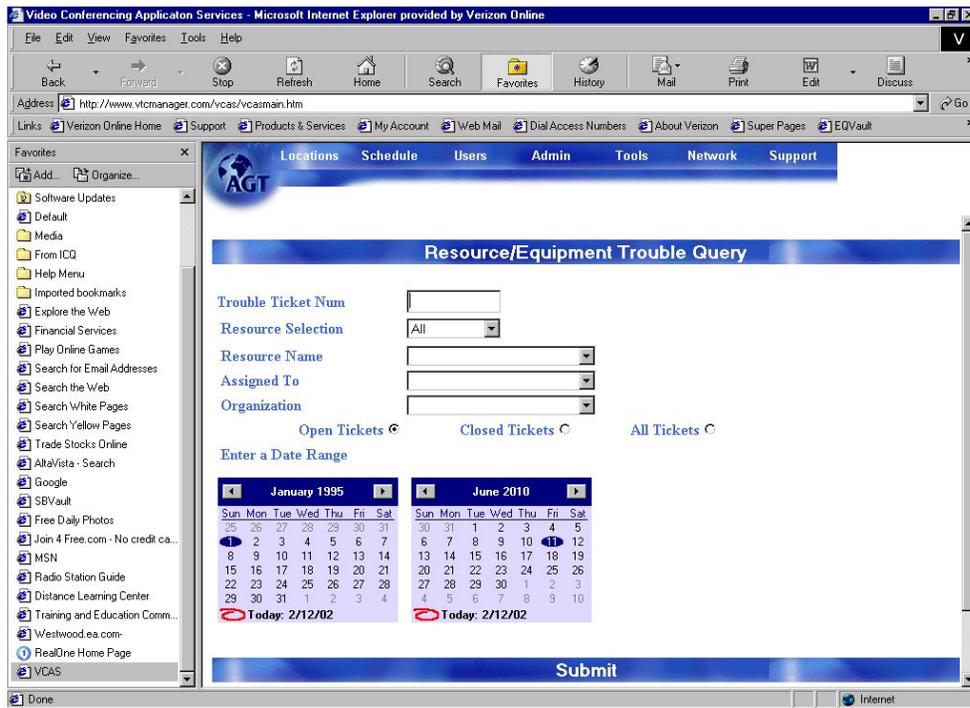


Figure D-3: Resource/Equipment Trouble Query

APPENDIX E. DISTANCE LEARNING FACILITY CONFIGURATION MANAGEMENT REPORT

Each Distance Learning Facility is configured with a precise number and type of hardware, software, communications, and facility support components. Operating collectively, these components are configured to provide a specific training and education capability. Component specifications, functions, and configuration are captured in the CM Baseline. This Baseline must be maintained to ensure the Distance Learning system retains the capability to meet the anticipated training and education requirement, and remains secure from intentional and unintentional modification.

As facility components are replaced due to malfunction, breakage, theft, or system upgrade, it is essential that replacement components conform to the specifications contained in the CM Baseline.

The Network Administrator uses the Marine Corps Distance Learning CM Feedback Sheet (Figure E-1) to inform the CLS Contracting Officer's Representative (COR) of any changes in facility configuration. The Network Administrator forwards the report through the IDLC.

MARINE CORPS DISTANCE LEARNING CM FEEDBACK SHEET	
1. Originator's Name and Address	Date of Report: Report Number:
PROBLEM	
2a. Description of Problem	<input type="checkbox"/> Proposed Change <input type="checkbox"/> Configuration Discrepancy
2b. Lowest Assembly Affected	
2c. Effect on System/Equipment Operation	
2d. Effect on Associated System(s)/Equipment	
2e. Effect on Production Delivery Schedule	
SOLUTION	
3a. Description of Solution	
3b. Impact on System/Equipment Operation	
3c. Added Work (Include Retest)	
3d. Deleted Work (Include Work Already Performed)	
3e. Interface with other Systems/Equipment and Activities	
OTHER CONSIDERATIONS	
4a. Estimated Cost Savings (If Known)	
4b. Logistics Supportability and Material Availability Problems	
APPROVAL	
5a. Submitting Activity Signature	5b. Title
5c. Using Unit Recommendation Forwarded Recommending Approval ___ Disapproved ___ Date: _____	
5d. User Representative Recommendation Forwarded Recommending Approval ___ Disapproved ___ Date: _____	
5e. CCWG Recommendation Recommend Approval ___ Recommend Disapproval ___ Date: _____	
5f. CCB Approval/Disapproval Approved ___ Disapproved ___ Date: _____	

Figure E-1. Marine Corps Distance Learning CM Feedback Sheet

APPENDIX H. CORRECTING MINOR HARDWARE FAULTS

The LRC Monitor may perform minor troubleshooting as approved by the Network Administrator. Table G-1 contains troubleshooting actions the LRC Monitor may perform. If these actions do not resolve the problem, the LRC Monitor requests assistance from the Network Administrator.

Table H-1. Correcting Minor Hardware Faults

PERSONAL COMPUTER AND MONITOR	
Problem	Corrective Action
No Picture	Check that the Power Switch and Computer Power Switch are in the on position.
Power light emitting diode (LED) is not lit.	Check that Power Switch is in the on position. Check that the power cord is correctly connected.
Image on monitor is not centered, too small, or too large.	Adjust Horizontal or Vertical Size or Horizontal or Vertical Position to get the proper image.
Complete computer system fails to operate or nothing operates on the computer.	Check all power connections.
Mouse does not work.	Check that the mouse connection is firmly seated in the computer mouse connection port.
Monitor is blank but the computer is on.	Strike a key to deactivate a blank screen saver. Check that the monitor system is turned on and has power to it. Adjust the Brightness and Contrast settings.
HEADPHONES	
Problem	Corrective Action
No Sound	Ensure the headphones are plugged into the correct jack on the sound card. If still no sound, check the multimedia volume level found under the windows NT accessories. Adjust the master volume of the Play Control.
No sound after adjusting Play Control.	On the Play Control window for Windows NT, adjust the appropriate volume control for the source of the sound, Wave, Midi, CD Audio, or Line In.
PRINTERS	
Problem	Corrective Action
Printer does not work and there is no power.	Check cable connections.
Paper jam.	Refer to applicable manual.

APPENDIX I. LRC PREVENTIVE MAINTENANCE TASKS

The LRC Monitor will perform preventive maintenance on computer workstation and printer components. Maintenance required beyond the items listed in the table below or described in applicable user's guides or manuals will be reported to the Network Administrator for action.

Table I-1. LRC Preventative Maintenance Tasks

Multimedia Computer Workstation:
<ul style="list-style-type: none">• Prevention. Avoid contaminating the keyboard, mouse, monitor, and CPU with food or liquids. NOTE: No food or beverages are permitted in ALC Distance Learning facilities.• Keyboard. Use compressed air to blow out the keys or vacuum around the keys.• Mouse. When the mouse is functioning poorly, clean the ball.<ul style="list-style-type: none">- Shut off the computer.- Remove the ball from the mouse and wipe with a clean cloth.- Remove any dust from the ball well.- Return the ball to the mouse and secure.- Use a cap from a pen to remove any deposits from the rollers in the ball well.• CPU. Check the fan outlet. Ensure dust does not clog the outlet.• Exterior surfaces. Clean the exterior with a soft cloth moistened with water or non-abrasive cleaner.• Monitor. Clean the display with a soft cloth moistened with water. Dry with a soft cloth.
Laser Printer Maintenance:
<ul style="list-style-type: none">• Toner. When printer toner is low, printer will display message. If toner cartridge is shaken gently, the printer may continue to function for a short period. Replace the toner cartridge with a spare when required.• Inspect printer connection cables to ensure they are securely fastened.• Exterior surfaces. Clean the exterior with a soft cloth moistened with water or non-abrasive cleaner.• Interior surfaces. Clean the inside with a dry, lint-free cloth. <p>CAUTION! Do not use ammonia-based cleaners on or around the printer. Be careful to not touch the transfer roller (the black, rubber roller, usually located underneath the toner cartridge). Skin oils on the roller can cause print quality problems. Do not reach too far into the printer. The adjacent fusing area might be hot. To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes.</p>

Table I-1. LRC Preventative Maintenance Tasks (continued)

Preventive Maintenance for the following items if present in the LRC

- **Fax/Copier/Scanner Maintenance.** Clean the exterior with a soft cloth moistened with water or nonabrasive cleaner.

CAUTION! Do not touch the copper contacts or the ink nozzles of the ink cartridge. Fingerprints may damage them.

- **VCR Maintenance.** Clean the exterior with a soft cloth moistened with water or non-abrasive cleaner.

NOTE: This sample PM list is not all-inclusive. The intent is to have the LRC Monitor perform user-type maintenance tasks. The ALC Network Administrator performs the more technical aspects of LRC systems maintenance.

APPENDIX J. LRC MONITOR FIRST-LEVEL SOFTWARE MAINTENANCE

Perform the “Check disk” tasks contained in table I-1 below to delete lost file links weekly or when necessary.

Table J-1. Check Disk Tasks

CHECK DISK TASKS	
1.	Follow steps:
	(a) START
	(b) PROGRAMS
	(c) ACCESSORIES
	(d) SYSTEMS TOOLS.
2.	Double click on the command SCAN DISK.
3	Click on <u>T</u>hrough and START the program to convert lost chains to files.

APPENDIX K. LRC PATRON ORIENTATION BRIEFING

The information presented in this outline is standard operating information for LRC patrons. Local information/requirements should be added as required.

1. Introduction.
 - a. Welcome to: _____
 - b. I am _____, the LRC Monitor. My duties are to operate this facility. They include:
 - (1) Assisting you in using all available Distance Learning systems within the facility.
 - (2) Providing you with the appropriate courseware, or assisting you to access the courseware.
 - (3) Act as a testing proctor for exams administered online.
 - c. While you are here, I will make every effort to help you and to reduce distractions that will impede learning. **BUT**, please understand, I am not an instructor. That's the job of the proponent school. I will tell you how to contact them should you need some assistance.
2. This LRC is a Marine Corps Distance Learning Facility. It is designed to support your training and education with quality standardized training media.
 - a. Distance Learning provides on-line training for all Marines. You can complete courses at any Marine Distance Learning Resource Center at your own pace. The current listing of WEB courses can be obtained from the on-line catalog. If you received a paper-based examination you will be required to turn-in the unopened test package prior to being allowed to take the test on-line. If your end of course exam is to be administered on-line, I will act as Proctor, and you will receive your score and certificate shortly after completion.
 - b. The courseware is computer-based multimedia. It may contain full-motion video, enhanced audio, and video graphic presentations to provide training in the most effective manner. This training media has many advantages over traditional self-study and correspondence methods. It makes teaching points easier to understand, facilitates the learning process, and reduces training time.
3. The facility will be open from ____ hours to ____ hours daily for your use.
exams will be administered/proctored from _____ hours to _____ hours.
4. The uniform for on-duty military personnel is _____. The dress for off-duty military and others is _____.

5. All patrons must sign in and out daily on the log at the LRC Monitor's station.
6. All LRC users are required to adhere to the following rules:
 - a. Do not bring food or drink into the LRC. (Indicate where the break area is located and what refreshments are available.)
 - b. Do not bring unauthorized personnel into the facility.
 - c. Use only the courseware from the Network, CD-ROM or floppy disks provided in the LRC, or courseware approved for use by the LRC Monitor.
 - d. Do not place adult or distasteful material on a workstation. Using adult content material on Government computers is against Federal laws.
 - e. Do not remove any equipment or Distance Learning courseware from the facility.
 - f. You may remove floppy disk copies of course material and your classroom work from the LRC as authorized by instructions found on the courseware or by the LRC Monitor.
 - g. You may remove print material provided by the course proponent or the LRC as approved by the LRC Monitor.
7. Violating LRC rules can result in UCMJ or civil court action and loss of LRC privileges.
8. Each of you will be assigned to a workstation.
 - a. The workstation provides you access to Distance Learning courseware.
 - b. When you enroll for a course, MarineNet will automatically update your MCI status. After you launch the course, the multimedia courseware will come on-line. Once underway, you may complete the entire course or log out and complete the course at a later time. MarineNet has a bookmark feature to allow the course to be completed in one or many sessions.
 - c. Other patrons may be assigned to the same workstation. Therefore, you must complete training within the time allocated to you at the workstation.
 - d. Do not change workstation settings or down load anything to the hard drive. Your workstation procedure guide contains workstation computer operation guidelines. It is available for your reference and use.
 - e. Do not switch workstations without the LRC Monitor's permission and without changing your workstation number on the sign-in log.

9. During training you are expected to:
 - a. Maintain order. Respect the rights of other facility users.
 - b. Access courseware from the Network, or as provided by the LRC Monitor.
 - (1) You will be expected to complete lessons, modules, and phases as prescribed by the courseware instructions.
 - (2) Notify the LRC Monitor of any problems with the courseware.
 - c. Contact the proponent school if you have a question about the course content or require assistance from an instructor. Your courseware instructions tell you how to do this.
 - d. **DO NOT troubleshoot the system.** If you have a problem operating the courseware, or if there is an equipment failure, stop work and request assistance from the LRC Monitor.
10. If you have any questions regarding your progress or grades, contact the proponent school as described earlier.
11. When you finish training:
 - a. Close all Internet windows and Office applications. **Do not perform a computer shutdown.**
 - b. Log off the LRC network and/or remove the CD-ROM or floppy disk from the computer and return it to the LRC Monitor.
 - c. Remove personal effects from the area.
 - d. Clean your work area.
 - e. Notify the LRC Monitor that you are departing.
 - f. Sign out on the LRC Sign-in/Sign-out Log.
12. Do you have any questions?

APPENDIX M. VTT CENTER PATRON ORIENTATION BRIEFING

The information presented in this outline is standard operating information for VTT Center users. Local information/requirements should be added or deleted, as required.

1. Introduction.
 - a. Welcome to: _____
 - b. I am _____, the VTT Technician. My duties are to operate the facility, and to help you to train.
 - c. While you are here, I will make every effort to help you and reduce distractions. **BUT**, please understand, I am not an instructor. That's the job of the proponent school presenting this VTT session.
2. This Distance Learning Facility is designed to support your efforts to successfully achieve the VTT course objectives.
3. The VTT Center is available from _____ hours to _____ hours daily for scheduled use.
4. The uniform for on-duty military personnel is _____. The dress for off-duty military and others is _____.
5. The VTT Center operating rules are:
 - a. Do not bring food or drink into the facility. (Indicate where the break area is located and what refreshments are available.)
 - b. Do not bring unauthorized personnel into the facility.
 - c. Do not remove VTT Center equipment from the facility.
 - d. You may remove print material provided by the course proponent if approved by the course proponent or the VTT Technician.
6. During the VTT session:
 - a. Maintain order and respect the rights of other facility users.
 - b. Address course content questions to the instructor during the VTT presentation.
 - c. DO NOT troubleshoot the system if you have a problem operating VTT equipment or there is an equipment failure. Stop work and request assistance from the VTT Technician.

7. When the VTT session is completed:
 - a. Remove personal effects from the area.
 - b. Clean your work area.
 - c. Inform the VTT Technician that you are departing.
 - d. Sign-out on the LRC/VTT Center Sign-In/Sign-Out Log.
8. System Operation. The VTT Technician will brief users on VTT Center operational protocols.
 - a. Audio:
 - (1) Show students how to use the mute function.
 - (2) Inform students that they should not yell, speak unnaturally loud, or bend over to the microphone when speaking.
 - (3) Inform students that a normal level of conversation is appropriate.
 - (4) Show students how to adjust system audio for far site reception-level.
 - (5) Show students how to check microphones for operation. Explain press to talk and press to mute.
 - (6) Explain conversational etiquette, don't interrupt, and wait on sound delay.
 - (7) Explain that when questioning, extra time is needed for sound delay and for response.
 - b. Video
 - (1) Show students how to use the camera mute function.
 - (2) Show students how to set camera presets.
 - (3) Show students how to set "look at me" presets buttons.
 - (4) Show students how to turn on the Document Camera (AKA ELMO). Demonstrate placement of first image.
 - (5) Show students how to check focus, zoom, and iris of camera.
 - (6) Show students how to adjust room lighting.

- (7) Adjust seating arrangement according to size of room and number of attendants.
 - (8) Demonstrate how to look at the camera for “eye to eye” contact at far site.
 - (9) Show how to check individual camera positioning and how to stay centered on camera.
 - (10) Explain that all movement should be in moderation and at a slow rate.
 - (11) Inform students to RELAX (they are not a TV or movie personality).
- c. Instructional/Presentation Protocols.
- (1) Explain the capabilities of the system for conferences and presentations.
 - (2) Inform the attendees that print documents, audio, videotape, 35 mm slides, photographs, 2-D/3-D object, computer generated documents and slides, as well as network documents and slides (if applicable) can be transmitted over the system.
 - (3) Show and explain tracking camera for mobile presentations.

APPENDIX O. DISTANCE LEARNING FACILITY USE AND ACCOUNTING FORM

DISTANCE LEARNING FACILITY USE AND ACCOUNTABILITY FORM
Date: _____
This is to certify that I assume property accountability for the following Distance Learning Facility (indicate if LRC, VTT Center or both): _____ _____
For the period of (date and time): _____
I have inventoried the facility IAW the attached facility inventory control sheet and accept the quantity and condition of its contents as annotated.
I am in receipt of the facility key(s): Number: _____
Signature: _____
Unit: _____
Attachment: Inventory Control Sheet

Figure O-1. Distance Learning Facility Use and Accountability Form

APPENDIX P. GLOSSARY OF ACRONYMS

Acronym	Definition
AEC	Automated Electronic Classroom
ALC	Area Learning Center
BTI	Base Telecommunications Infrastructure
CDE	Content Distribution Engine
CDN	Course Delivery Network
CD-ROM	Compact Disk-Read Only Memory
CLS	Contractor Logistics Support
CM	Configuration Management
COOP	Continuity of Operations Plan
COR	Contracting Officer's Representative
DL	Distance Learning
DLC	Distance Learning Center
DoD	Department of Defense
FLC	Functional Learning Center
IAW	In Accordance With
IMI	Interactive Multimedia Instruction
ISC	Information Systems Coordinator
LRC	Learning Resource Center
MCB	Marine Corps Base
MCDLP	Marine Corps Distance Learning Program
MCI	Marine Corps Institute
MCO	Marine Corps Order
MCU	Marine Corps University
MOS	Military Occupational Specialty
PC	Personal Computer
PME	Professional Military Education
PM-IT	Program Manager, Information Technology
POC	Point of Contact
RTE	Regional Technical Expert

Acronym	Definition
SME	Subject Matter Expert
SOP	Standard Operating Procedures
SSN	Social Security Number
TE&O	Training, Education & Operations
UCMJ	Uniform Code of Military Justice
VCAS	Video Conferencing Application Services
VTC	Video Teleconferencing
VTT	Video Teletraining
WAN	Wide-Area Network