



The screenshot shows a Zoom meeting in progress. The grid consists of 13 individual video feeds and one larger feed showing a training room. The participants are:

- Pauline Iworimau
- Barry Ludin
- Karo Hanua
- Patricia Ragagalo
- Fatima Warbua
- Helen Kone
- Inai Charles
- Arabella Owen
- Miriam Dondo
- Eugenie Nayau
- Arabella Owen
- NJSS - Training Room

At the bottom of the screen, the Zoom control bar is visible, showing 13 participants, chat, share screen, record, and reactions options. A red 'Leave' button is also present.

## Zoom training for the Village Court Secretariat Staff

Venue: PNGCJE New Training Facility

Location: Waigani – Port Moresby

Date: June 3, 2021

### REPORT

## **INTRODUCTION**

The Zoom training was delivered to the Village Court Secretariat staffs. The short training was designed and intended to help the Village Court Secretariat to better understand the features on zoom and how to use Zoom functions to host a video conference, meetings etc that enables them to virtually interact with co-workers when in-person where meetings are not possible, and it thus been hugely successful for social events, too. The program was designed upon noticing the lack of knowledge on this leading video conferencing software app by the Village Court Secretariat staff.

## **TRAINING OBJECTIVES**

The training was intended to assist the Village Court Secretariat staff to understand how to install Zoom and understand how to use Zoom carefully and confidently and to clearly demonstrate the basic functions of Zoom.

Imparting technical skills and knowledge on how to use the Zoom video communication software in terms of understanding the features and the functions of the app were compliments to the main objectives.

Identifying and understanding the different features and functions of Zoom were some of the emotional stimulating objectives participants looked forward to. The Practical part on how to use the Zoom properties was the focus of the session presentations and demonstrations.

## **DESIGN AND DELIVERY**

The program designed and was delivered for half a day. The training covered Zoom features and functions of the zoom component. Education and awareness on the prudent of the Zoom video communication software either for personal or corporate is vital.

## **BACKGROUND INFORMATION**

Given the current situation that we are in with the COVID 19 pandemic it has minimized the face-to-face training to reduce the spread of COVID 19. In light to that, Papua New Guinea Centre for Judicial Excellence has re- arranged their training schedule for the next six months to ensure that adequate online training is held as a priority for access and delivery of justice.

## **DATE AND VENUE**

The dates were set and confirmed in consultation with the Village Court Secretariat for the Zoom training. Venue remained same being PNGCJE training room. The date for the half day training was scheduled and training was delivered on June 03<sup>rd</sup> of 2021.

## **FACILITATOR (S) AND PARTICIPANTS**

The training was an initiative of the facilitator and PNGCJE IT Manager, Mr. Barry Ludin, and Program Officer, Lay Judicial, Ms. Arabella Owen. The participants were from the Village Court Secretariat staff based in Gordons, Port Moresby.

Participants by gender for each of the trainings.

Date	Male	Female	Total
June 3, 2021	3	6	9

## TRAINING COSTS

This program had not been initially budgeted for in the PNGCJE yearly training activity plan (TAP), hence, available options were considered to cater for the online training. There were some unused funds with which were used to fund the aspects of the training upon given approval.

## HIGHLIGHTS OF SESSIONS

### a) What is Zoom?

Zoom is a cloud-based video communications app that allows you to set up virtual video and audio conferencing, webinars, live chats, screen-sharing, and other collaborative capabilities.

#### Zoom's main features

- **One-on-one meetings:** Host unlimited one-on-one meetings even with the free plan.
- **Group video conferences:** Host up to 500 participants (if you purchase the "large meeting" add-on). The free plan, however, allows you to host video conferences of up to 40 minutes and up to 100 participants.
- **Screen sharing:** Meet one-on-one or with large groups and share your screen with them so they can see what you see.
- **Recording:** You can record your meetings or events too.

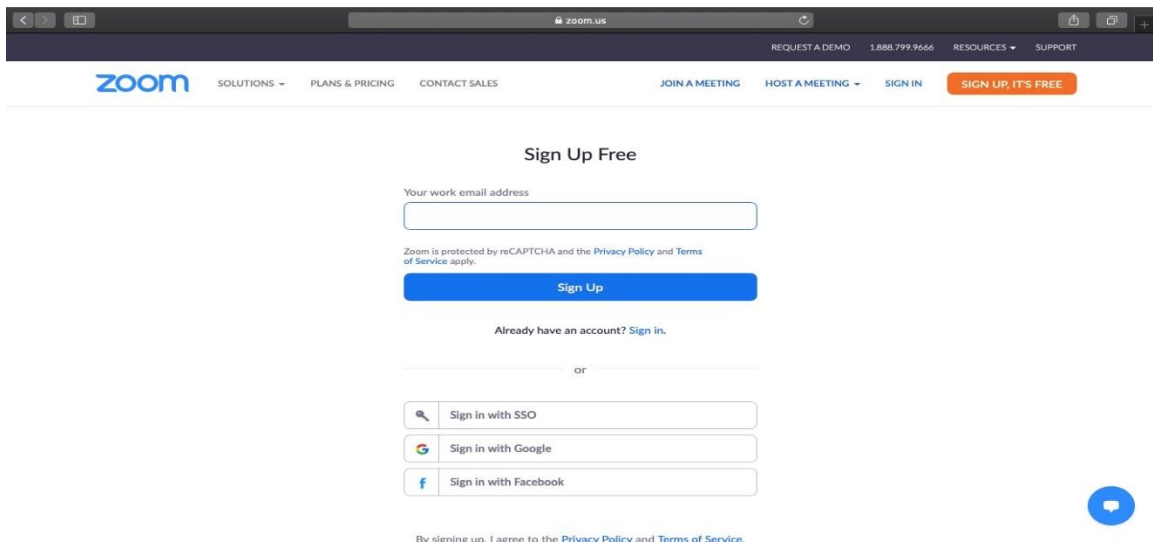
### b) How to use Zoom meetings

- a) Zoom makes it super easy for anyone to set up and conduct virtual meetings — but if you have never used the tool before, this can still be tricky.
- b) Here is a step-by-step process of using Zoom Meetings the right way.
- c) We will cover the steps for both desktop and mobile platforms on:
  - How to get Started with Zoom.
  - How to set up a Zoom meeting
  - How to join a Zoom meeting?
  - How to schedule meetings

### c) How To Get Started with Zoom

#### 1. For Desktop

**Step 1:** To get started with Zoom, head to [their website](#), and click on the “SIGN UP” button that’s at the top-right corner of the screen.



**Step 2:** You have two options when it comes to creating a Zoom account.

You can either:

- Create a new account using your work email address.
- Sign in using SSO (Single Sign-On) or your Google or Facebook account.

If you are using Zoom for work purposes, it's best to sign up using your work email address.

**Step 3:** Zoom will now send you an email with a confirmation link.

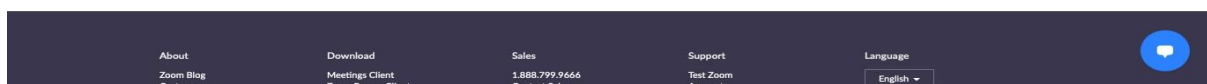
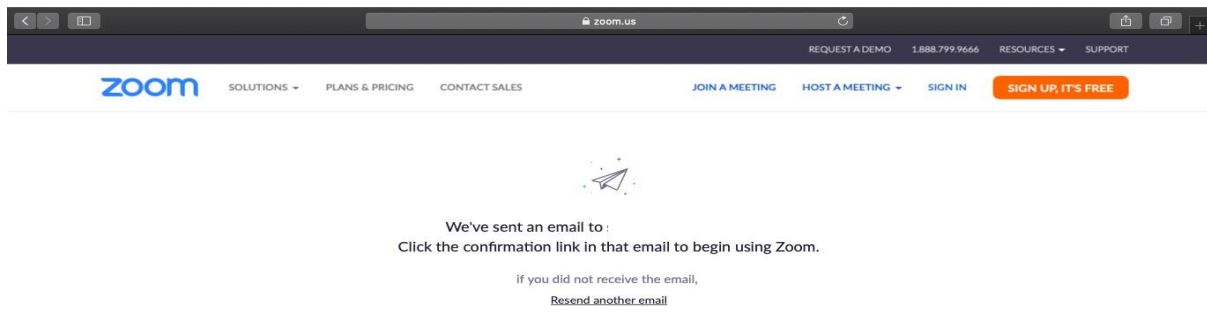
Click on that link to go to Zoom's Sign-Up Assistant and sign in using your credentials.

**Step 4:** Download the desktop app/ Zoom client from the Zoom website for easy access.

**d) 2. For Mobile**

**Step 1:** Download the Zoom iOS or Android app from the App Store/Play Store.

**Step 2:** Sign up or sign in to Zoom by following the on-screen instructions that are like the desktop process.



**B. How to set up a Zoom meeting.**

Here is a step-by-step guide to set up a Zoom meeting easily:

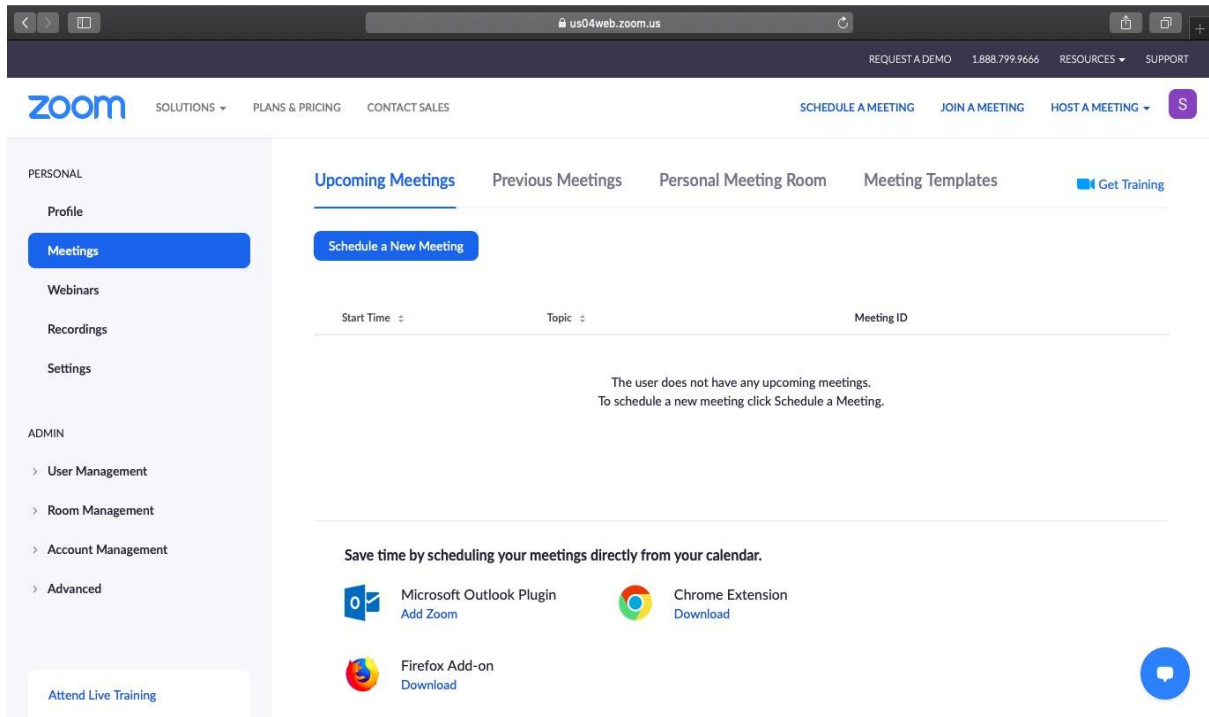
**For Desktop**

## a) Starting A Zoom Meeting

### C. For Desktop

#### a) Starting A Zoom Meeting

**Step 1:** Log in to your Zoom account.



**Step 2:** Hover your cursor over the “HOST A MEETING” button at the top-right corner of the screen, and select one of the following options:

- With Video On
- With Video Off
- Screen Share Only

**Step 3:** The website will redirect you to the Zoom app and start a meeting. Here, you can edit meeting settings or copy the “Invitation URL” that you send to the attendees.

### D. Basic Zoom Settings

- 1) Share screen
- 2) Mute/Unmute Audio
- 3) Turn on/off video.
- 4) Chat
- 5) Raising hands



The facilitator indicated that his intention was to take the participants through practical session so that they demonstrate their confidence and skills on how to use technology using their phone, laptop, or desktop to access the Zoom software anywhere.

### **CERTIFICATES**

Certificates were issued to participants upon successful completion of the training.

### **EVALUATIONS**

Pre and Post evaluation analysis indicates that the training information disseminated was fairly accepted with strong confidence in practical sessions with the facilitator and they fully grasped the details and skills of using the features and functions of the Zoom software with increased knowledge, only if more time was allocated for this training.

### **CONCLUSION**

It was an eye opener and a significant training for the participants as they experienced hands on practical sessions and understood how to use the features to host a meeting via Zoom using a mobile phone and a desk-top hence most of the Village Court Secretariat staff use their mobile phones to communicate via email and now they can use Zoom on their phones to communicate further in a video meeting with their staffs.

### **RECOMMANDATIONS**

The recommendations contained here were either proposed during the discussion or expressed at the end of the workshop.

Comments and suggestions were analyzed and commonalities in the recommendations were noted. In the Zoom training it was recommended that.

- 1) Same Zoom training be considered for their lay judicial officers and Provincial Liaison Officers in the provinces.
- 2) Training time be increased to at least a full day to cover everything in detail.

### **TRAINING EVALUATION**

Training evaluation questionnaires were prepared and distributed to assess participants views on the arrangement and concepts of topics presented. The feedbacks received are used as rectifying tools to improve future trainings. The workshops evaluations and results have been collected and analyzed in the following manner.

### **RESPONSE TO QUESTIONS**

<b>Question 1: How confident do you feel in hosting a Zoom meeting?</b>		
<b>Rating</b>	<b>Points/8</b>	<b>Percentage (%)</b>
<b>Less confident</b>	<b>1</b>	<b>12.5%</b>
<b>Some confidence</b>	<b>2</b>	<b>25%</b>
<b>More Confident</b>	<b>4</b>	<b>50%</b>
<b>Much more confident</b>	<b>1</b>	<b>12.5%</b>
	<b>8</b>	<b>100%</b>

<b>Question 2: Was the information presented practical and helpful?</b>		
<b>Rating</b>	<b>Points/8</b>	<b>Percentage (%)</b>
Not useful	-	-
Limited Usefulness	-	-
Quite Useful	4	50%
Extremely Useful	4	50%
	<b>8</b>	<b>100%</b>

<b>Question 3: Did you find that the presentation was effective and allowed adequate participation, discussion and practical presentation and interactions?</b>		
<b>Rating</b>	<b>Points/8</b>	<b>Percentage (%)</b>
Not Effective	-	-
Limited Effectiveness	-	-
Quite Effective	3	37.5%
Extremely Effective	5	62.5%
	<b>8</b>	<b>100%</b>

<b>Question 4: Overall, were you satisfied with the Zoom training?</b>		
<b>Rating</b>	<b>Points/8</b>	<b>Percentage (%)</b>
Not Satisfied	-	-
Reasonably Satisfied	-	-
Quite Satisfied	3	37.5%
Extremely Satisfied	5	62.5%
	<b>8</b>	<b>100%</b>

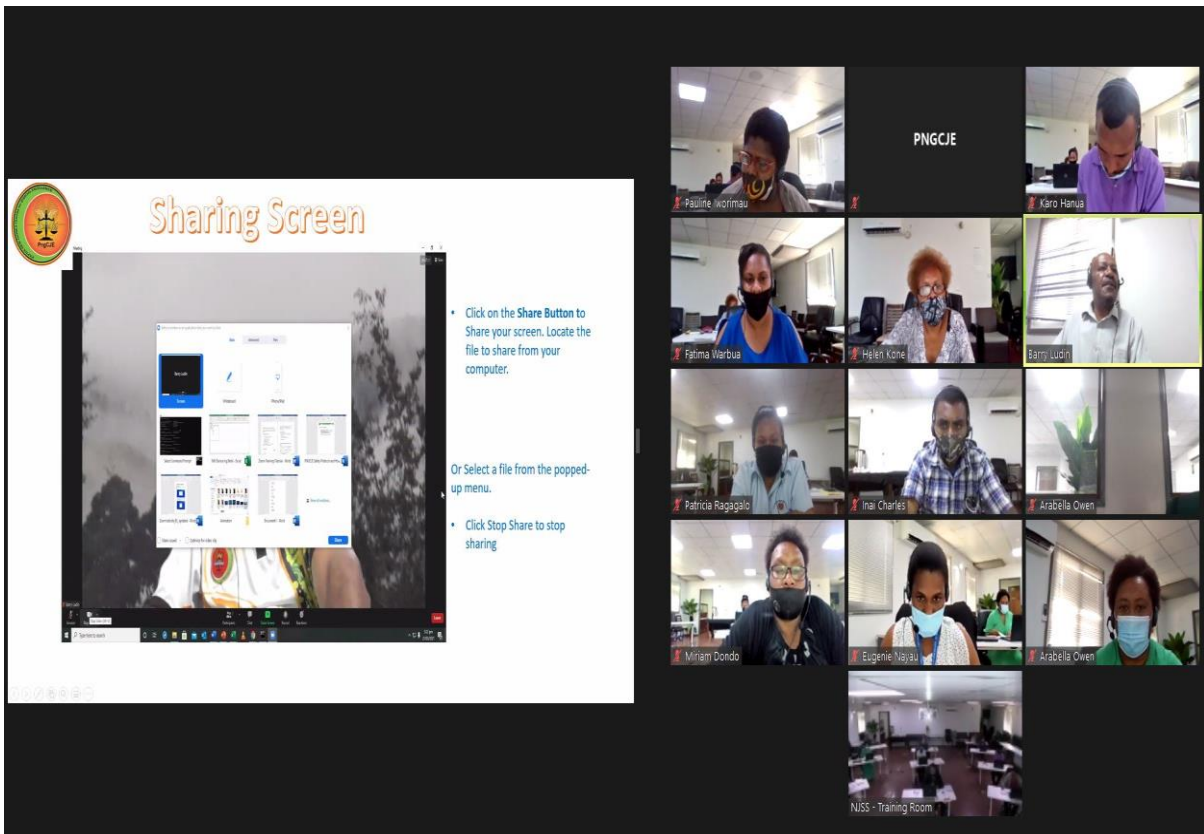
<b>Question 5: Did you experience any drops in service?</b>		
<b>Rating</b>	<b>Points/8</b>	<b>Percentage (%)</b>
Yes, but only once	2	25%
Yes, but only a few times	1	12.5%
Yes, Several times	-	-
No	4	50%
	<b>7</b>	<b>87.5%</b>

**Comments on question 6,7 and 8 were summarized here.**

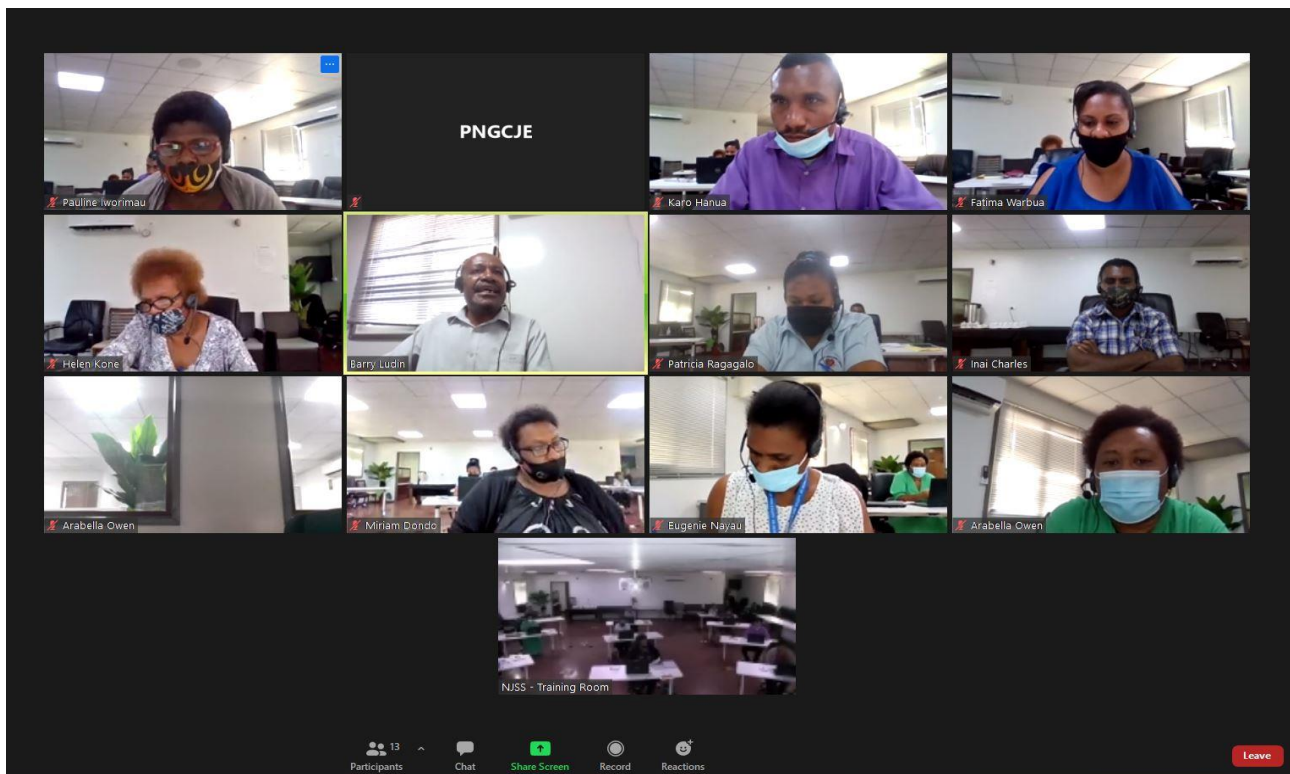
<b>Question 6: Do you wish to offer any other comments or suggestions for improvement of this training?</b>	
Very informative and useful on information on how to use the Zoom app/Software *9	<ul style="list-style-type: none"> <li>▪ Training is very helpful for me and will guide me in hosting a Zoom meeting</li> </ul>
Useful and very skillful training and is recommended for the Village Court Secretariat staff in the provinces especially the Provincial liaison officers *5	<ul style="list-style-type: none"> <li>▪ Facilitator was Excellent, Training opened my mind on how fast technology has been changing and how people are reacting and adapting to it</li> </ul>
More discussion required during session *3	<ul style="list-style-type: none"> <li>• Very helpful training and would have been great if more time were given</li> </ul>
Trainer and PNGCJE highly recommended for training initiative taken *4	<ul style="list-style-type: none"> <li>▪ Learnt many things on Zoom including the features and functions of Zoom</li> </ul>
More time required (a full day) for better understanding since the concept is new *2	<ul style="list-style-type: none"> <li>• This is one of the best training I had ever attended giving me the benefit of accessing new technology ideas. I recommend this training to other staff.</li> </ul>
Information well presented with practical session with the participants *3	<ul style="list-style-type: none"> <li>• Excellent delivery by someone with vast experience.</li> </ul>



## WORKSHOPS IN PICTURES



**Practical session with the participants on how to Share Screen.**



**PowerPoint presentation by the facilitator, Mr. Barry Ludin**