



**Viewpoint**

State Librarian Sara Parker is excited about videoconferencing.



**Main Street, Missouri**

The Marceline Carnegie Library enhances small-town life with advanced services.



**Telehealth**

MU teams with WU to confront statewide health care discrepancies in rural and urban areas.

# MOREnetworking

Stories About You

## 密蘇里文化交流活動

### Typhoons, Hamburgers and Yankee Doodle

#### Not Everyone's Typical Elementary School Experiences

One week in December 2004 students in Sherri Briedwell and Suzanne Stillwell's Hallsville, Mo. Elementary School classes missed a regular appointment with some learning pals. The problem, a typhoon had disrupted class.

Since January 2002 elementary school students from Hallsville, Mo. have been participating in a cultural exchange program with students from Taipei, Taiwan. Using Polycom videoconferencing tools and the secure Shadow netWorkspace™ environment over the Internet2 network, third and fourth graders on opposite sides of the globe have been meeting regularly to give presentations and discuss topics such as a typical school day and activities; holidays; national symbols and traditions; weather; and favorite toys, pets and hobbies.

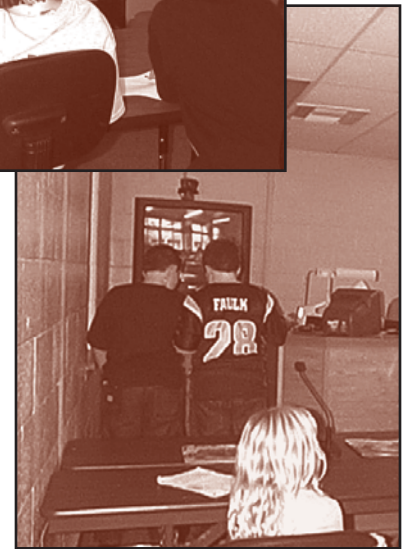
"Our students from a small rural community have gained a better understanding of a lifestyle very different from theirs," said Hallsville teachers Briedwell and Stillwell. "They have developed a respect and acceptance of a different culture and, we hope, have a better understanding of how to relate to all people."

When Missouri students check the weather for Hallsville, they also want to check the weather in Taiwan. One week in December 2004 the regular videoconference was cancelled because Taiwan was experiencing a typhoon. According to Stillwell, "First we investigated the difference between hurricanes and typhoons since our students had heard a lot recently about hurricanes. Then we visited the weather site to check out the weather in Taiwan."

One of our students' first questions was "Are they OK in Taiwan?" Missouri students sent e-mail to their remote classmates and not only got a response from the students in Taiwan that they were safe but also pictures of the typhoon. "It wasn't like reading a news story about a storm in another country. Instead we were concerned that our friends in Taiwan were in danger," said Stillwell.



A student from Hsing-Ya Elementary School in Taipei, Taiwan (left), uses a keyboard and monitor to interact with students in Missouri. Hallsville Elementary School students (below) exchange news and knowledge with their virtual classmates in a cultural exchange program facilitated by videoconferencing technology.



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# VIEWpoint

## Sara Parker

Missouri State Librarian, Missouri State Library/Secretary of State

Over the past year I've participated in three sets of videoconferences. Lessons learned have sometimes been positive and exciting, other times less so.

Thanks to MOREnet, Missouri has bandwidth available for videoconferences. The state does not, however, have a ubiquitous system for videoconferences to reach Missourians across the state.

The State Library has built a public library videoconferencing system, currently with fourteen sites. We chose to do this for many reasons, but the most important is because librarians told us they wanted training close to home without long drives across the state. The State Library reserves the right to use the videoconferencing system for training on a regular basis; individual libraries also use it for programs and activities to serve their clientele.

All of the sites configure their setup to reflect their own needs and desires. Some equipment is stationary in large meeting rooms, while others keep the equipment mobile for use in offices or various meeting rooms.

The lessons learned sometime relate to technology, but also to people - those operating the equipment or participating in the conference.

The ShowMe Connection research on school library media center services and student achievement was presented to the education community in ten sessions last spring, two by videoconference. One of the videoconferences was a success. The other would have

been more successful as a face-to-face meeting. Difficulties begin with commitments from the videoconferencing facility. Negotiating the remote locations was fraught with problems, including finding sites with compatible equipment. Much of the equipment was incompatible. Still, we had a successful meeting. The people involved were technically competent and graciously hospitable.

Using public library videoconferencing for trustee training taught us other lessons. The importance of a technical person on site who can operate and maintain the equipment is

critical. The technical quality of each training session varied, often relating to small details - microphones left on, cell phones not turned off. We found participants reluctant to talk and learned structured times to poll each site engendered more participation.

Trustees had mixed reviews of training by videoconference. Some missed the face-to-face participation, while many appreciated the shorter drives to sites. Participants at remote sites were tougher on their training evaluations. Of the seventeen trustees who participated in every session, ten attended at remote sites, a testament to the effectiveness of videoconferencing, even if technical quality, content and instruction were less than perfect.

Currently, the State Library presents biweekly updates on the actions of the Missouri General Assembly related to libraries. Fourteen sites participate, coordinated by MOREnet.

Again, people are often reluctant to talk. Nine sites can appear on the screen at the same time, which shifts depending on who is speaking. Communication improves with experience and participants prefer the split screens to a single talking head.

I am excited about videoconferencing. We get better every time we use it. As with any technology, continuing training and strong support are needed. MOREnet's technical knowledge makes videoconferencing an effective way for Missouri to deliver learning and ensure participation.



## Tips for Videoconferencing Success

1. Begin selecting and contacting the participating sites early in the meeting process.
2. In order to address problems during the pre-test time given prior to the event, keep a list handy of the sites involved in the videoconference, contact names and phone numbers.
3. Be sure site facilitators, site contacts and possibly network personnel attend training on your equipment, through MOREnet or the vendor.
4. Test with a known site prior to the conference. MOREnet keeps a video unit (207.160.135.202) running 24 hours a day for Missouri sites to test video and audio.
5. If you have problems with the audio or video in the test conference, contact MOREnet Video Services at (573) 884-7200 or video@more.net.
6. Mute your microphones when your site is not speaking.
7. Cell phones can interfere with audio in a videoconference; leave them off.
8. Ask questions that encourage interaction; call on sites to answer.



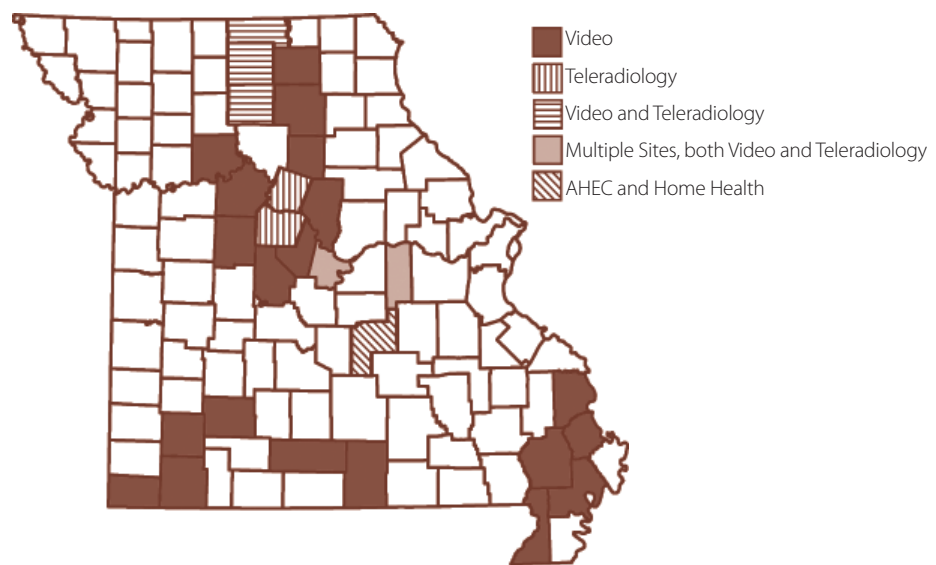
## MU Teams With WU to S

The University of Missouri (MU) Center for Health Policy has formed a partnership with Washington University (WU) in St. Louis to create a health disparities center in order to confront statewide health care discrepancies in rural and urban areas.

According to a recent study by the Institute of Medicine of the National Academies, access to health care is elusive for many Americans, especially within minority populations. The Missouri Foundation for Health has identified some of the key areas in the state where this disparity is prevalent. By forming a center focused on developing and overseeing research, outreach and training projects, the two institutions combine unique research perspectives. While MU has been serving the needs of rural Missourians for more than 150 years, WU has been dedicated to providing patient care and studying approaches to enhancing the health of urban populations.

"The purpose of our collaboration is to share ideas, resources and strategies for implementing high quality health care to racial and ethnic minorities and other underserved populations," said Kristofer Hagglund, PhD, Co-director of the Center for Health Policy (CHP). "This contract will create a network of Missouri people and organizations who are working to reduce health care disparities. The combined rural

## Telehealth and MOREnet



MOREnet provides the high-bandwidth, low-latency connections throughout Missouri necessary to support the type of videoconferencing regularly used by the Missouri Telehealth Network.

## Main Street, Missouri

### The Marceline Carnegie Library enhances small

When a five-year-old Walt Disney arrived in Marceline in 1906, he found a town whose charm remained with him the rest of his life, eventually inspiring the familiar "Main Street USA" featured at both Disneyland and Walt Disney World. Although Disney often dreamed of the future, even he might have been surprised at the services now available in the community's library.

By providing traditional services along with electronic offerings previously available to urban libraries with considerably more resources, the Marceline Carnegie Library in Marceline, Mo., is like many other libraries in small towns across Missouri and the U.S. According to a Gates Foundation report, libraries that serve fewer than 25,000 people make up four-fifths of all library systems in the country.

The research and reference needs for the Marceline library's patrons are as great and diverse as those of any in St. Louis and Kansas City: medical problems, scientific issues, job opportunities,



genealogy and school projects. High-speed access to the Internet and other resources allow the library to meet those needs.

"Job searches are a major patron Internet use," said Joyce Clapp, Marceline Carnegie Library Director. "Recently a woman used our Internet connection to check out the website of a particular company for a job. She then used Gale Business and Company Resources to find out the number of people [the company] employed and the company income."

"One patron comes to the library daily to e-mail children and send greet-

# Study Health Care



University of Missouri Health Care Nurse Naomi Aghedo views a Missouri Telehealth Network monitor.

and urban focus will allow comparisons of similarities and differences across regions and allow the two universities and their surrounding communities to learn from each other.”

One current method being used by MU physicians to bridge the gap between underserved patients and health care needs in regions such as the Bootheel is through the medical school’s Missouri Telehealth Network (MTN).

Funded by the Health Resources and Services Administration’s Office for the Advancement of Telehealth, the state of Missouri, MU Health Care and rural health care providers, the project provides high-quality specialty care in participating rural communities through the use of digital telecommunications technology.

“It’s exciting to be part of a great program that applies advancements in technology to cutting-edge medical treatments and being able to provide this service to those that may otherwise go untreated,” said Karen Edison, MD, MTN Medical Director and Co-director of CHP. “A good example of this is our telehealth expansion into the Bootheel which has a large minority population with poorer health outcomes.”

Primary data collection will take place over an 18-month period and will be centered on urban St Louis and on the rural Bootheel region of Missouri. The Missouri Foundation for Health, a philanthropic organization with a vision to improve the health of the people in the communities it serves, funded the project in full.

**This article was reprinted with permission of UM Health Care.**

## Small-town life with advanced services



The Marceline Carnegie Library has been serving the public for 84 years, opening in 1920 in a new building funded by an Andrew Carnegie Grant. The library serves Marceline; the R-V school district; the towns of Bucklin, New Cambria, and Rothville; and a radius of 25-30 miles of rural Linn and Chariton counties.

ing cards,” Clapp said. “Another comes to download pictures of a great-grandson. Students use the Online Resources to obtain up-to-date research, and many patrons search for travel and medical information.”

“Without the Internet, we would have to take valuable space and time to store and maintain magazines,” said Mary Jane Artz, Vice President of the library’s board. “And even then, we would not be able to provide up-to-date access to the many research areas available from the Online Resources.”

Through a contract with the Missouri State Library, MOREnet provides

the Marceline library with a high-speed Internet connection along with access to online resources such as EBSCO, as well as professional development offered through MOREnet Training.

“The services the Marceline Carnegie Library receives are a great example of one of MOREnet’s cornerstones, which is to provide equitable access to the network for libraries and schools,” said Bill Mitchell, MOREnet Executive Director. “State funding and purchasing power allows customers in rural areas to afford otherwise prohibitively expensive high-speed Internet access, as compared to their urban counterparts.”

“Without MOREnet’s services, we could not afford the Internet connection,” Artz said.

Online Resources are provided to MOREnet customers through funding by the Missouri General Assembly. This appropriation is made to the Secretary of State’s Office and administered by the Missouri State Library. To learn more, visit [www.more.net/online](http://www.more.net/online).

## Calendar May–Sept. 2005

### June 1

Missouri School Boards’ Association Leadership Summit  
[http://www.msbanet.org/bd\\_services/meetings\\_conf.asp](http://www.msbanet.org/bd_services/meetings_conf.asp)

### June 7-9

MOBIUS Users Conference  
<http://mco.mobius.missouri.edu/article/archive/332/>

### June 16-17

5th Annual Symposium on Intellectual Property  
<http://www.umuc.edu/cip/symposium/>

### June 20-22

Teaching and Learning Conference  
<http://dese.mo.gov/calendar/deseconference.html>

### July 10-14

EDUCAUSE Institute: Instructional Technology Leadership Program 2005  
<http://www.uwex.edu/disted/conference/>

### July 11-12

Handheld Computer Conference  
<http://www.educause.edu/ITL05>

### July 21-22

Mid-America Conference on Cooperative Learning  
<http://www.iasce.net/events.shtml>

### July 25-28

Missouri Association for Career and Technical Education Summer Conference  
<http://www.mo-acte.org/conferences/main.html>

### July 29-30

Missouri Distance Learning Association Conference  
<http://www.modla.org/2005Conference.htm>

### July 31-Aug. 2

Cooperative Conference for School Administrators  
<http://dese.mo.gov/commissioner/adminconf/>

### Aug. 2-5

Annual Conference on Distance Teaching and Learning  
<http://www.uwex.edu/disted/conference/>

**Coming Oct. 16-18**

**The 2005 Missouri Educational Technology Conference: Enhancing Learning Technologies**

**Registration begins Aug. 29**  
[www.more.net/conferences/fall2005](http://www.more.net/conferences/fall2005)



## MOREnetworking

Stories About You

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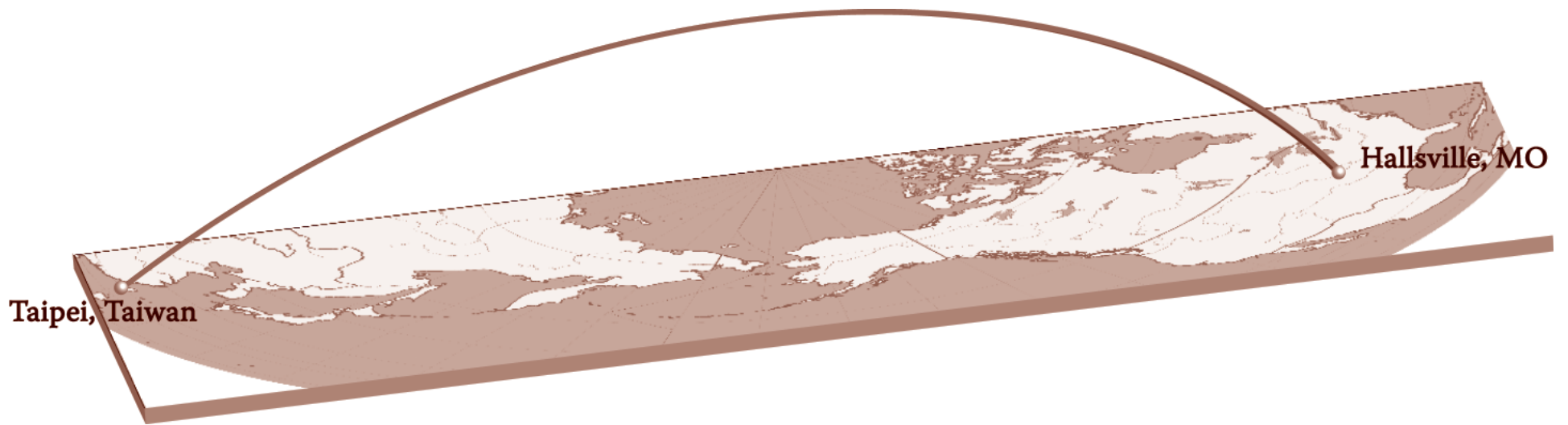


University of Missouri  
3212A LeMone Industrial Boulevard  
Columbia, Missouri 65201  
[www.more.net](http://www.more.net) | [communications@more.net](mailto:communications@more.net)



## Typhoons, Hamburgers and Yankee Doodle

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“I have seen a change in the students in the [video]conferencing program,” said Briedwell. “They are more aware of the world.”

This exchange project is helping clear up misconceptions students have about each others’ cultures. During a presentation about breakfast foods, students in Taiwan were showing their partners in the U.S. what they were eating for breakfast. Several students said they usually didn’t eat the Taiwanese food they were showing us, instead enjoying a ‘traditional American breakfast.’ When we asked what a ‘traditional American breakfast’ was, they told us “hamburgers and hot dogs!”

Participants are not only learning about differences but understanding similarities between their cultures.

“With videoconferencing I have learned about the music and instruments in Taiwan,” said Josh Reinbott, a Hallsville student. “They know a lot about us and our country. When I played *Yankee Doodle* for them on the piano, they knew the song.”

Josh’s mother, Joyce Reinbott said, “It is so cool that they can learn the little things about daily life in another country. Our kids tend to think that everyone is just like them so videoconferencing gives them another view of life. I am amazed that the Taiwan students know so much about the United States when we know so little about them.”

Regular videoconferences and special events that bridge cultural differences and span time zones keep interest in the project high.

On Dec. 18, 2004, students from Taiwan were joined by many special visitors to conference from a mall downtown during a technology exhibit. Because of the time difference, Missouri students had to conference at 5 a.m. on a Saturday morning. So teachers Stillwell and Briedwell organized a sleep over to make sure the Hallsville students were gathered together for their 4:30 a.m. wake up call. They had such an overwhelming response to the sleep over that they had to limit participation for the pre-dawn conference in Missouri.

This project began as part of the University of Missouri-Columbia Global Initiative (later renamed ShowMe the World) through the University of Missouri’s College of Education. Dr. John Wedman, Dr. Judy Wedman and Dr. Laura Diggs set

up partner schools and provided technical support/hardware for the Polycom set-up for participants in both countries. University staff and participating teachers traveled back and forth between Missouri and Taiwan developing strong bonds between the classrooms and schools.

“I think it is incredible that these students have the opportunity, in real time, to interact with students in another country and exchange ideas. I am jealous that we didn’t have this chance when I was a student,” said John Robertson, Hallsville principal and parent of a student participant.

“In past generations, a cultural exchange like this would have been students exchanging letters. But with the use of technology in the classroom, students can experience history as it happens. You can do this with television, but only as bystander. Videoconferencing allows the students to be part of the action.”

One of Briedwell’s students recently burst into class: “I just watched a story on the *Today Show* about Taiwan and China. Did you know... ?” Technology has enabled

a very personal and direct concern to develop among the participants, one that surpasses traditional textbook learning about geography, history and cultures. In summer 2002 Suzanne Stillwell and her daughter visited Taiwan. The teachers from Taiwan visited the U.S. in 2002. Now the partner teachers from Taiwan and a group of their students are planning a visit to Missouri in August 2005, to experience end of summer and beginning of school adventures with their Missouri counterparts.

Briedwell and Stillwell received training and support as teachers in the eMINTS program, formerly administered by MOREnet, now a collaborative education program sponsored by the Missouri Department of Elementary and Secondary Education and the University of Missouri Office of Academic Affairs. MOREnet

provided the teachers with technical support for the Polycom connection on many occasions, as well as training in videoconferencing. They have also used Shadow netWorkspace™ as a secure platform for e-mail, safe chat rooms and a shared collaboration environment for student projects/workspace.

### Links

Visit Hallsville Elementary on the web  
(<http://www.hallsville.org/elementary/>)

Visit Hsing-Ya Elementary on the web  
(<http://www.hyps.tp.edu.tw/>)

More information about ShowMe the World  
(<http://showme.coe.missouri.edu/>)

More information about Shadow netWorkspace™  
(<http://sns.zone.missouri.edu/~snszone/>)

More about MOREnet videoconferencing  
(<http://www.more.net/services/video/>)

More about the eMINTS program  
(<http://www.emints.org>)