WEBEX AT INSEAD

Alexandre Papadopoulos
Head of IT operations

Jill Huret
Assistant Director, Learning Innovation Technologies

TutoJres16 – Université Paris Descartes
02/10/2013
INSEAD at a glance
INSEAD at a glance

INSEAD’s Mission:
To promote a learning environment that brings together people, cultures and ideas from around the world; to promote management education; to develop leaders and entrepreneurs who create value for their organizations and their communities; and to expand the frontiers of academic thought and influence business practice through research. ©

Established: 1957 (first class graduated in 1960)

Three campuses:
- Europe Campus in Fontainebleau, France
- Asia Campus in Singapore
- Abu Dhabi Campus, U.A.E.

Deans (Interim): Peter Zemsky & Ilian Mihov

Faculty: 145 professors from 35 nationalities
INSEAD at a glance

**MBA:**

- 1,000+ participants per year on two campuses – on the Europe Campus in Fontainebleau, France and on the Asia Campus in Singapore (31% women, 83 nationalities);

**Executive MBA:**

- Three EMBA sections (Europe, Asia, Middle East);
- Almost 200 participants this year for both GEMBA (Global EMBA programme) and TIEMBA (dual-degree EMBA programme offered by INSEAD and Tsinghua University in China).
INSEAD at a glance

PhD:
- The INSEAD PhD programme enhances the school’s research and currently has around 80 participants on its different campuses.
- INSEAD has already graduated around 145 PhDs.

Executive Education:
- 9,000+ participants in 2011-2012 from more than 2,000 companies and from 122 countries (CSP – Company Specific Programmes – and OEP – Open-enrolment Programmes – combined).
- 45+ Open programmes make up INSEAD’s Executive Education portfolio (20 delivered on our Asia campus).
- 170+ Company Specific Programmes in 2011-2012.
INSEAD at a glance

Partnership & Alliances:

Brazil:
- Fundação Dom Cabral in Brazil (Executive Education programmes - launched 1990)

U.S.:
- Wharton (MBA exchange programme - launched 2001)
- Kellogg (MBA exchange programme - launched 2010)
- Johns Hopkins University/SAIS in Washington, D.C. (Dual-Degree MA and MBA launched 2011)

China:
- Tsinghua (Dual EMBA programme - launched 2006)
- CEIBS China Europe International Business School (Executive Education programmes - launched 2012; MBA exchange programme to be launched in 2013)

France:
- Sorbonne University (INSEAD is a founding partner in the multidisciplinary Sorbonne University created in 2012).
INSEAD at a glance

Centres of Excellence: INSEAD has 15 centres of excellence

Alumni: 43,000+ worldwide in 160 countries.


http://www.insead.edu/media_relations/
How we use webex meeting centre
Number of meetings per month:

![Usage Dashboard]

**13 Months total meetings**

Number of WebEx accounts:  2000+ (both active/non active hosts)
Amount of storage purchased for WebEx recordings:  200Gb
What do you need to connect?

1. Laptop or Desktop PC
2. Active Wi-Fi or internet connection
3. Headset or built-in Mic and speaker & webcam (optional)
4. Your WebEx account email & password
Personalized Web page

Sign in to insead.webex.com
Scheduling a Meeting

If you expect attendees to dial in, choose **WebEx Audio**

If all of the invitees use PC and headset, choose **Use VoIP only**
Scheduling a Meeting

Hello,

Marilyn Yu invites you to attend this online meeting.

To join the online meeting:
1. Go to https://insead.webex.com/insead/j.php?VD=226203592&UJID=86PW=NM2J2MG8MT1&RT=MIM0Nw%3D%3D

To join the audio conference only:
1. Dial the Global call-in number of the country that you are in: https://insead.webex.com/cmp02075/webcomponents/widget/globalcallin/globalcallin.do?referticket=0&actoname=cmp02075&actoname=cmp02075&actoname=/webcomponents/widget/globalcallin/gwrdirector.do&actoname=/webcomponents/widget/globalcallin/gwrdirector.do&VP=NM2J2MG8MT1&RT=MIM0Nw%3D%3D
2. Key in the Access code below and follow by #
Access code: 847 175 131

For assistance:
1. Go to https://insead.webex.com/insead/mc
2. On the left navigation bar, click “Support”.
Attending a WebEx Meeting
Meeting Invitation

Hello,

Marilyn Yu invites you to attend this online meeting.

Topic: TIEMBA15 WebEx presentation
Date: Wednesday, July 24, 2013
Time: 6:00 pm, Singapore Time (Singapore, GMT+08:00)
Meeting Number: 847 175 131
Meeting Password: tiemba15

To join the online meeting (Now from mobile devices!)
--------------------------------------------------------------------------------------------
1. Go to https://insead.webex.com/insead/j.php?ED=228203592&UID=0&PW=NM2U2MGRiMTlj&RT=Mm0Nnw%3D%3D
2. If requested, enter your name and email address.
3. If a password is required, enter the meeting password: tiemba15
4. Click "Join".

To view in other time zones or languages, please click the link:
https://insead.webex.com/insead/j.php?ED=228203592&UID=0&PW=NM2U2MGRiMTlj&QRT=Mm0Nnw%3D%3D
To join the meeting, Invitees should call the toll number in the window and then dial 846108163# to join the meeting.
Useful Tools and Functions

These options are only available if you scheduled your meeting to use **WebEx Audio**

If you **use phone**, enter your phone number and you will be called by WebEx service so that you can join the meeting using your phone.
Useful Tools and Functions

Managing participants

Click the camera icon to switch your webcam on/off.

mute/unmute mic

Red mic icon shows who is on mute. Click the icon to unmute.

If you are the host,
drag the ball to make somebody the presenter

If you are not the host, but finished your sharing, you can pass the presenter ball to anyone.

If you are in the same room, use headsets - or try to use only one of your microphones (mute the others) and lower the speaker volume to avoid echo.
Useful Tools and Functions
Sharing Desktop/Application

Choose here what to share.
Useful Tools and Functions

Sharing Desktop/Application

On the top of the screen, you can always check what you are sharing. If you share your desktop, every single window is visible for participants.
Useful Tools and Functions
Recording Meeting

You can stop sharing your desktop at any time.

You can choose what to share
Useful Tools and Functions

Access Recorded Meetings

Click the button to play it back.
Webex: some examples of how we use the virtual classroom technology
WebEx is used to facilitate internal and external communication

- Internal meetings across campuses via VOIP
- Internal training sessions across campuses
- Telephone conference calls
- Support for Video Conferences – to share slides
- Since 2011: about 10 virtual classes delivered regularly per month to external clients (participants connecting up are located in an average of 25 different countries)
Why WebEx? Robust and reliable virtual classroom technology with a global distribution of servers

- **Easy access** from anywhere in the world via internet (including mobile devices such as iPad, iPhone)

- **Choice of integrated audio options** through computer head-sets or telephone dial-in

- **Range of Interactive tools** allowing fully engaged participation (raising hands, microphones, text chat, whiteboard and polls)

- **Possibility to record and stream** the recorded sessions from Cisco servers for review on demand afterwards

- **Option to choose the language** settings of the Interface (eg. Russian, Spanish etc)

- **2 Formats**: Event Centre for up to 500 participants or Meeting Centre for 200
Interaction through audio discussion or text chat

Value Creation in Online Education

- Learning/Motivation
- Network/Peer Learning
- Selection/Exclusive
- Cost

Traditional MBA

WTP

Best in class lectures
Convenience/pacing

Eliminate facilities
Massive scale

Online MBA
How big is the threat/opportunity?

a) Revolution: Management education will likely be fundamentally transformed by digital technologies over the next five years

b) Major Change: Digital will have a significant impact on the sector, even if it is likely to fall short of being a true revolution

c) Modest Change: Digital technologies will be modestly incorporated into management education over the next five years

d) Just a Fad: The current focus on digital is mostly hype; the importance and nature of in-person education will likely not change in the next five years
Interaction via Whiteboard sharing

Leadership Dilemma 1
(Tiny/RED or Ann/Margaret/BLUE)

Leadership Dilemma 2
(Thomas vs Raju)

Relevant
(likely to happen within SBU)

Challenging
(Gray zones Leaders need to address)
Some **Key Questions** related to **Global Virtual Teams (GVT)** & **Collaborative Performance**

- How to leverage (rather than kill) **Diversity**?
- How to guarantee **Decision Quality**?
- What means **Leadership in GVTs**?

**Time pressure** → **Limited communication**
Share an application eg. Excel
Share a video during the session
End user can choose Russian interface

Инструментарий управления качеством

Инструментарий с прошлой сессии:
- Цикл Определение-Измерение-Анализ-Улучшение-Контроль.
- Статистический контроль процессов.
- Диаграммы Ишикавы, Парето.
- Дизайн, устойчивый к вариациям.
- Система покрытия (защита от дурака).

Что, если сбой всё-таки произошёл??
- Обнаружит – Остановил процесс – Оповестил (Дайдока).
- Шнур Андон как драматизация производственных проблем.
- Контроль качества «встроен» в каждый ресурс (цукериками).

Understand the world. Expand your world.
Internal uses of WebEx: Small group meetings or cross-campus training between Fontainebleau and Singapore
External uses of WebEx: Seminars or classes as part of a fully virtual, blended or residential programme
Pre-programme Economics classes prior to arrival on campus
Small team meetings for participants located remotely
The recording captures video, polls and text chat.

How big is the threat/opportunity?

a) **Revolution**: Management education will likely be fundamentally transformed by digital technologies over the next five years.

b) **Major Change**: Digital will have a significant impact on the sector, even if it is likely to fall short of being a true revolution.

c) **Modest Change**: Digital technologies will be modestly incorporated into management education over the next five years.

d) **Just a Fad**: The current focus on digital is mostly hype: the importance and nature of in-person education will likely not change in the next five years.
Questions & Answers