

Viewing the Video Clips - FAQs

What technology do I need to access the instructions?

The instructions are PDF documents, which requires Adobe® Reader to access and view. If you do not already have Adobe software on your system, you may download it for free from the internet by going to <http://www.adobe.com/products/acrobat/readstep2.html>. Adobe provides information about the system requirements (<http://www.adobe.com/products/acrobat/readstep2.html>) you must have on your computer to use this technology. They also answer questions regarding the download process in a help section (<http://www.adobe.com/support/main.html>).

What technology do I need to view the videos?

Real Player

(http://www.real.com/realplayer.html?country=US&language=EN&opage=rpchoice&type=dlrhap_bb&pp=player&src=realaudio,072805rpchoice_1_3_2_1_8_) is the only technology at this time that will support the streamed clips. The basic version is available free of charge. The Real Player site also provides customer support (<http://service.real.com/main.html>) for questions during the download.

What support is available if I am having trouble with the instructions or videos?

If you have trouble downloading the two required software systems, refer to the support sites provided by Adobe and Real Player cited above. If you suspect your home or school computer will not support either of these technologies, contact your local support person for assistance.

Change Leadership Group and Harvard University are unable to provide support or trouble-shooting resources to video users. Most issues are system-specific and are best addressed by a local technician.

If you have confirmed that your system supports the required technology to download the instructions and stream the video clips and you cannot access them, you may be trying to view them during a period of high traffic. Try to access the video at a later time.

Why can't I download the videos on my computer to watch at a later time?

The Change Leadership Group has permission to use the video clips in a streaming format only. This means the videos may not be saved in a file on your computer or copied to a disc. In order to do the exercise, we advise you set aside about 15 minutes to review the instructions and view the video on your computer screen. If you are doing the exercise as a group, there are several ways to watch the video:

- Individuals may watch the video simultaneously on several machines
- Individuals may watch the video at his or her convenience and convene for a group discussion
- Project the video from one computer onto a large screen for group viewing

Both of these clips are from the “Video Library of Teaching Videos” series produced by the Association for Supervision and Curriculum Development (ASCD). Unfortunately, these resources are out of print and not available for order. You may consider checking with your librarian to see if these resources are in your local archive. ASCD provides a wide selection of teaching resources in its catalogue at www.ascd.org.