

## Frequently Asked Questions about NCA.net Streaming

NCA n.e.t. is a videoconferencing network that allows every connected CAC to see and hear any other CAC live, and in real time. It's very much like being in the same room, but no one has to travel. Streaming is a new way of accessing these education videoconferences without videoconferencing equipment via your computer.

**1. How much will streaming cost me?**

Nothing! NCA is funding these education calls – it is a benefit of your membership.

**2. Which videoconferences are being streamed?**

The NCA.net education videoconferences and NDAA education calls.

**3. Do I need a certain type of computer?**

No – as long as you have internet access and Windows Media Player (can be downloaded at no cost). However, if you are a hospital-based program or a government based program where your agencies tend to have high security firewalls, you may not be able to stream from your office computer. You may need to contact your agency IT department to help gain access. This is why it is important to run the test stream link below. Note that slower internet connection speeds, such as “dial-up”, can affect viewing clarity when watching the call “real time”.

**4. How do I get signed up to be on a streaming call?**

You can register with Midwest Regional Children's Advocacy Center's website - [www.childrensmn.org/mrcac](http://www.childrensmn.org/mrcac) Click on “Handouts and Streaming links” under the “NCA n.e.t. Streaming Education Calls” box anytime prior to the call. Just click on the link that corresponds to the call you want to view. However, you can register at any time prior, during, or after the call, to view the archived version.

**5. What is a test stream link and what does it do?**

It is a chance to test your equipment. Some sites may have firewall problems. The test stream link is: <http://www.visualwebcaster.com/event.asp?id=29487>. It will ask you to register and then click on Windows Media Player and you should be able to view the stream. If you have not tried the test stream, please make sure that you are able to access the stream link prior to attempting to register for the call. If you are able to access the test stream link, you should have no difficulty accessing the call. You must use Internet Explorer to access this site.

**6. Can I ask questions during the videoconference?**

Yes! If you are streaming the videoconference live you may type in your question at the bottom of your streaming screen and the moderator will ask the presenter your question. *Please note, that it may not be possible for all questions from streaming sites to be answered during the call. However, the moderator will do their best to incorporate as many questions from streaming sites as possible.* If you are watching an archived presentation asking questions will not be an option.

**7. Can my team partners watch from their individual offices?**

Yes! However, each computer being utilized must register for the call. Remember, you can either register one computer and project the image onto a larger screen (please note the company conducting the stream is concerned about the image quality, however, many have tried this and report that the image projects fine), or view it from individual computers.

**8. I can't watch the videoconference on the day that it is being shown – can I watch it later?**

Yes! Each streamed call is archived for 90 days and can be accessed using the original stream link until the archive expiration date (three months from the original call date)

**9. How do I access an archived videoconference?**

Exactly the same way. *You must save the email* with the link to the session you wish to watch later. Open the email and click on the link and register at your leisure.

**10. How do I get the handouts?**

Handouts, if available, will be posted on MRCACs website - [www.childrensmn.org/mrcac](http://www.childrensmn.org/mrcac) - click on the appropriate links listed under “NCA n.e.t. Streaming Education Calls”.

**11. Will I have input into the topics chosen for the Videoconferences?**

Yes! MRCAC is very good at sending out requests for topics for future videoconferences. They are very interested in your feedback and want to meet your training needs.

**11. Will I get the opportunity to evaluate the presenters?**

Yes! As a matter of fact, the RCACs and NCA are extremely interested in your feedback regarding the presenters and topics presented. After each videoconference, click on the evaluation link, under “NCA n.e.t. Streaming Education Calls” on the MRCAC website. Please take the time to complete the evaluation. After completion of the evaluation participants will be able to print a CEU certificate.

**12. What topics are available via NCA n.e.t.?**

**2009 NCA.net Videoconference Schedule**

January 15th:	NCA Standards
January 29th:	Real Treatment with Real Kids with Tamara Hillard
February 12:	Burns: Abuse v Accident with Ken Feldman
February 26th:	NCA Standards
March 12th:	NCA Standards
March 26th:	Understanding Trauma and Dissociation From the Inside Out with Olga Trujillo.
April 16:	Physical symptoms that mimic PA abuse and why there is a lack of symptoms for sexual abuse with Jack Coyne, MD
April 30th:	Interview Process/Investigative Interview/Use of Videotaped Interviews with Ray Broderick

- May 14<sup>th</sup>: Talk to Me Like I'm Three with Julie Kenniston  
 May 28<sup>th</sup>: Investigating and Prosecuting Computer Facilitated Crimes Against Children-an AOL Perspective and Don Colcolough, JD  
 June 11<sup>th</sup>: Links Between Animal Abuse, Child Abuse and Family Violence with Angie Scott  
 June 25<sup>th</sup>: Disaster Preparedness with Cym Doggett  
 July 16<sup>th</sup>: Child Sexual Exploitation with Sharon Cooper, MD  
 July 30<sup>th</sup>: Prosecution of Child Fatalities-Proving the Inconceivable to the Disbelieving with Dan Armagh, JD  
 August 13<sup>th</sup>: Commercial Exploitation with Sharon Cooper, MD  
 August 27<sup>th</sup>: Ethics and Documentation with Bob Mitchell  
 September 10<sup>th</sup>: Trauma Related Cognitive Behavioral Therapy with Laura Merchant  
 September 24<sup>th</sup>: Seeing is Believing with Jan Bays, MD  
 October 15<sup>th</sup>: Detecting Deception with Anna Salter  
 October 29<sup>th</sup>: Effects of Trauma on Child Development and Adult Functioning with Geraldine Crisci  
 November 12<sup>th</sup>: Medical and Community Responses to the "Dirty House" with Leila Keltner, MD and Karen Phifer  
 December 10<sup>th</sup>: Recent Research Affecting Child Abuse Investigations and Prosecutions with Chris Newlin

**NDAAs Calls:**

- January 14: Tips for Testifying, Part I: Investigation (including documentation)  
 March 11: Tips for Testifying, Part II: Prosecution (including documentation)  
 May 13: Overcoming Defenses in Child Abuse Cases, Part I  
 July 15: Overcoming Defenses in Child Abuse Cases, Part II  
 September 9: Cases with the Developmentally Delayed Victim  
 November 11: Domestic Violence and Kids.

\*\*Allison Turkel, JD will be the presenter for the NDAAs calls.

Thank you to NCA for providing the funding for streaming!