

National Adult Protective Services Association

FROM IN-PERSON TO VIRTUAL DELIVERIES: SUCSESSES, CHALLENGES AND CONSIDERATIONS FOR THE FUTURE

NAPSA Education Committee Training Town Hall

July 13, 2020

WELCOME FROM NAPSA ED COMMITTEE!

Education Committee Chairs:

- Nancy Warren - Chair - Review committee
- Kevin Bigelow - Chair - Certificate committee
- Michelle Gayette - Chair - Development committee
- Paul Needham - Chair - Education committee



TODAY'S GOALS

- Define virtual and the difference between eLearning, webinars and workshops.
- Identify platforms for virtual training delivery including the strengths and challenges of use.
- Discuss the considerations for the curriculum developer, trainer, participant and staff with virtual training.



PANEL INTRODUCTIONS

Moderator: Krista Brown, APS Leaders Institute Program Coordinator, APS Workforce Innovations (APSWI)/Academy for Professional Excellence and Consultant, Education Programs, NAPSA

Co-Pilot: Paul Needham - Chair - Education committee

Panelists:

- Ericka Cain – APS Classroom Management Lead, Texas Department of Family & Protective Services
- Kristi Graves - APS Curriculum Development Manager, Texas Department of Family & Protective Services
- Michael Hagenlock, LCSW, LAC, Adult Protective Services Bureau Chief, State of Montana
- Jessica Paradee, MPA, Staff Development Officer, County of Riverside, Department of Public Social Services (DPSS)
- Katherine Preston-Wager, APS Workforce Innovations Curriculum Development Specialist, Academy for Professional Excellence
- Sharee Rines - Policy and Training Unit Supervisor, Georgia Division of Aging Services



WHAT IS VIRTUAL?

- Synchronous vs. Asynchronous
- eLearning
- Webinars
- Virtual workshops
- Engagement and Active Facilitation
 - “There’s no set and forget”



PLATFORMS: STRENGTHS & CHALLENGES

- Zoom
- Turning Technologies/Turning Point
- GoToWebinar
- GoToMeeting
- GoToTraining
- TEAMS



MICHAEL HAGENLOCK - MONTANA



ZOOM

- Basic cost is free for up to 99 people allows for up to 40 minutes of time
- The Host can record the session safe and share training
- Security for Zoom has been updated and you can control the admission, removal and lock the room
- Zoom.us/live training Monday – Friday Free



Turning Point

- Can be in person with use of clickers; much like a black berry for immediate responds or
- Via web Quickly and easily open a web browser for the ability to respond to questions on any web-enabled device or
- Mobile phones Download the Turning Point app on smart phones and tablets for Android and iOS devices
- Very interactive
- Provides for immediate feedback



KRISTA BROWN CONSULTANT, EDUCATION PROGRAMS, NAPSA



GoToWebinar Strengths

- Plan options renew either monthly or annually; ranges from \$49-\$399/month.
- Website provides a lot of technical supports/tools.
- Meetings can be scheduled instantly or scheduled for a future day/time.
- GoToWebinar is like attending a conference session; participants can range from 100-2000 people depending on the package.
- Allows for audience interaction (polls, participants can raise their hands, Q&A, and questions can be submitted before or during the event.
- Allows for panelists.
- Handouts can be preloaded (up to 5 handouts – each must be less than 100MB).
- Sessions can be recorded and made available on-demand.



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GoToWebinar Limitations

- Cost may be prohibitive.
- Some say the platform and interface is dated compared to other products.
- Administrative limitations (i.e. changing session type, bulk upload of participants).
- Presenters may not have access to high-quality technology such as a headset and computer.
- Having an organizer/producer for each live session may be resource-prohibitive.



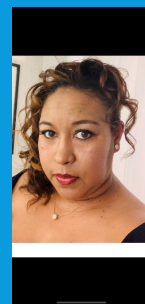
NATIONAL ADULT PROTECTIVE SERVICES ASSOCIATION

ERICKA CAIN

APS CLASSROOM MANAGEMENT LEAD
TEXAS DEPARTMENT OF FAMILY & PROTECTIVE SERVICES

GoToMeeting and GoToTraining

1. Introduction
2. Pre-Class Preparation
3. In-Class Support
4. In-Class Practices
5. Take-Aways



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MICROSOFT TEAMS MEETING AND MICROSOFT TEAMS LIVE EVENTS



Microsoft Teams Meeting

- Limited to 250 attendees
- Designed for real time collaboration
- No hierarchy of roles.
- Can add participants at any time
- Anonymous users can attend
- Allow up to 4 meetings (main meeting and 3 subgroups)

Microsoft Teams Live Event

- Allows up to 10,000 attendees
- 15 to 60 second delay with little audience participation.
- Multiple roles that dictate access
- Meeting can be set to allow late attendees to view the event from the beginning.
- Download a list of attendees



MICROSOFT TEAMS MEETING AND MICROSOFT TEAMS LIVE EVENTS



Challenges

- Sharing videos
- Quality of Presenter's bandwidth will impact quality of content being shared

Live Events

- switching between presenters can be tricky
- Can only view presenters one at a time

Special Features

Live events

- ability to change the language by attendees can be enabled
- Setting for closed captioning
- Can use external devices (e.g. professional camera setup)

Teams Meeting

- Virtual Backgrounds



KAT PRESTON-WAGER
 CURRICULUM DEVELOPMENT SPECIALIST
 APS WORKFORCE INNOVATIONS
 ACADEMY FOR PROFESSIONAL EXCELLENCE



- **Curriculum Considerations**
 - Need to Know vs Nice To Know
 - What can be pre-work? 1-pager? Homework? Booster?
 - Length/timing
 - Learning Styles
 - Engagement
 - Icebreakers
- **Participant Considerations**
 - Pre-registration inventory
 - No assumptions
- **Use of Chat Pod**
 - Distracting vs. Purposeful
 - Use for instructions
- **Technology**
 - Videos
 - Trainer back-up



JESSICA PARADEE
 STAFF DEVELOPMENT OFFICER, COUNTY OF RIVERSIDE,
 DEPARTMENT OF PUBLIC SOCIAL SERVICES (DPSS)

- Virtual training initiated
- Conversion of activities
- Expectations for participations and trainer
- 30/30/30 rule
- Pre-work and homework
- Collaboration within the virtual environment



KRISTI GRAVES

APS CURRICULUM DEVELOPMENT MANAGER
TEXAS DEPARTMENT OF FAMILY & PROTECTIVE SERVICES

Virtual on the fly in Texas APS Basic Skills Development

- Developers and Trainers can we do it?
- How to deliver?
- Tweaks with trainers
- Pre meeting
- Daily plus delta
- Learned along the ways: ppt of what used to be flip charted, polls, kahoots, send printed PG, discuss lessons learned to improve next round



OPEN FORUM & QUESTIONS

- What questions do you have?
- What is working or not working for you?
- What did you find helpful?
- What other webinar topics would you like to see covered by the NAPSA Education Committee?
- Thank you!!!!





PANEL CONTACT INFORMATION

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