Ohio Child Care Resource & Referral Association

Face-to-Face Conversion to Virtual Instruction Protocol
For COVID-19 Social Distancing
March 18, 2020

During this period of COVID-19 Social Distancing, as directed by the Ohio Governor's Office, revised guidelines have been established to support the professional development of our early care and education and afterschool programs. The below guidelines will only be in effect during the COVID-19 Social Distancing directive and will resume to standard Ohio Approved (OA) protocol when it is safe for you and your participants. You will receive notification from OCCRRA when OA Instructors are to resume to standard practices. **Please contact Holly Scheibe with questions, hscheibe@occrra.org.**

1. **Current Ohio Approved Face-to-Face (F2) trainings are permitted to be conducted in E-Learning: Synchronous format.** Synchronous training, or instructor-led training, requires the instructor and students to be present at scheduled times, either in person or online, for instruction, discussions, and activities. This is sometimes referred to as an interactive training. If you'd like to present this as self-paced online, with no instructor interactivity, please contact Holly Scheibe hscheibe@occrra.org.

2. **Ohio Approved credit will be given if the following are met:**
   a. Training/Training are to be conducted for the OA Contact Hours of the F2F training.
   b. Attendance is verified *throughout* the training.
   Examples for verifying attendance:
      i. Take verbal attendance before AND after the training.
      ii. Participants take polls, Raise Hand, chat answers/comments or other functions of the training/conferencing tool. The instructor can use this as attendance verification if the participant is identified in engagement activity. Some training/conferencing tools track how many times each participant engages.
      iii. Instructors call out participant's names throughout the training, such as "Mary, I haven't heard your idea?" or "Kyle, which of the two options would you choose?" Inform participants that you will be calling on each of them multiple times, so they are not caught off-guard.
      iv. Instructor assigns participants a reflection or application/Into Practice activity to be completed after the training. Participants email the assignment to instructor. (Ex. Email two ideas you plan on implementing; What are three things you learned; What three ideas do you want to share with other colleagues?) Instructor then verifies the participant's attendance in the Ohio Professional Registry.

v. Participants complete an electronic survey, such as Survey Monkey, which the instructor sends to the participants at the conclusion of the training. Once the survey results are submitted the instructor can verify attendance.

c. Engage participants throughout the training. The activities in a F2F training can typically be modified to a training format. Engagement is needed to help keep participants from "wandering thoughts" or multitasking which is easy to do in an auditory format. *Ask yourself, "How can participants process the content and achieve the learner objectives?"*

   Engagement examples include:
   i. Load a Word doc or insert blank PPT slides between content slides and "share your screen" or use the White Board or similar charting methods on web conferencing tools. Type in participants' brainstorming ideas, replies to questions you've asked, or questions they have. This is like charting in a F2F training.
   ii. Ask participants to respond to other participant's comments.
   iii. Request participants take polls, Raise Hand, chat answers/comments or other functions of the training/conferencing tool.
   iv. Ask participant to engage with the training materials you've sent out prior to the training. (Ex. Read short paragraph silently, respond through verbal/charting/chatting; complete a handout then share answers)

When asking questions, PAUSE! Allow the participants time to think. Also people can't read facial cues to tell if someone is going to speak, so they are more hesitant to respond. BE Patient, silence is uncomfortable so someone will usually jump in.
(Note: Online trainings submitted for Ohio Approval must have interactivity and engagement, so the engagement requirement for the training is still required.)

3. Logistics

a. Use the SAME ST# as the F2F training so participants receive OA credit.
b. If you need to change the date/time, edit the current ST#.
c. Get participant confirmation that they know training is now a webinar. Call each participant &/or use the email "Read Receipt" option. Participant's email and phone number are on the training roster, which is found with the sign in sheet in the ST information.
d. Email participants directions for accessing training (phone number and conference ID/PIN, URL)
e. Email participants training materials. Encourage they print materials but not require them to, as some may have limited availability to printer and there may cost considerations.

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f. Email materials, log-in info after the registration deadline so no one misses the information.
g. PRACTICE, PRACTICE, PRACTICE with the conferencing tool! Set up a practice training and ask a colleague, friend or family to log on and run through all or parts of your presentation. Know how to MUTE others, SHARE your screen, operate the chat, see participant listing, use the whiteboard, etc. Consider recording yourself to critique how to improve training before going live.
h. PREPARE, PREPARE, PREPARE delivery and how you'll integrate F2F activities into online. You may need to ask more questions than you would in a F2F.
i. Set up a QUIET space to host the training.

4. Considerations

a. Offer a call-in option for participants who express the need due to no internet or computer. Also, bandwidth may be limited for households.
b. Watch your pacing. It's easier to speed through a webinar presentation. Engaging participants will slow the pacing and provide a quality experience.
c. Keep your energy up! It's easier to be "flat" when virtually presenting since you aren't up and moving around in a F2F.
d. Share your trainings (AT#) with other training organizations to provide additional PD opportunities. Instructors will need to be approved in the CKCs and Groups criteria. Contact the Approval Team at approval@occrra.org if you need assistance.

Please check out these resources for effective virtual experiences!

5 Strategies for Engaging Virtual Workshops & Meetings
https://www.developmentwithoutlimits.org/news/2020/3/9/5-strategies-for-engaging-virtual-workshops

Best Practices for Hosting a Digital Event
MARCH 4, 2020 BY KRISTEN KLEIN
https://blog.zoom.us/wordpress/2020/03/04/best-practices-for-hosting-a-digital-event/

5 Keys to Facilitating in the Virtual Classroom
https://www.trainingdr.com/5-keys-to-facilitating-in-the-virtual-classroom/