

June 8, 2021

Technological Support During COVID-19

Examples from Two
Pennsylvania Adult Education
Programs

Presenters:

Anna Kaiper Marquez

Marilyn Lydic

Agenda

Introductions

Overview of Career and Family Pathways

Anna's role in technological support

Successes and challenges

Overview of IU13

Marilyn's role in technological support

Learning from one another

Ideas for the future



Icebreaker

Please answer the questions in the
zoom poll

Who Are We?

Marilyn Lydic

IU 13

Adult Education

Instructor/Technology

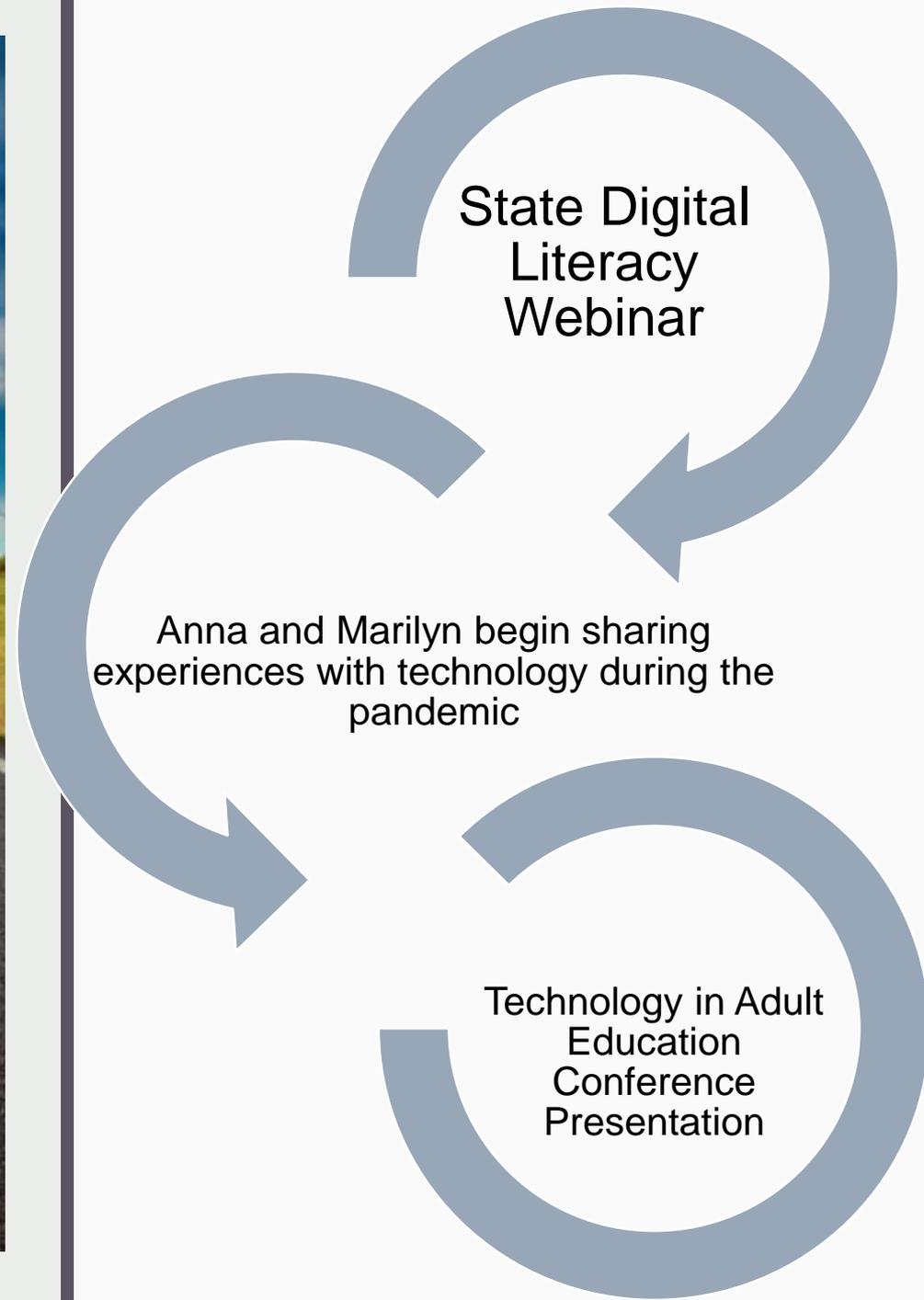
Coach



Anna Kaiper-Marquez

Goodling Institute for Research in
Family Literacy/Institute for the Study
of Adult Literacy
Penn State Career and Family Pathways
Associate Director







INSTITUTE
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OF ADULT
LITERACY

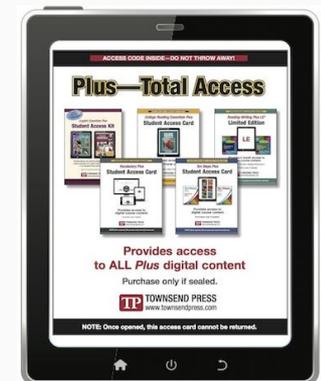
Goodling 
*for Research
in Family Literacy* **Institute**



PennState
College of Education

Remote and Distance Learning Coordinator (10% of time)

- Support online teaching of classes
- Create short videos for instructors' technical assistance
- Gain knowledge of SDL tools to support instructors
- Develop/hold focus groups to understand learners' thoughts on shift to remote instruction



TOPIC	TIME IN VIDEO WHEN DISCUSSED
To add a new student	6:50-15:00
To customize student academy settings	14:55-18:00
Assigning TABE 11/12 example	18:00-22:45
Assigning CASAS Goals	23:30-29:30
Assigning GED Academy	30:40-34:00
Self-assessment option	34:00-38:51
Content Maps: Practice Tests	39:30- 44:00
When students become inactivated	47:00-50:13
Adding a class/Adding students to a class	50:25-57:28
Recycling classes	57:28-58:15
Reports: Managing "Study Time"	58:15- 1:09:25
Troubleshooting Browser Issues	1:09:50-1:14:18
Resources Tab (tips for getting started/tutorial videos)	1:14:30- 1:17:45
Quick Start guides for new students	1:17:45-1:19:30

TRAINING VIDEO SUPPORT

v1

Editing PDFs.mp4

Technology Support Videos · Updated Oct 21, 2020 by Anna Kaiper-Marquez

...

The screenshot shows a video player interface. The main content is a PDF document titled "9th Grade Math Packet" with the subtitle "(For students entering 9th grade in August 2017)". The text in the PDF includes:

- This packet is **OPTIONAL**. If you complete it, you will earn **BONUS HOMEWORK points**.
- You will get 2 bonus points for each section you complete up to a maximum of 50 points. In order to receive points for a section, you must:
 - Show reasonable, clear work on every problem.
 - Turn in your packet by September 1st, 2017.
- Each section has a worked example and then some problems for you to try. If you are still feeling confused, type the section title into any of these websites:
 - khanacademy.org
 - ed.com
 - learnitron.com
- You may also email questions to asm@itpeds.org
- We will not be going over the answers to the packets when school begins, but there are answer keys at the school if you want to come check your answers.
- You may not have a pencil or pen with you when you check your answers :-)

In the top right corner of the video player, there is a small video inset showing a woman, identified as Anna Kaiper-Marquez, speaking.

Focus Group Questions on Remote Learning

1. How do you think classes are going with the shift to online instruction?
2. What device/s do you usually use to sign into class?
3. Have you had any issues with your devices or connecting to the internet? If yes, explain.
4. What have you liked about online learning?
 - a. What methods of teaching/tools has your teacher used that have helped with your learning online?
5. What have you disliked about online learning?
 - a. What methods of teaching/tools has your teacher used that you haven't found useful?
6. What additional tools/programs/teaching methods would you like to see used to help you in your learning?
7. Have you used any distance learning programs? (i.e., Essential Ed, Khan Academy, ESL Library, etc.)?
 - a. If so, have they been useful? Why or why not?
 - b. If you haven't used them, why not? (Did you choose not to use them? Did you not know about them?)
8. Once the possibility of going back to class in person is available, would you prefer this? Would you prefer to continue learning online? Would you prefer a hybrid format? Describe why.
9. Is there anything else you would like to add regarding your experience of learning online?



PennState

We greatly appreciate you taking part in Career and Family Pathways' focus groups on remote learning.

As a thank you, we are holding a raffle for 10 \$10 gift certificates. Please enter your name and email below to be entered into the raffle.

First and Last Name

Email

Phone Number (Optional- this will help us get a hold of you if you did not receive an email)

Successes and Challenges

SUCCESSSES

- Support for instructors with varying technological comfort and needs
- Time given to understanding learners' technological needs

CHALLENGES

- Instructors with varying technological comfort and needs
- Skewed results of focus groups
- Differing comforts and unknowns with moving to hybrid learning



Community
Education | **iu**13

In the beginning...



Fall Semester



Challenges:

- Students IU credentials
- Lack of devices
- Lack of technology skills



Technology Coach for students:

- Basic zoom
- Basic computer skills
- Schoology
- Chromebooks
- PC challenges



Technology Coach for teachers:

- Schoology
- OneDrive assignments
- Google Drive assignments



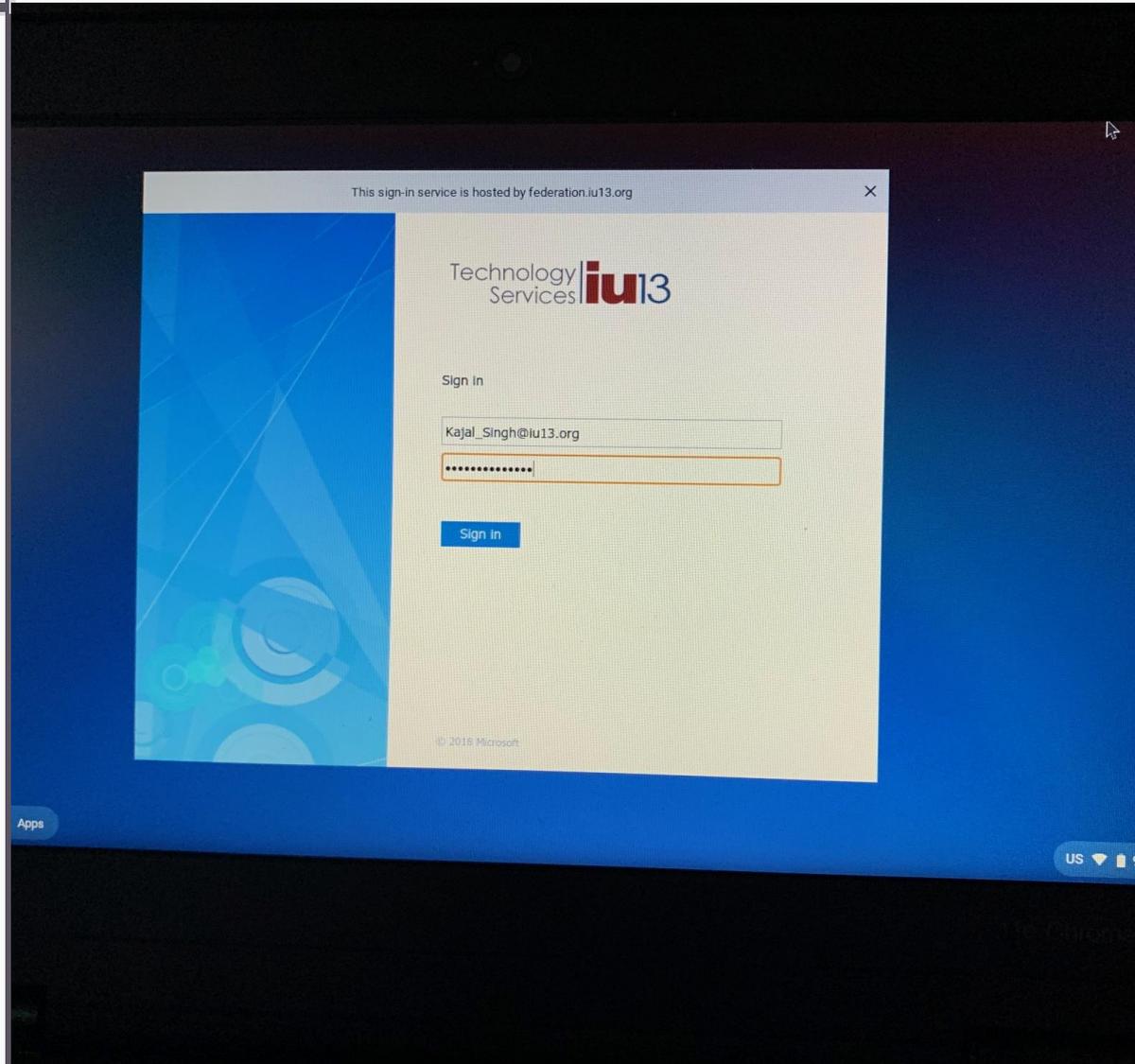
Student challenges – devices:

- Chromebooks
- PC's
- MacBooks
- Smart phones
- Tablets
- I-pads



Coaching strategies:

- Zoom meeting
- Student smart phones
- Doc cam
- Screen share



Additional coaching responsibilities:

- In-class – OneDrive/Google assignments
- Orientation readiness – TABE testing
- Videos



Administrative
Support Course





Benefits of teaching on zoom:

- Rapport
- Individual technology support
- Availability for private instruction
- Students on task

Challenges of remote learning:

- Choosing LMS and zoom
- Chromebooks
- IU student credentials
- Lack of digital literacy skills
- Pre and post tests

Benefits of remote learning:

- Sharing students between counties
- Student childcare
- Working night students
- Learning technology



What similar successes and challenges has your program had when dealing with technological changes during the pandemic?





Moving Forward

- **Together, we will think of ideas moving forward.**
- **Go to the link in the chat to take you to a shared Google Document.**
- **We will send this to all conference participants at the end of the conference.**

**Additional
thoughts/
comments/
questions?**

Email Us!

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marilyn_lydic@iu13.org