Technological Support During COVID-19

Examples from Two Pennsylvania Adult Education Programs

Presenters:
Anna Kaiper Marquez
Marilyn Lydic

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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
Anna and Marilyn begin sharing experiences with technology during the pandemic

State Digital Literacy Webinar

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

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

**SUCCESSES**

- 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
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: marilyn_lydic@iu13.org