

## Student Expectations for Participating in Remote Training

MWWA has begun offering remote training opportunities using the ZOOM platform. MWWA is providing the following information which details our expectation of students participating in remote courses. Please note that to receive Training Contact Hours (TCH's) you must follow the protocols outlined below.

### **Requirements to receive TCHs**

- ✓ SIGN IN in the Chat
- ✓ RESPOND to any prompts by the proctor to verify your participation
- ✓ COMPLETE any poll questions that are launched
- ✓ PARTICIPATE IN THE ENTIRE SESSION
- ✓ COMPLETE the assessment questions at the end of the class
- ✓ COMPLETE the course evaluation
- ✓ SIGN OUT in the Chat

**If you do not complete the items above, we will NOT award you TCHs**

### **Technology Requirements:**

1. You must have a computer with audio/video capability. It is preferred that you have a camera which can be turned on for the proctor to see you.
2. If you do not have the ZOOM application on your computer it could take a few minutes to download and launch it, so please plan accordingly to allow time for the download. If you wish, you can download the Zoom Client for Meetings here:  
[https://zoom.us/download#client\\_4meeting](https://zoom.us/download#client_4meeting)
3. We know that sometimes there are technology glitches. Please write down Dan Laprade's cell number (413-883-7030) in case you have any problems during the session. You can call or text Dan so we can try to resolve the issue.
4. If for some reason you get bumped out of the session, please click on the invitation you received to get back in the session.

### **Using Zoom**

- If you are not familiar with using ZOOM, you can watch this short YouTube video for a quick introduction:
  - [https://www.youtube.com/embed/vFhAEoCF7ig?rel=0&autoplay=1&cc\\_load\\_policy=1](https://www.youtube.com/embed/vFhAEoCF7ig?rel=0&autoplay=1&cc_load_policy=1)
- Please familiarize yourself with the ZOOM toolbar (usually at the bottom of your screen), you will find several icons including the microphone, video button, the chat box, and some icons to raise your hand.

- To minimize distractions that can occur with multiple screens visible, we would encourage you to select the “Speaker View” rather than the “Gallery View”.

### **Protocols during the Course:**

- MWWA will record the session for the purposes of documenting participation and attendance.
- To ensure everyone has a good experience, we would ask you to please keep yourself on “mute” for the session.
- Respond to any prompts by the proctor to verify your participation in the course.
- If you have a question, we encourage you to use the “chat” feature to ask the question, but we will also periodically pause to allow people to unmute to ask a question. If you have a question you want to ask verbally, please use the “Raise Hand” feature so that we can see you have a question.
- We will be using the “Chat” function in Zoom for our sign in and sign out documentation. Put your first and last name in the chat box to sign in at the beginning and out at the end.
- We will also be using the polling function to launch some questions during the session. When the poll is launched, you will see the question and we ask you to select the appropriate answer. We will pause briefly to allow the question to be answered and then we will display the responses. It is important for you to respond to the polling questions for the TCHs. If you must step away from your computer at any point, please note it in the chat box when you leave and when you come back so if you miss a poll we have proper documentation.
- We will take a brief break during the session, but please be sure to return at the appropriate time so that we can start back up without delay.
- As is the case with in-person training, you will have to remain in the session for the entire time, complete an evaluation form, assessment questions and sign out at the completion of the session in order to receive your TCH’s. Toward the end of the session we will be giving you the links for the assessment questions and for the evaluation form.
- MWWA cannot stress enough the importance of completing all of these items, if we do not have your sign in and out, responses to polls and the completed evaluation and assessment questions, we will not be able to award you TCHs.
- Again, if you encounter technical difficulties with any of these items, please text Dan or use the chat function so that we can try to assist you.