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Turning Social Workers into Web Conferencing Technical Experts via an Intensive Online Institute: The Institute on Technical Skills for Online Event Production

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 **COLUMBIA**
SCHOOL OF SOCIAL WORK

Intro to the Columbia University School of Social Work's Online Campus

- [Fully online Master's of Science in Social Work](#)
 - Program options: 1) Clinical, 2) Generalist, 3) Management/Leadership/Entrepreneurship, 4) Policy
- Launched in Fall 2015; First graduates in May 2017
- Primary model: Weekly synchronous classes in Adobe Connect + asynchronous homework in Canvas
 - Each course is assigned a [Live Support Specialist](#) (LSS) as the member of the instructional team who manages the live class session technology for the full semester. LSS's are CSSW alumni who took at least one online course.
 - To become a LSS, candidates must pass our Institute on Technical Skills for Online Event Production

Overview of CSSW Online Campus Faculty Development Overall

Successfully completed



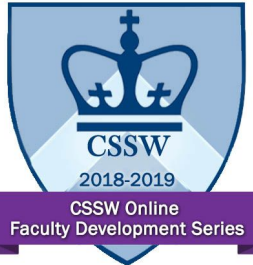
SUCCESSFULLY COMPLETED



Foundational training:

- 1) Institute on Pedagogy and Technology for Online Courses
- 2) **Institute on Technical Skills for Online Event Production**

Successfully completed



Successfully completed



Successfully completed



INTENSIVE WORKSHOP



Ongoing training:

- 1) Annual Online Faculty Development Series
- 2) Intensive Workshops

[Learn more about our Online Campus faculty development](#)



The Institute on Technical Skills for Online Event Production: Overview

The need	The solution: This institute	The results
<ul style="list-style-type: none">● Turn CSSW alumni into technical experts, so that they can manage the production of weekly live online classes● As the Online Campus grows, recruit and train additional Live Support Specialists● Also: Offer ongoing professional development to CSSW online instructors, TAs, and administrators	<ul style="list-style-type: none">● Free for CSSW alumni● 15 hours of training:<ul style="list-style-type: none">○ 3 live class sessions○ Homework● Interactive, practical, and hands-on● Passing = 90% or higher and earns a digital badge● Originally created by Kristin Garay, now co-facilitated and co-led by Kristin Garay & Krystal Folk	<ul style="list-style-type: none">● Launched Summer 2017 & offered twice/year● 8 cohorts so far● 111 participants have passed so far; top participants are recruited for LSS openings● Average participant response to “How would you rate the overall quality of this Institute?” is 9.4/10● Won a 2020 International E-Learning Award



The Institute on Technical Skills for Online Event Production: Anatomy

The screenshot shows a Canvas LMS course page. The breadcrumb trail is 'Institute on Technical Skills for Online Event Production - Fall 2020 > Modules'. The page is for the Fall 2020 term. A left-hand navigation menu includes 'Home', '24/7 Canvas Help', 'Grades', 'People', and 'Modules'. The main content area is titled 'Live Class Session Information & Log in' and contains a 'Live Class Session -- Log In here' button, 'Class Slides & Recordings', and a link to 'Need Technical Help? -- Technical Support FAQ'. Below this is 'Unit 1 -- Getting started, about the technology, and preparing for the first live class', which is marked as 'Complete All Items'. It lists 'Homework due -- Friday, September 18 by 11:59 pm ET' and 'Live class session -- Saturday, September 19 1:00-3:00 pm ET'. Under 'Getting Started', there are links for 'How to navigate this course site', 'Institute grading and attendance policies', 'Required technology for this Institute', and 'Do you have the required technology for this Institute?'.

Homework (graded using rubrics): self-guided preparation assignments that include quizzes, discussion forums, videos, and practice activities, to build tech skills & think critically about tech support that upholds social work values

The screenshot shows a Zoom meeting interface. At the top, a video feed shows a woman named 'Krystal Folk'. Below the video, the 'Attendees' list shows 14 people, including 'Krystal Folk' and 'Nicole Wong'. The 'Participants' list shows 12 people. The main content area displays a blue slide with the text 'Welcome to the Institute on Technical Skills for Online Event Production'. At the bottom, the 'General chat' window shows a conversation: 'So excited to meet you both, and excited for this course!', 'meet you both!', 'meet you both.', 'Thanks Nicole!', 'me! I'm looking forward to this course.', 'to meet you both! So excited to begin!', and 'know if you need anything in the main chat! We can troubleshoot here.'.

Live class sessions: practice with web conferencing tools for interactive online classes -- including polls, status icons, webcam, microphone, chat, and breakout groups -- and discuss the technical support role and how to interact with & support students

Connect with the Presenters



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