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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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

Foundational training:
1) Institute on Pedagogy and Technology for Online Courses
2) Institute on Technical Skills for Online Event Production

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

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<th>The need</th>
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<td>● Turn CSSW alumni into technical experts, so that they can manage the production of weekly live online classes&lt;br&gt;● As the Online Campus grows, recruit and train additional Live Support Specialists&lt;br&gt;● Also: Offer ongoing professional development to CSSW online instructors, TAs, and administrators</td>
<td>● Free for CSSW alumni&lt;br&gt;● 15 hours of training: ◦ 3 live class sessions ◦ Homework&lt;br&gt;● Interactive, practical, and hands-on&lt;br&gt;● Passing = 90% or higher and earns a digital badge&lt;br&gt;● Originally created by Kristin Garay, now co-facilitated and co-led by Kristin Garay &amp; Krystal Folk</td>
<td>● Launched Summer 2017 &amp; offered twice/year&lt;br&gt;● 8 cohorts so far&lt;br&gt;● 111 participants have passed so far; top participants are recruited for LSS openings&lt;br&gt;● Average participant response to “How would you rate the overall quality of this Institute?” is 9.4/10&lt;br&gt;● Won a 2020 International E-Learning Award</td>
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The Institute on Technical Skills for Online Event Production: Anatomy

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.

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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