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Community Action, Inc. of Central Texas
Developing Opportunities

WORKFORCE SOLUTIONS
Rural Capital Area
Where Business and Careers Meet!

CASAS Remote
What we’re learning in Texas
April 8-9, 2019

CASAS finally comes to Texas with a Training of Trainers in Fort Worth, Texas.

Glenda Rose and Jan Whisonant are asked to become state trainers and start learning all they can fast and furiously.
March 2020
May (and June) 2020:
Texas Style Training of Trainers - Online
1. Complete the curriculum in the PD Portal.
2. Attend 1:1 and/or 1:many webinars
July 2020

12
TX AEL Manager Monday (200713): Developing Instructor Support Structures
2:00 PM CDT - Zoom Room

13
Deeper Dive into Best Practices for Remote Testing
2:00 PM CDT - Zoom Room

14
Teacher Tuesday (200714) - Intake and Orientation at a Distance
12:00 PM CDT - Zoom Room

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Deeper Dive into Best Practices for Remote Testing  7/13 - 7/13

2:00 PM - 4:00 PM CDT
Zoom Room
Instructors: TCALL Zoom

This webinar will take a deeper dive into best practices for remote testing for all approved AEL assessments. Topics that will be covered include: Getting started, This segment will cover how to choose a video-conferencing platform, develop SOP's, and assess the strengths of the team to determin... 

Session Contact: Tracy Hendrix
So with all this training, what problems did we encounter?

Digital Equity

Digital Literacy

Tech happens

Subject to technical issues
Digital Equity: Rural vs. Urban

- Phone dependency – if they can get a phone signal.
- Phone tethering/hotspot limitations on “unlimited data” plans.

- Drive to town to find a hotspot
- 110ºF?! – schedule test early and late!
- Dial-a-friend
Digital Literacy: Test Proctors

• Go beyond the basics of starting, proctoring, and ending a test.
• Train in stages.
• Train the “Why” as well as the “How.”
• Play the “what if” game during training.
• Have a clear Standard Operating Procedure available.
Digital Literacy: Students

• Written instructions, oral instructions, and visual instructions, oh my.
• Pre-tech check means you are going to use the same device in the same place.
• “Move closer to your router.”
• “Your camera is upside down (backlit, flickering, etc.).”
• Sometimes you just have to reschedule.
Tech Happens

• Basic tech troubleshooting
  • Something is running in the background and interrupts the test.
  • Audio or video suddenly quits.
  • Browser issues.
• Basic tech support
  • Talking students (with limited English) through solving a problem
Has this happened to you?

Before testing day: Please make sure you have a quiet place to take your test.
Day of test: You mean, I can’t take this at the restaurant where I work? That’s where I have the internet connection!

Before testing day: Let’s run a speed test on your computer. Perfect.
Day of test: Your speed test shows a lot slower. Do you know why? Oh, you canceled your internet plan and are using your 3G phone for internet. I see.

Before testing day: Can you turn your camera on and share your screen, please?
Day of test: I’m sorry you just got out of bed, but I still need you to turn your camera on.
Final Thought

KEEP CALM AND TEST, TEST AGAIN, THEN TEST SOME MORE