Adventures in Developing a Virtual Training Program

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Introductions

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Share...

Why are you

attending this session?

What are you hoping

to get out of it?

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Agenda

- Why do you need a virtual training? (pain points)

- What are you hoping to accomplish? (objective)

- Who will access the training? (audience)

- How will you implement it? (planning & tools)

- How will you know if you've achieved your objective? (evaluation)

Why do you need a virtual training?

PAIN POINTS

Why do you need a virtual training?

PAIN POINTS

Take 5 minutes to discuss

your pain points with a

neighbor.

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What are you hoping to accomplish?

OBJECTIVES

- A fully trained volunteer corps

- A deeper sense of connection

- More ongoing support for volunteers

- Refresher course for long-term volunteers

- Make training available 24/7

What are some

other objectives?

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Who will access training?

Things to Consider

- How well are they connected?

- Broadband access

- Suitable device and peripherals

- Digital skills/confidence

Potential Challenges

- May seem too impersonal

- Online learning has low completion rates

- If done poorly, could cause volunteers to quit

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Types of virtual training

- Live webinar

- Recorded webinar

- Videos

- Phone call with distributed PDF/slides

- Learning Management System (LMS)

- Website with surveys

What other types of virtual training have you experienced?

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How will you implement it?

PLANNING & TOOLS

Questions to address:

- Who will lead the effort?
- Do you have internal capacity to execute?
- Will this hurt or enhance your relationship with your volunteers?
- What tools do you need and how much do they cost?

Recommendations:

- Draft an outline – share with team/focus group
- Keep modules short <20 minutes
- Build material outside a Learning Management System (LMS)
- Understand adult learners

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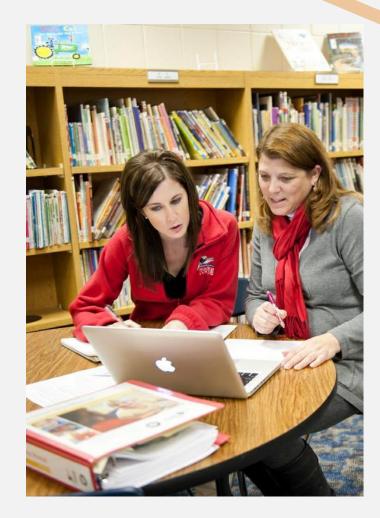
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Adult learners need to...

- Believe that they can succeed

- Be treated as responsible

- Know instruction 'matches' their style

- Be engaged in the learning process

- Have access to appropriate resources

- Understand what they are being taught

- Find course content interesting and practical

- Apply learning in a variety of ways

- Succeed early in a course

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Adult learners are...

- Self directed

- Goal oriented in personal development

- Eager to utilize knowledge and life experiences

- Motivated to learn

- Wanting to apply skills to real situations and practice

- Seeking collaboration, feedback and consultation

- Looking for a rationale on why they are asked to do something

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How will you know if you've achieved your objective?

EVALUATION

- Build in evaluation from the start
- Pre and post surveys
- What will success look like?
  - Increased retention?
  - More impactful volunteers?
  - Improved program delivery?

How do you currently evaluate your in-person training sessions?

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Resource List

- TalentLMS - Good enterprise solution that supports white labeling. Good UI, flexible pricing, and good integrations with other services.

- Kannu - Designed for higher ed use case. Very expensive. Not recommended.

- Thinkific - Good UI and eCommerce features and very affordable price ($800 for unlimited users), but not designed for enterprises. Best for individuals attempting to monetize their own courses, or orgs that will only have one course offered.

- Eliademy - Free, but limited feature set.

- Moodle -

- Schoology - learning management system with a school focus

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- H5P.org (full-featured trial environment) / H5P.com (paid version) - Excellent content authoring tool based on modern HTML5 standard. Very easy to use and very affordable. Highly recommended.
- Typeform - Form builder that can be used to create tools, personality quizzes, etc
- Wix - "What you see is what you get" website builder. Good for building resource pages that you can link to. More advanced users can build apps on top of the Wix Code database feature. Highly recommended.
- Google Sites - volunteer intranet/communication hub
- Google Slides - presentation tool
- YouTube - video hosting with ability to add captions
- Prezi - presentation tool
- Formsite - Build web forms, online surveys, questionnaires, and polls

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- [BigMarker](#) - Good webinar services that handles registration, automated reminders, webinar series, recordings, etc. Comes with native mobile apps for people with smartphone-only access.

- [Adobe Connect](#) – online training tool

- [Zoom.us](#) - video

- [Intermedia](#) - audio-only conference calls (not recommended)

- [Twilio](#) - technology solution in development to include: audio and/or video access, closed captioning, call-in options, automatic invites, online calendars and links to join, remote facilitation, data tracking, compatible and complementary to Quickbase.

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- [SurveyMonkey](#) - Good survey builder that makes it easy to segment respondents and keep your data organized.

- [Salesforce](#) - Standard place to store data

- [Zapier](#) - Excellent tool for automating processes and connecting various services without needing to code or deal with APIs. For example, add people to a Mailchimp mailing list when they create an account in TalentLMS. Highly recommended.

- [Quickbase](#) - manage data and automates processes

- [Agora](#) - technology solution in development to include: audio and/or video access, closed captioning, call-in options, automatic invites, online calendars and links to join, remote facilitation, data tracking, compatible and complementary to Quickbase.

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- [Mailchimp](#) - Email service with nice design and good reporting functionality

- [Constant Contact](#) - Email service with nice design and good reporting functionality

- [Screencast-o-matic](#)

- [Camtasia](#)

Thank you!

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