

Survey and Assess technological and Physical Resources- Example

Student Physical Resources

- Students have access to work space although some students have limited alone time due to children present. Sometimes access to child care is limited or undervalued. Quality class and study time should be more strongly emphasized.
- Some students' access class from their work environment and there is a tendency to multitask during class time. There should be an education component pre-registration. There also should be strategies in place during class to support students to have a stronger focus on what is happening in class.
- Hybrid model is **not** suitable for this type of class as students are located around the world.

Student Technological Resources

- Technology access is not assessed adequately enough for this program which causes issues more for students that do not have the knowledge/experience to understand what is **not** suitable. Pre-registration training/ info sessions should be put in place to help students understand and acquire minimum equipment before the first class.
- Students can assess general supplies although access to specialized equipment such as telephone or VOIP headsets can be limited. Perhaps these can be made available to students online.
- Older Apple computer systems are not supported by the learning platform used (Webex). A list should be supplied (and updated) to the class enrollment advisors and also sent out to students when they express and interest in registration. The list should be resent as part of the registration package.

Teacher Resources

- Although most teachers have basic digital experience, there should be a handbook created with FAQ's to support the specialized knowledge base required to use both the eLearning platform (Webex) and the Learning Management System (Moodle).
- Students should be given clear instructions on how to access technical support for both Webex and the Learning Management System. There should be clear procedures in place for both types of technical support with easily accessible escalation in case of problems, that allows the student to feel taken care of by the educational supplier.
- There should be a senior educator with greater technological expertise and experience available for teachers to access in case of substantive technical issues.