



**COLLEGE & CAREER  
READINESS**

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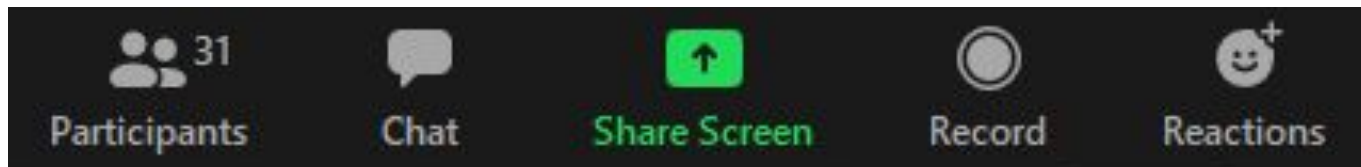
**Integrating Technology  
into the Basic Skills Classroom  
January 12, 2021**

# Housekeeping

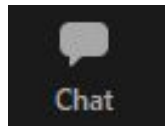
Please keep yourself on mute throughout the webinar.

Presenter will respond to questions in the chat box at the conclusion of each presentation.

Meeting Controls can be found at the bottom of your Zoom window.



You can use the



for questions and comments.



**Empower  
every  
voice.**  
Flipgrid

Microsoft

During this presentation Anita will be demonstrating **FlipGrid**.

Please go to the Apple Store or Google Play and download the **FlipGrid** app to your phone or tablet.





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At the end of the today's Presentation,  
Dan will be demonstrating **Socrative**.

Please go to the Apple Store or Google Play and  
download the **STUDENT Socrative** app to your phone  
or tablet.





# COLLEGE & CAREER READINESS

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## Presenters

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## Daniel Loges

- Director of Professional Development & Distance Learning, CCR



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## Matthew Brown

- Professional Development and Distance Learning Specialist
- Instructional Technology Subject Matter Expert
- ABSPD team member for over ten years.



[brownm@nccommunitycolleges.edu](mailto:brownm@nccommunitycolleges.edu)

## Overview

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- Discussion of using technology in the classroom.
- Explore a technology orientation and support center for CCR students
- Investigate ways to connect to students
- Discuss using personal devices in classroom.
- Actively participate in using personal devices in an informal assessment activity

# Breakout Room Activity

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Introductions (Who you are, What you do, and where you do it?)



What is your favorite tool in your technology tool box?



Present your findings in the Google Slide Presentation on the Slide # of your Breakout Group.



## Jim Bruer

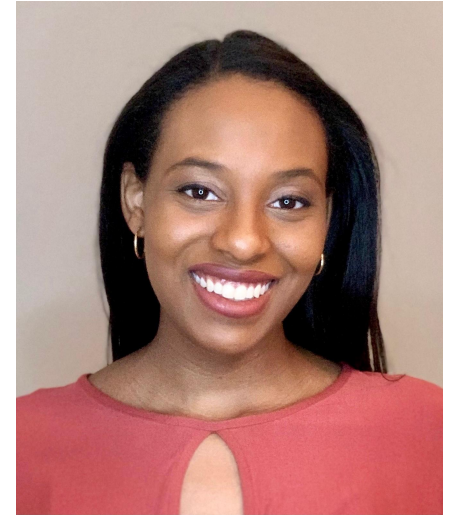
- Director of Advising, Retention, and Student Support for CCR



[jhbruer@waketech.edu](mailto:jhbruer@waketech.edu)

## Brooke Palmer

- Developer of the CCR Tech Help Webpage



[bppalmer1@waketech.edu](mailto:bppalmer1@waketech.edu)

## The COVID Technology Challenges:

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- How do we familiarize new/continuing students with the technology needed for synchronous classes?
- How do we assist students that have limited or no access to technology?
- How do we scale this service to the ~1,500 active students?

# The COVID Tech Challenges: How do we train our students?

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- From March-June, Wake Tech Advisors contacted students every week to assess the students' transition to online learning.
- CARES Act funding
- Wake Tech's CCR Technology Support Technicians

# The COVID Tech Challenges: How do we train our students?

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- Hiring the CCR Tech Team:
  - High level of empathy.
  - An ability to be very patient.
  - Strong communication skills.
  - A willingness to learn and adapt.
  
- Tech Team Objectives:
  - To support and advocate for students with needs that are impeding their ability to participate in online classes stemming from technological issues.

# CCR Tech Help at Wake Tech Community College

## Supervisor

Ian Diamond

## Technology Support Technicians:

Brooke Palmer, Elizabeth Reed, Steve Boykin, Nikki Crawford

## 4 Areas of Focus:

1. Drop-In Support
2. Scheduled Support
3. Technology Resources
4. Content Development

## Content Development:

1. Preliminary Focus
2. Equipment Focus

Complete Your High School Credential

English as a Second Language (ESL)

Adult Basic Education

CCR Advising

**CCR Tech Help**

Transition Programming

Testing Center

Volunteer

## CCR Tech Help

**A virtual technological support team for College & Career Readiness students.**

CCR Tech Help is a new resource for College and Career Readiness students to provide virtual technological support for online learning. The team works with students 1:1 on digital literacy skills, basic troubleshooting, and resolving barriers to the online classroom. Are you a CCR student who needs some technical assistance?

### Contact us

#### Technology Support Technicians

College and Career Readiness

#### Email

[CCRTechHelp@waketech.edu](mailto:CCRTechHelp@waketech.edu)

#### Phone

(919) 727-6507

#### Calendly

[Schedule A Virtual Help Meeting](#)

#### Availability

Monday through Thursday 9:30 a.m. - 08:00 p.m.

Friday 9:30 a.m. - 2:00 p.m.

#### Helpful Links

- [Technology Help Checklist](#)
- [Zoom/Google Meet Icon Guide](#)
- [Frequently Asked Questions](#)



<https://www.waketech.edu/programs-courses/non-credit/strengthen-basic-skills/ccr-help>

# Calendly

POWERED BY  
Calendly



CCR Tech Help

## Scheduled Support

30 min

Google Meet

Schedule a 30-minute meeting with CCR Tech Help to work on digital literacy skills.

### Select a Date & Time

January 2021



Tuesday, January 12

SUN	MON	TUE	WED	THU	FRI	SAT
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Eastern Time - US & Canada (12:08pm) ▾

9:30am

9:45am

10:00am

10:15am

10:30am

10:45am

11:00am

11:15am



# Technology Checklist

**Happy New Year!**



As you get ready to take classes this year, the Technology Support Technicians have created a checklist of technology and applications you will need to be prepared for your upcoming classes.

## A Device:

You need either a computer or a smartphone to take your classes.

## WIFI:

You need WIFI to connect to the internet to take your classes.

- If you need WIFI, talk to your cable provider for their WIFI packages.
- You can also explore our WIFI/Hotspot information guide here: [\[Click to access WIFI guide\]](#)

## Wake Tech Email Account:

If you do not have access to your Wake Tech email account and need to activate it, the instructions to do so can be found here:

- Click to access PDF guide for computers: <http://bit.ly/wtccemailcomputer>
- Click to access PDF guide for phones: <http://bit.ly/wtccemailphone>
- Click to access video guide: <http://bit.ly/wtccemailvideo>

## Google:

If you do not already have a Google/Gmail account, to create one you will need to:

1. Go to the [Google Account creation page](#).
2. Follow the steps on the screen to set up your account.
3. Use the account you created to sign in to [Gmail](#).





## Translations:

Here is how you translate a website into your native language using Google Chrome:

<u>On a phone</u>	<u>On a computer</u>
<ol style="list-style-type: none"> <li>1. Press the three dots in the bottom right corner</li> <li>2. In the box that appears in the bottom right corner, press "Translate"</li> <li>3. To change the language, click the Google Translate symbol in the website bar.</li> <li>4. Select your language</li> <li>5. Press "Translate"</li> </ol>	<ol style="list-style-type: none"> <li>1. Right-click the page to open the clipboard</li> <li>2. Select "Translate"</li> <li>3. In the box that appears at the top of the page, click the three lines</li> <li>4. Click "Choose another language"</li> <li>5. Select your language.</li> <li>6. Click "Translate"</li> </ol>

## Apps:

If you are using a phone for Class, download the following Apps:

<u>App</u>	<u>Android Link</u>	<u>iPhone Link</u>
 Zoom	<a href="#">Android</a>	<a href="#">iOS</a>
 Google Meet	<a href="#">Android</a>	<a href="#">iOS</a>
 Google Meet	<a href="#">Android</a>	<a href="#">iOS</a>
 Google Sheets	<a href="#">Android</a>	<a href="#">iOS</a>
 Google Docs	<a href="#">Android</a>	<a href="#">iOS</a>
 Google Drive	<a href="#">Android</a>	<a href="#">iOS</a>
 Microsoft Outlook	<a href="#">Android</a>	<a href="#">iOS</a>

# Zoom/Google Meet Icon Guide

## Welcome



microphone, mute, video, audio, call, more features

## Video



Video on = I see you.



Video off = I cannot see you.



Video on=I see you.



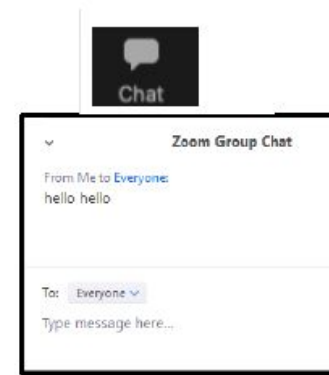
Video off=I cannot see you.



## Chat



Chat = send instant messages during the meeting.



Chat = send instant messages during the meeting.



## Review



- Microphone: mute/unmute your microphone
- Video: start/stop your device webcam which allows other participants to see you
- Chat (chat bubble): join the chat discussion, pose questions, and exchange communication
- Call: Allows you to pick up and hang up calls.
- Audio/Video setting: Allows you to alter your microphone and camera settings
- Leave Meeting: at the end of the online class leaving the meeting

# FAQ Spotlight Guide



## CCR Tech Help Spring 2021 Spotlight Guide

Helpful Tips, Tricks, & Resources for Digital Literacy

Last Updated: December 18, 2020

### Table of Contents

Wi-Fi and Data Connections	2
Other Wi-Fi and Internet Service Solutions	3
Turning on Audio/Visuals	3
Logging into Class Meetings	4
Class Access Links	4
Zoom	4
Google Meet	4
Google Chrome Web Browser	5
Google Chrome Installation	5
Device Language Settings	5
Language Translation	5
Wake Tech Email Addresses	5
Further Assistance	6
CCR Tech Help	6
Wake Tech ITS Help Desk	6
CCR Advising	6

(Please note: this how-to guide is not meant to be a comprehensive resource for all digital literacy challenges. This guide will be updated periodically.)

For more information and support, contact CCR Tech Help at [CCRTechHelp@waketech.edu](mailto:CCRTechHelp@waketech.edu)

### Other Wi-Fi and Internet Service Solutions

- If you do not have internet in the home, you can contact your cable provider to see if they have internet packages and Wi-Fi programs. They often have special programs and discounts for students or low-income.
- [Turn your phone into a mobile Wi-Fi hotspot](#), if your cellular carrier allows.
- You can purchase a mobile Wi-Fi hotspot from your cellular carrier.
- [Map of free Wi-Fi Hot Spots in the Raleigh area](#)

### Turning on Audio/Visuals

**Problem:** The student's camera and/or audio are not working.

- Your audio and/or camera turned on? (This means there should **NOT** be a slash through either icon.)



- If audio/video is allowed and turned on in settings, but is still not working:
  - On a computer, go to your computer settings, go to troubleshoot, scroll to microphone and/or screen visual
  - Open the designated setting and click the troubleshoot button. This should either fix the problem or tell you what the problem is.
- The student's microphone/headphones are plugged in, but it's still not working.
  - Zoom sometimes switches the user's audio source upon joining a meeting.
  - Zoom -> the ^ button beside Mute/Unmute -> Select a Microphone
    - Change the default microphone to whichever the student is using
      - System -> Built-in laptop microphone
      - External -> Plugged-in headphones

### Other Resources

- [ESL Teacher's Welcome to Zoom Virtual Classroom Presentation](#), a slide show created by Elizabeth Reed, Wake Tech ESL teacher, for her Level 1 class specifically defining icons.

## Checklist



## Icon Guide

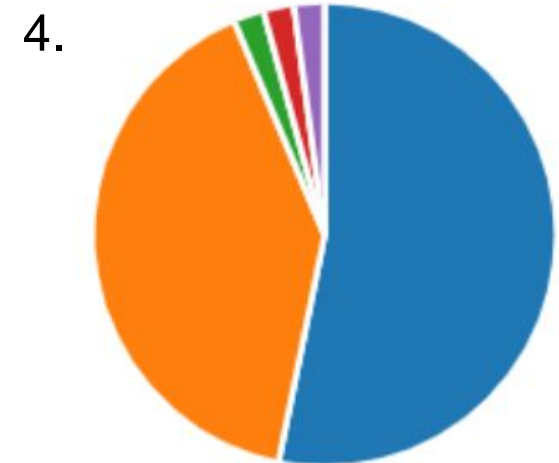
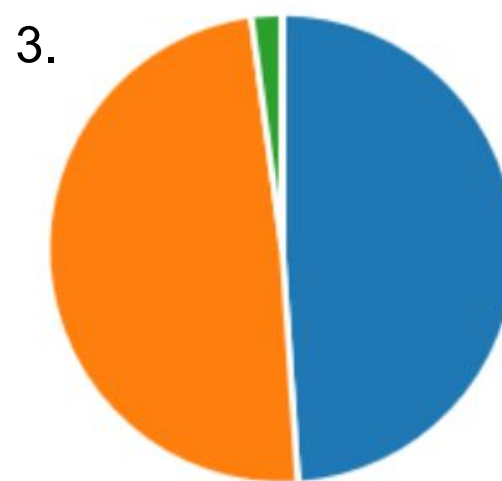
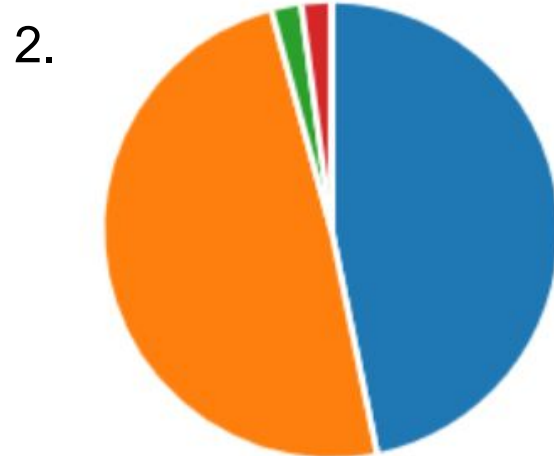
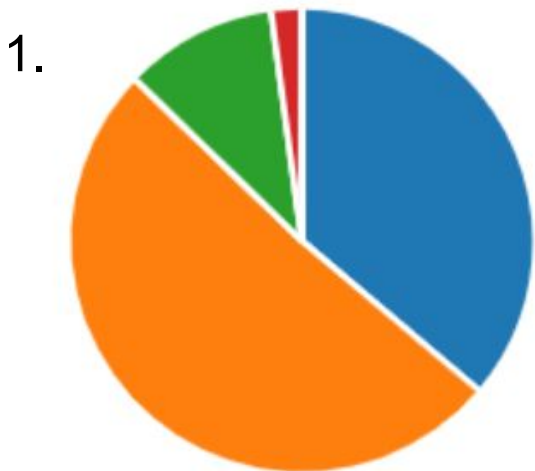


## FAQ Spotlight



## Sample Survey Results:

1. **87%** students agreed or strongly agreed they learned a new technology skill after meeting with us.
2. **96%** students agreed or strongly agreed their issue was resolved after meeting with us
3. **98%** students agreed or strongly agreed meeting with us helped them stay in class
4. **94%** students agreed or strongly agreed they would reach out to us again if they needed help.



# Anonymous Responses from Students

- “I improved all technology help about CCR like my teacher saw us. It will stay for each year.”
- “I appreciate the CCR Tech Teachers. You work perfectly!”
- “Keep going, you’re doing a great job.”
- “The program is very complete and is very good”
- “I want to say thank you CCR”
- “Everything is good! All person is very nice!”

# CCR Tech Help Spring 2021 Plan

1. Laptop Distribution - Round 2
2. Microsoft Teams Transition
3. Drop-in Hours
4. Continue Projects from Fall

# Breakout Room Activity

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Which part of CCR Tech Help could you use at your institution?

- Examples:
  - Creating a CCR Tech Help email
  - Setting up a Tech Help afternoon through Calendly,
  - Re-using/sending some of our content to students



## The COVID Tech Challenges: What if the student doesn't have technology?

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- This fall, the Wake Tech Foundation received several hundred donated laptops for students with limited technology.
- Through a grant from Bank of America, we purchased over 50 pre-paid smartphones.
- Outside organizations

# The COVID Tech Challenges: How do we scale this initiative?

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- Embed basic tech training into your new student registration.
- Support instructors by providing them training materials.
- Continually seek feedback from instructors on what tech challenges their students are facing.
- Outside of class times, offer scheduled appointments for students with technology questions.
- Identify a technology champion.



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**Any  
Questions  
for Brooke  
& Jim?**

# Anita Green

- Lead AHS/HSE Instructor
- CCCC faculty member for over twenty years.
- Professional Development Facilitator



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## What is **Screencastify**?

Screencastify is a **free** Chrome extension that “lives” in your browser. Screencastify makes it easy to record, edit, and share videos of your computer screen. Recordings can easily be shared via email, embedding code, YouTube, Google Classroom, and more.

# Why Use Screencastify

## Instructors can:

- Explain difficult concepts
- Demonstrate an idea
- Tutoring sessions
- Catch up their absent students

## Students can:

- Demonstrate what they've learned or how they solved a problem
- Give presentations
- Record themselves reading or narrating
- Creating a video voice over

# Ways I Use Screencastify With Students

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1. [Announcements](#)
2. [Show your Work\(Math tutoring follow up\)](#)
3. [50 Ways to Use Screencastify ebook](#)
4. [Screencastify instructions](#)



# Flipgrid

[Educators Guide to Flipgrid ebook](#)



## What is



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Flipgrid is a free video tool that allows teachers to post "Topics"(assignments) that are shared with students, who are then prompted to respond.

Students then use the software's camera to create videos that they then post to the original Topic. These videos can be recorded as many times as needed before uploading, and can have the addition of emoji, text, stickers, or drawings.

# Benefits of Using FlipGrid in Asynchronous Classes

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- **Course engagement**—student's perceived level of connectedness to the course material
- **Peer engagement**—student's perceived level of connectedness to their peers
- **Instructor engagement**—student's perceived level of connectedness to the instructor
- **Program engagement**—student's perceived level of connectedness to the program of study

# Benefits of Using FlipGrid in Asynchronous Classes

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- **Technology efficacy**—student's level of ability to use the technology needed to navigate the course successfully
- **Assessment**—student's level that skills gained through activities (such as assignments, required reading, discussion forums, group projects) will be applied outside of the classroom.

## Let's Hit the Grid(Your Turn)

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### The Assignment - #OneWord2021

Choose one word to sum up what you want to focus on in 2021.

The purpose of this #OneWord2021 exercise is to focus on something positive — a one-word intention that can help serve as your guide throughout this year.

1. Choose your #OneWord2021
2. Record your word and a response to the question: why have you chosen this word as your focus for the year ahead?

# Breakout Room Activity



- Join Link ( <https://flipgrid.com/60df12d8> )



Any  
Questions  
for Anita?

## Personal Devices



How will policy and practice change after we return to the classroom?

How can we expand on the technology skills we built over past year?



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Socrative is a quiz-based, formative assessment tool with multiple features that can enrich teaching and learning.

Teachers can design:

- Quizzes
- Space Races
- Exit Tickets

Socrative can help teachers collect and analyze student data in real-time to make on-the-spot teaching changes and improve student learning.





# COLLEGE & CAREER READINESS

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Today I will demonstrate:

- Space Races
- Exit Tickets

The Room Code is: **NCCCR**



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## EXIT Ticket Question #3

A- On a scale of 1 - 5, with 5 being “extremely helpful” how helpful was this webinar?

B - What did you learn during today’s webinar that you will be able to put into use in your virtual or seated classroom?



Any  
Questions  
for Dan &  
Matthew?



# COLLEGE & CAREER READINESS

# THANKS

for attending!

## Contact

Dan Loges @ [logesd@nccommunitycolleges.edu](mailto:logesd@nccommunitycolleges.edu) or  
Matthew Brown @ [brownm@nccommunitycolleges.edu](mailto:brownm@nccommunitycolleges.edu)  
with any questions.

