

VBA INSTRUCTOR TRAINING COURSE

Technological Challenges in Distributed Learning

Directions: Save this resource to your portfolio for future reference as to the potential technological challenges you may face and ways you can avoid or address them.

Technological Issue	Contingency Plan
Instructor can't log in (due to # of seats being maxed out)	<ul style="list-style-type: none"> • Ensure instructor and co-facilitator are logged in before opening the webinar to students • Take over the host's machine
Host exits session prematurely (due to either user or technical error)	<ul style="list-style-type: none"> • Ensure both the host and instructor always log in as hosts • Quickly create, and ask students to log into, a new session
Audio issues	<ul style="list-style-type: none"> • Provide instructions during introduction to select the proper connection speed • Use chat or polling features
VoIP lag time	<ul style="list-style-type: none"> • Allow for the lag by pausing regularly • Have independent work or exercises for students to engage in • Have a backup teleconference line
Student's screen image is cut off	<ul style="list-style-type: none"> • Provide instructions during introduction to use full screen • Provide a "tips" handout • Have host advise on resolution
Student joins breakout room but no audio	<ul style="list-style-type: none"> • Instruct students to log in correctly • Have students hang up and have the system call back • Provide instructions on exiting and re-entering the training
Student is unable to return from breakout room	<ul style="list-style-type: none"> • Provide instructions on proper login procedures • Review the training roster to ensure no one has dialed in directly • Provide instructions on exiting and re-entering the training
Network goes down	<ul style="list-style-type: none"> • Provide instructions that in the event of an outage, you will take a 15 minute break and attempt to log in again at that time • Pre-plan a date and time for a make-up session
Phones go down	<ul style="list-style-type: none"> • Provide instructions on using web conference instead of teleconference • Have a backup conference line • Use chat features
Handouts won't download	<ul style="list-style-type: none"> • Email handouts to students before training • Have different versions of handouts (e.g., PDF vs. MS Word) • Open the document and share your desktop
Students are unable to log in	<ul style="list-style-type: none"> • Provide the technical support number to students beforehand • Test the student link and access code • Provide instructions on closing and reopening the browser before trying again • Quickly create, and ask students to log into, a new session

For Training Purposes Only

