Mass Water Works Association

Expectations for Participating in Remote Training

MWWA offers remote training opportunities using the ZOOM platform. MWWA is providing the following information which details MWWA's expectation for anyone participating in a remote training. Please note that to receive Training Contact Hours (TCH's) participants must follow the protocols outlined below.

Requirements to receive TCHs
- ✓ SIGN IN in the Chat feature of Zoom
- ✓ RESPOND to any prompts by the proctor to verify your participation
- ✓ COMPLETE any poll questions that are launched
- ✓ PARTICIPATE IN THE ENTIRE SESSION
- ✓ COMPLETE the assessment questions at the end of the class
- ✓ COMPLETE the course evaluation
- ✓ SIGN OUT in the Chat feature of Zoom

Participants that do not complete the items noted above will NOT be awarded TCHs

Technology Requirements:

1. Participants must have a computer with audio/video capability. It is required that participants have a camera which can be turned on to be visible to the training proctor.

2. If a participant does not have the ZOOM application on their computer, it could take a few minutes to download. Participants should plan accordingly to allow time for the download. The download can be done using this link: https://zoom.us/download#client_4meeting

3. MWWA recognizing that there are occasional technology glitches. Please contact the training coordinator (Dan Laprade, 413-883-7030) or the designated training proctor immediately with any issues that may arise prior to or during the training session.

4. Participants that get bumped out of the session for any reason, should click on the Zoom link provided to get back in the session. Participants having problems reentering the session should contact the designated proctor immediately (see item #3 above)

Using Zoom

- Anyone unfamiliar with using ZOOM, can watch this short YouTube video for a quick introduction:
  - https://www.youtube.com/embed/vFhAEoCF7jg?rel=0&autoplay=1&cc_load_polic y=1

- Participants are encouraged to become familiar with the ZOOM toolbar (usually located at the bottom of the Zoom screen). This toolbar includes important that are used during the session (microphone, camera, chat).

- To minimize distractions that can occur with multiple screens visible, participants are encouraged you to select the "Speaker View" rather than the "Gallery View".

Protocols during the Course:

- MWWA will record the session for the purposes of documenting participation and attendance.

- To ensure everyone has a good experience, MWWA asks participants to be on "mute" for the session.

- Respond to any prompts by the proctor to verify your participation in the course.

- Participants with questions are encourage you to use the "chat" feature to ask the question. There will be opportunities to allow participants to unmute to ask a question.

- The "Chat" Zoom feature will be used to sign in and sign out documentation. Participants should enter their first and last name in the chat box to sign in at the beginning and out at the end.

- Some training session will use "Poll" feature of Zoom. When a poll is launched, Participants will see the question and are asked to select the appropriate answer. Time will be provided to allow all Participants to answer each Poll questions and the responses will be shared with the participants. Participant responses to Polls are a required component for TCH eligibility. Participants having difficulty completing the Poll should contact the session proctor.

- Participants that need to step away from your computer briefly should provide a message to the proctor using the Zoom Chat feature.

- Training session generally include break(s). Be sure to return at the designated time.

- As is the case with in-person training, participants will have to remain in the session for the entire time, complete an evaluation form, assessment questions and sign out at the completion of the session in order to receive TCH's. The proctor will be providing participants with instructions on completing the "Assessment Questions" and the training "Evaluation".

- It is important that all participants complete all of the items noted above. Failure to do so may jeopardize participants' eligibility to be awarded TCHs.

- Participants encountering any technical difficulties should contact the training proctor immediately.