Facilitator's Guide

Welcome to the Course!

I. Background and Intended Users

This Guide is intended for all of you who have been designated as facilitators, co-facilitators, and resource persons for the eLearning Course on the Revised NTP Manual of Procedures. This Guide is different from the usual facilitator's guide because the facilitator's role in an online course is different from that in a conventional course.

In an online course, facilitators do not do any live lecturing. Their role is mainly to ensure that the trainees get all the support and guidance they need to complete the course. The facilitators provide supplemental direction on how to use the training materials and guide the trainees as they participate in the learning activities as needed. All teaching and learning activities are done online. Course Facilitators have been selected for meeting the following qualifications:

- experienced NTP MOP trainer familiar with the training materials used in the conventional classroom type NTP MOP training
- IT-literate and have basic knowledge and skills of Microsoft Word and Excel
- highly motivated and willing to learn to facilitate online learning
- willing to interact online with the training team and trainees via email, discussion forums, private or group chats or video-conferencing
- excellent communication skills (verbal and written)

The role and responsibilities of the training team are discussed in Section III of this guide.

II. Summary Description of the Course (Please refer to the *Course Guide* for more details about the course.)

- An alternative to the conventional classroom type training course on the Revised NTP MOP
- Fully online course; web-based
- Intended primarily for IT-literate physicians and nurses in DOTS facilities and secondly for IT-literate physicians and nurses from private facilities like hospitals, clinics and partner agencies involved in TB services
- Consists of 11 modules, 10 of which correspond to the 10 chapters of the MOP
- Runs over a period of 4 weeks requiring about 24–32 hours of self-study from trainees, with guidance from learning facilitators
- A Certificate of Training from the DOH is given to all who successfully complete the course requirements

Learning Objectives

General Objective

To present the revised policies and procedures of the NTP MOP (5th ed.) to NTP implementers at all service delivery levels using <u>e-learning methods</u>

Specific Objectives

At the end of the course, the trainees should be able to:

➢ discuss the policies and procedures in the NTP MOP (5th ed.),
➢ accomplish all the recording and reporting forms, and
➢ answer correctly all the exercises on various topics covered in the MOP.

Proposed Study Schedule (over 4 weeks)

• Mondays 1–5 PM (study period; do exercises)
• Thursdays 2–4 or 3–5 PM
  ➢ First hour and a half: optional participation in group online live chat session where answers to exercises and other issues are discussed
  ➢ Last half-hour: eLearners correct and re-submit their answer sheets
  *eLearners may still study and access the course site outside of these study sessions; the course site is accessible 24/7.

• Facilitators are expected to be available online at least during prescribed study period above to respond to queries, facilitate the live chat session, and respond to messages posted in the discussion forums. In between these activities, the facilitators are expected to review submissions of answers to exercises, score them, and send back feedback/guidance to the trainees within 48 hours of submission.

• Outside of the study period, facilitators and the IT support staff must visit the course site at least once daily to check for messages/queries, check the online activity of the trainees, and score/give feedback on submissions within 48 hours of submission to give ample time for the trainees to correct or complete their answers. *Please refer to the guides for Scoring Exercises, Facilitating Discussion Forums and Live Chat Sessions below for details.*

III. The Training Team

The Training Team composition and their corresponding role and responsibilities are as follows:

1. Lead Facilitator (DOH NTPMO Capacity Building Specialist or alternate)

   • Prepare course site; ensure that training materials are updated
   • Create and maintain a database of course participants, including facilitators and resource persons (c/o NTPMO course facilitator)
   • Check for messages, posts in discussion forums daily and respond immediately
   • Moderate discussion forums and live chat sessions; aim to get all participants to join in the discussion and respond to the posts of others while observing network etiquette
   • Monitor online activity of participants daily and watch out for those who cannot seem to keep up; shepherd all participants, trainees and members of the training team throughout the

entire course; initiate contact with them outside the course site via email, SMS or voice call to identify specific support needs
- Monitor performance of and assist Co-facilitator/s and Resource Person/s as needed
- Provide supplementary direction for trainees (or members of the Training Team) who may be encountering difficulties in the course
- Refer technical and operational issues to Co-facilitator/s or IT or Resource Person/s or Training Point Person from sending agencies as needed
- Download and score trainees' answers to exercises, upload scores to site, provide feedback to trainees
- Discuss with co-facilitator/s the status of completion of course requirements and eligibility of each trainee to receive certificate of training
- Ensure issuance of certificates to successful participants
- Prepare and submit course evaluation report to NTP

2. Co-facilitators (from DOH RO NTP team)
- Check for messages, posts in discussion forums daily and respond immediately
- Participate in discussion forums and live chat sessions; aim to get all participants to join in the discussion and respond to the posts of others while observing network etiquette
- Monitor online activity of participants daily and watch out for those who cannot seem to keep up; shepherd all participants, trainees and members of the training team throughout the entire course; initiate contact with them outside the course site via email, SMS or voice call to identify specific support needs
- Provide supplementary direction for trainees who may be encountering difficulties in the course
- Refer technical and operational issues to Lead Facilitator or IT or Training Point Person from sending agencies as needed
- Download answers to exercises and score exercises; send feedback to lead facilitator
- Discuss with lead facilitator the status of completion of course requirements and decide on the eligibility to receive certificate of training of each trainee
- Issue certificates of training to successful participants
- Send personal course evaluation to lead facilitator
- Provide feedback on consolidated course evaluation to NTP team
- Monitor performance of, and mentor trained participants during field visits, data quality check and program implementation review; send feedback to MOP training team

3. Resource Persons
- Respond to email queries of facilitators
- Attend online live chat sessions or participate in the asynchronous discussion forums as experts on specific topics
- Send personal course evaluation to lead facilitator

4. IT Support (from NTPMO or KMITS)
- Prepare new course site for updating/editing by course manager and/or lead facilitator
- Enroll eLearners, training team, resource persons with defined roles
- Issue usernames and passwords
- Ensure 24/7 access to site
- Respond to IT-related problems/issues/queries
- Archive all implemented courses

5. Training or Staff Development Point Person from sending agency (RO, LGU, partners)
   - Disseminate information about the online course to target trainees
   - Offer clear and attractive incentives for target learners to participate in the course
   - Facilitate granting of official business time devoted for study to trainees as prescribed in the course schedule, preferably in the form of a DPO
   - Provide easy access to PC for the duration of the course
   - Provide access to internet connection with specified bandwidth (at least 500 kbps) in the office or wherever learner plans to study
   - Ensure that the internet security services of sending agency will allow access to the course site
   - Facilitate timely submission by nominated participants of all course requirements for admission to Lead Facilitator
   - Facilitate confirmation of access to course site by selected participants prior to actual start of the course
   - Monitor performance of trained participants during field visits, DQC and PIR; send feedback to training team

IV. Preparing to Become a Facilitator

1. Please ensure that you have the following:
   a. Official business time to devote to your role in the course
   b. Access to PC (at least Pentium Celeron running Windows 7)
   c. Access to internet connection with at least 500 kbps bandwidth
   d. Internet security services allowing access to (not block) course site
   e. 24/7 access to the course site
2. Read the Course Guide
3. Explore the course site. Go through the slides used for orienting facilitators for guidance, if necessary. (Many participants report that they can go through the site and navigate intuitively with no need for the Navigation Guide or face-to-face orientation.)
4. Download and go through the course materials.
5. Please read the online article on network etiquette which can be downloaded from http://www.albion.com/netiquette/corerules.html.
6. If you can, attend the scheduled face-to-face orientation (currently optional). This is conducted upon request. Alternatively, email or directly call the Course Facilitator for any queries or guidance needed.
7. If you have been engaged during the preparatory stage for the next course, the activities during that stage are listed below.

V. Activities Prior to the Course Run

Members of the training team must ensure that the following are done BEFORE the start of the course:

1. Sending agency provides course information to target trainees and nominates interested applicants
2. Nominees accomplish and submit Profile Information Sheet and Service Request Form
3. Training Team assesses readiness of nominees for eLearning and gives feedback to sending agency

4. Sending agency secures endorsement/DPO from LGU chief executive or supervisor of selected trainees for official business time for study
5. Training Team confirms enrolment and sends trainees their e-copy of course materials, usernames, temporary passwords to the course site at least three days before the course starts
6. Sending agency provides essential resources and confirms accessibility of course site from the field
7. Training Team provides orientation to new co-facilitators or resource persons as needed, and to enrolled eLearners

VI. Navigating through the Course Site
1. To access the site, go to the link below and click on the specific course you wish to access **http://impact.pbsp.org.ph:181/PhilTB.E-learning/ and click on the available course (2017)**
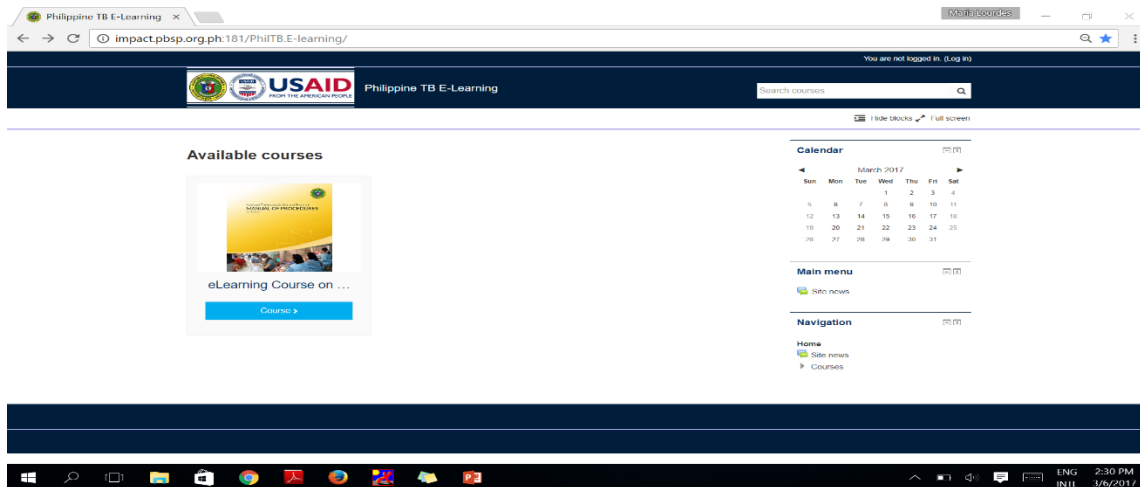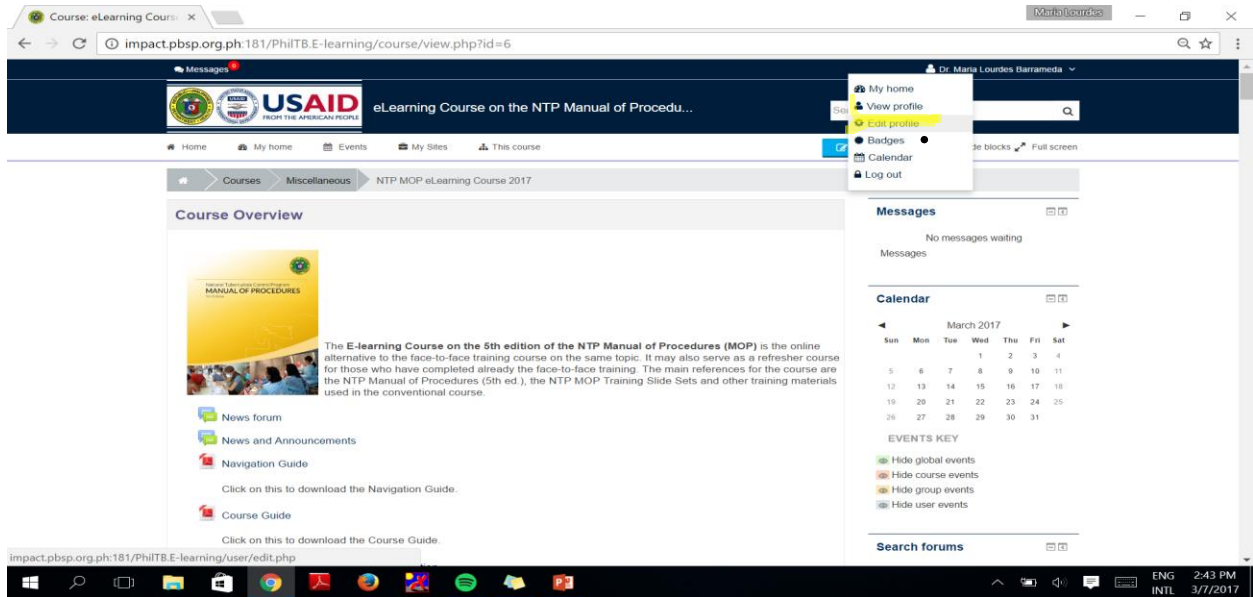
2. To log-in, use username and password provided
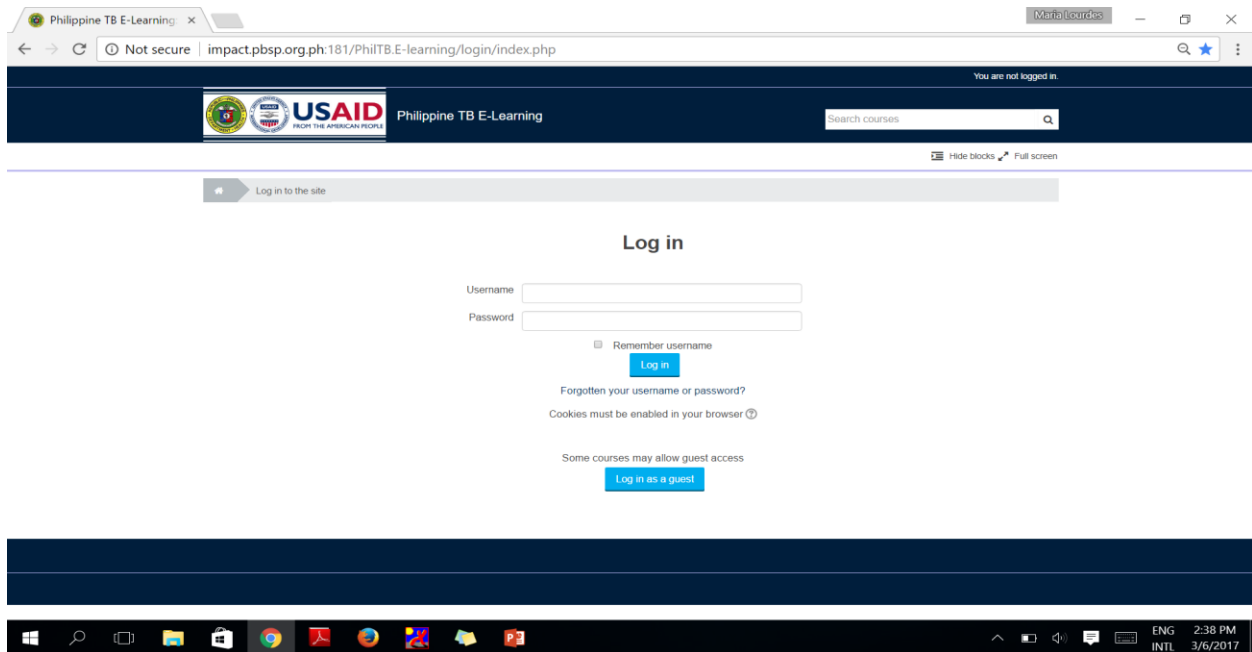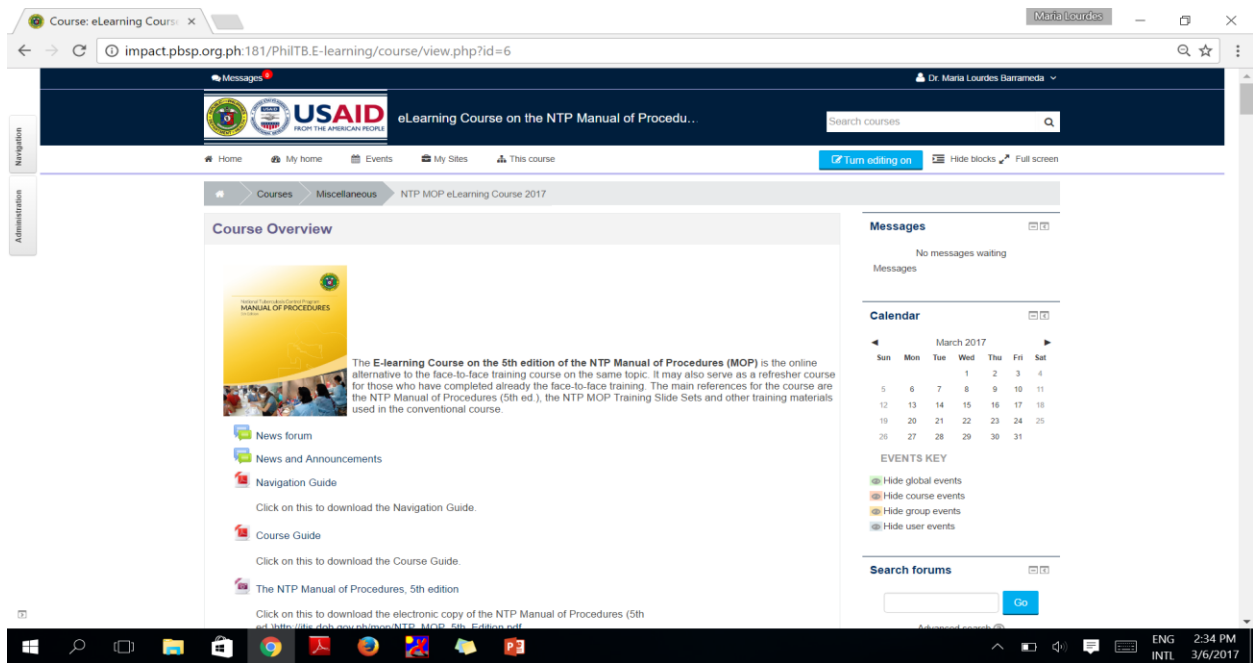
3. To edit your profile, hover over your name and click on "Edit profile."

4. Explore the site. Click on the icons to download materials, do exercises, enter forums, etc.

5. Check messages: click on it to view or send messages.

6. Check participants' online activity.

7. To enter Forums, click on the Forum icon.

8. Click on a discussion thread to reply to posts, or click on "Add a new discussion topic" to start another thread.

9. Click on any of the exercises by clicking on their icons. There are two kinds of exercises:
   1. Exercises with checks are online multiple choice questions.
   2. Exercises with Paper icon have files with data and answer sheets for downloading.

10. To grade each exercise, click on "View/grade all submissions."

11. Within the exercise page, click on "Download all submissions" under Grading Action to score them offline.

12. To enter individual scores, click on "Edit"

13. Encode grade and feedback. You may also upload file with your comments by clicking on the encircled icon below. Do not forget to click on "Save changes" at bottom of page.
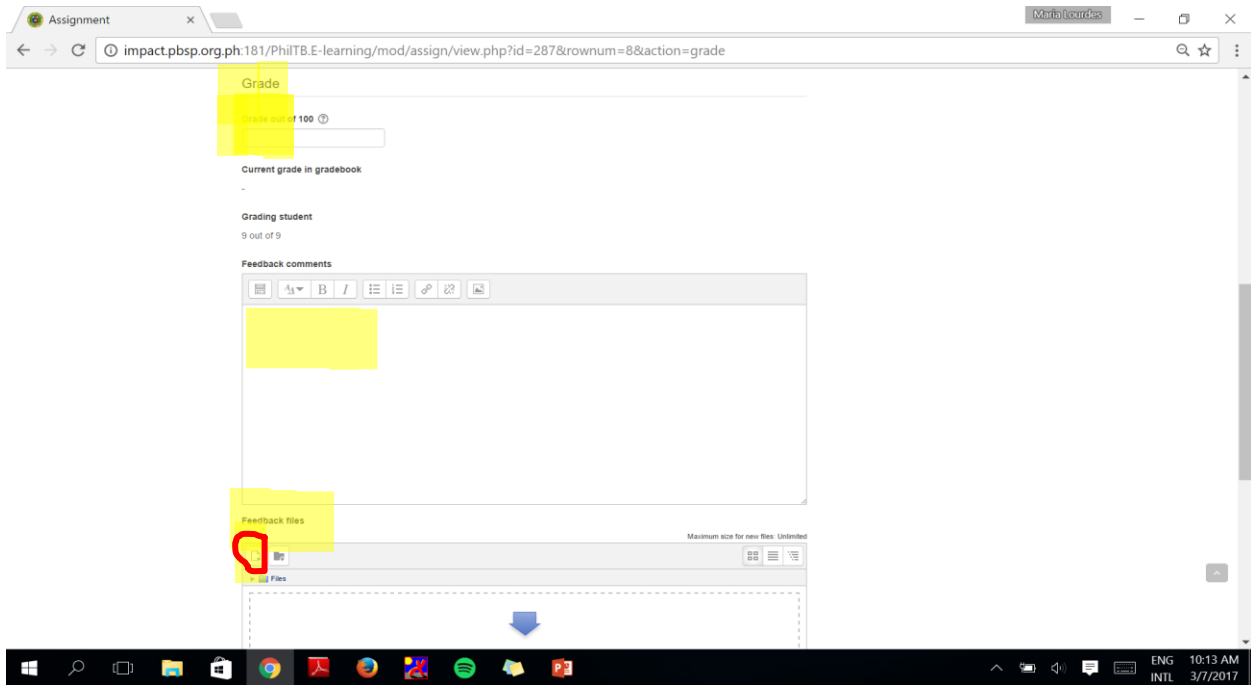
14. To revert last submission to "Draft" so that eLearner can correct answers and re-submit the corrected forms as "Final," click on "Edit."
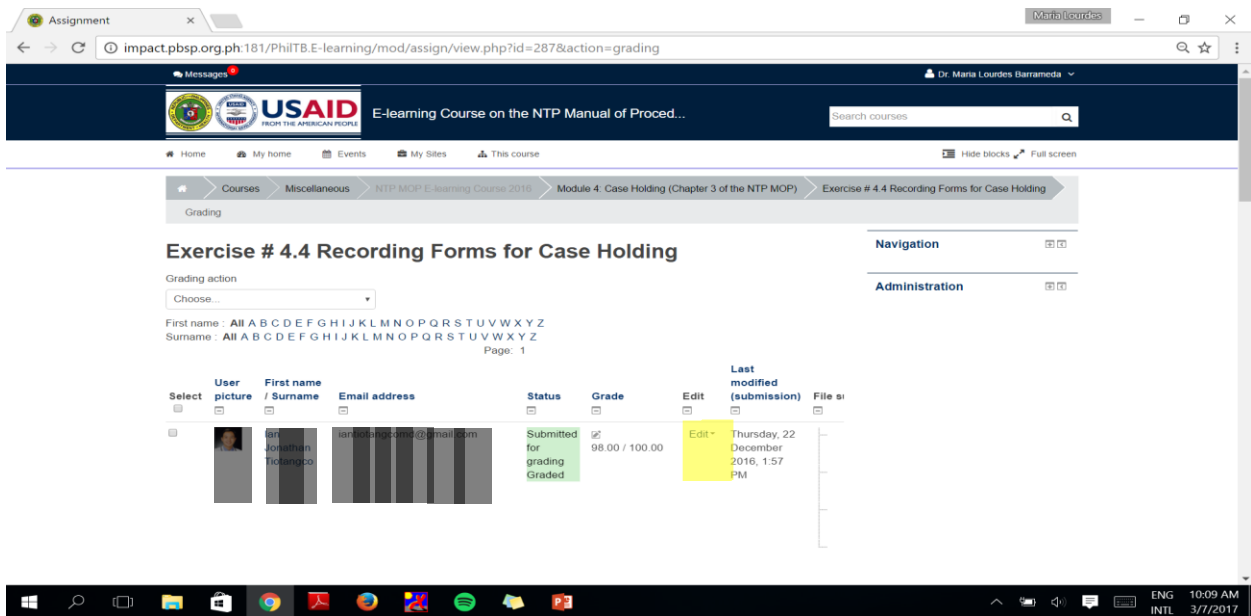
15. Then click on "Revert the submission to draft."

16. Check summary of grades to see overall performance. Click on "Grades" under Course Administration.

17. See summary of grades.

VII. Reminders

1. Check for announcements, messages, emails, SMS, voice calls daily and reply within the day.
2. Check active discussion forums; respond as appropriate.
3. Always observe network etiquette when posting in discussion forums.
4. Download and check submissions soon after deadline/before scheduled live chat, and after submission of corrected answers.
5. Prepare for, and participate in live chats.
6. Remind eLearners, whether those behind or ahead of schedule, to stay within one week of the course schedule.
7. Enter grades and send feedback promptly by Thursday of each week at the latest, so that the trainees will have ample time to correct their submissions.
8. Send summary feedback to Course Facilitator weekly via email to help him/her decide whether eLearner is eligible for a training certificate.
9. Keep communication lines open.
10. Strive to make learning fun, interesting, and practical.