**CHART Virtual Training Forum (VTF) – Notes on Best Practices**

*Note: Updated information and resources gathered since these VTF notes were taken can be found on* [*CHART’s COVID-19 Resource Page*](https://www.chart.org/training-tools-and-resources/covid-19-resources.html)

**Instructional Design Technology**

Tuesday, 26, 2020

**Biggest Virtual Training Platforms**

* Zoom
* Miscrosoft Teams
* WebEx
* Go to Training
* Adobe Connect - Allows breakout rooms, shared whiteboards in each and can share with larger groups when come back together. Facilitator can drop in and out of each classroom. Can pre-populate breakout rooms with content. Note - Registration *might* be challenging.
* ***For all of these – have a helper in addition to the facilitator so one person is presenting and other is troubleshooting, keeping up with the chat and polling, etc.***
* ***Always do a dry-run practice to make sure presenters know how it functions.***

**LMS Systems**

* Cornerstone
* Brainier – integrates with HRS Ulti-pro
* Allen Com
* Moodle
* Discoverlink
* Note: ***If you are using an LMS, don’t use an internal development tool. If you switch LMS platforms you have to rebuild from scratch. Use an external development tool.***

**Development Tools**

* + Storyline – best in class. Great user forums
  + Rise – more responsive web design. Good for mobile responsive.
  + Articulate 360 - love the review functionality where people can comment on screen while designing courses.
  + Captivate –
  + Microlearning is best -

**Other**

* Doing more podcasts. Very well received. Under 20 minutes max. Easiest training that team did voluntarily. (Need to be careful of wage and hourly laws if they are an hourly employee, but some systems like Discoverlink have Geofencing tech so they can only do the training onsite and avoid them being off clock).
* Accessing branch or franchise training and corporate training – often two different systems.
* Have access to all the corporate programs, but different logins.
* Right size of group for virtual training – only had to deal with smaller groups so far. Going to have to scale up soon as groups get larger.
* People are not required to have their cameras on if they don’t want, but some systems can tell you if they are active on their screen and engaged. Require them to be participatory. Harder to require when it is a franchisee.
* Digital Workbooks – Need to move from printed workbooks to something digital. PDF? On iPads? Tablets? How do they take notes and highlight, etc. Viatech has digital books that has notes and highlight and video features.

**Making it more Interactive**

How are people making it more engaging now that there is not the in person training to

* Zoom, Go to Products, Microsoft Team:
* Chat feature – ask a question and have everyone respond via chat and then read off answers
* Polls
* Using reactions – asking everyone to use them to be more responsive
* Some have whiteboard function and breakout rooms.
* ThoughtExchange
  + People can (anonymously) rate other people’s comments on relative value/usefulness. The platform also groups related comments and show the facilitator the overall ratings for individual comments and grouped themes.
  + Crowd sourcing way of keeping people engaged and sharing information.