

Georgina Long

Vicky Zygouris-Coe

Donna Baumbach

*University of Central Florida*

# Facilitation with Felicity

---

## **Building a Community of Online Mentors**

# A little background...

---

- FOR-PD
  - Online staff development project
  - To improve reading instruction in K-12 schools
  - Funded by Florida DOE
  - Collaborative effort among literacy experts and organizations

# Lesson Components

---

- Literacy Log/Reading Strategy
- Content
- External Links/Resources
- Review Exercises
- Quiz
- Assignment: Discussion & Rubric

# Problem: Scale

---

- RFP required capacity to train 45,000 teachers
- (1/3 of Florida's teachers)

# Solution: FOR-PD Facilitators

---

- Fixed content
- Fixed delivery
- Need for interaction, feedback, personal touch
- Need for feedback to course developers on content, assignments, etc.

# FOR-PD Facilitators :<)

---

- District-based
- Reading expertise
- Aware of local & district literacy initiatives
- Aware of district staff development policies/procedures
- School-based, real-world
- A teacher known to teachers

# FOR-PD Facilitators :<(

---

- Little (or no) online experience
- No time to take the course first
- Located statewide
- Different starting times for course sections
- Unknown to FOR-PD staff

# Qualifications

---

- Three years teaching experience
- Master's degree in reading or other related areas
- Identified by school or district as a reading/literacy leader
- Online professional development experience is a definite plus!
- Hardware/software minimum requirements

# Online Information



The screenshot shows a web browser window with the title "FOR-PD Facilitators Site". The browser's address bar is empty. The page content is as follows:

**FLORIDA ONLINE READING  
PROFESSIONAL DEVELOPMENT  
FACILITATORS**



 **Interested in becoming a Facilitator for the FOR-PD course?**

- [What is FOR-PD?](#)
- [Requirements](#)
- [Frequently Asked Questions](#)
- [Facilitator Training and Certification Course Syllabus](#)
- [FOR-PD's Facilitation with Felicity eNewsletter](#)
- [Facilitator's Manual](#)
- [ABC's on Successful FOR-PD Facilitation](#)  
[PDF: 1 page / 116k]
- [Online Facilitator Application](#)
- [Find a Certified FOR-PD Facilitator](#)

**Instructional Technology Resource Center**  
12443 Research Parkway, Suite 402  
Orlando, FL 32826-3282

# Online Application

---

- Online Form
- Experiences
- Qualifications
- References
- Automated replies from FileMaker Pro database

# Online Facilitator Training

The screenshot shows a web browser window displaying the course page. The browser's address bar shows the URL: [http://www.fordpd.net/web/TCORRT/forpd/courses/forpd\\_home.html](http://www.fordpd.net/web/TCORRT/forpd/courses/forpd_home.html). The page title is "FOR-PD Facilitator Course - WebCT 3.8.2".

The page layout includes a top navigation bar with links: [HOME](#) | [RENAME COURSE](#) | [COURSE MAP](#) | [RESOURCES](#) | [LOGOUT](#) | [HELP](#). Below this is a sub-navigation bar with "Home" selected and "View" and "Designer Options" as options.

The main content area features the course title "FOR-PD Facilitator Course" and a large graphic with the text "FOR-PD Facilitator Training & Certification Course" and "FLORIDA ONLINE READING PROFESSIONAL DEVELOPMENT". The graphic includes an illustration of a computer monitor displaying a person at a desk.

Below the graphic, the text reads: "So you want to be a FOR-PD Facilitator? We're glad you're taking this facilitator training and certification course. Begin by clicking on 'Lessons' below, and select 'Lesson 1: Introduction.'" A horizontal line with blue circles at the ends is positioned below this text.

At the bottom of the page, there is a row of four cartoon-style icons: a stack of books, a document with a red apple on it, a document with a red plus sign, and a blue arrow pointing right.

The left sidebar contains a "WebCT" logo and a "Hide Navigation" button. Below this are two sections: "Control Panel" with links like "Visible to Designers", "View Designer Map", "Add Page or Tool", "Manage Files", "Manage Course", "Change Settings", and "Content Assistant"; and "Course Menu" with links like "Homepage", "Lessons", "Quizzes", "My Grades", "Discussions", "Chat", "Course Mail", "Glossary", and "Course Evaluation".

# Training for Facilitators

---

- Models course and tools
- Facilitator-less
- Start and end anytime
- Available after completion for review

# Five Lessons - Five Quizzes

---

- Introduction
- What Is FOR-PD?
- What Is Online Learning?
- The Role of the Facilitator
- Online Class Tools and Facilitator Support

## Lesson 3

# What Is Online Learning?

---

### **Objectives:**

You will be able to:

- \* Define online staff development
- \* Identify at least three advantages of online staff development for Florida educators
- \* Identify at least two possible challenges for online staff development
- \* Identify techniques for overcoming some of those challenges
- \* Describe one interactive review technique

## Lesson 4

# Role of the Facilitator

---

### **Objectives:**

You will be able to:

- \* Describe in your own words the role of the FOR-PD Facilitator
- \* List some tips for being an online facilitator
- \* Identify when during the course each of these might be used: Discussion boards/Threaded discussion, Group email, Individual email
- \* Describe situations when NOT to answer participant questions immediately
- \* Describe ways the FOR-PD Facilitator may provide assistance to the school district and to the project

## Lesson 5

# Online Tools

---

### **Objectives:**

You will be able to:

- \* Describe four online tools that are available to FOR-PD
- \* Describe one online tool available only to FOR-PD facilitators
- \* List four the five methods of support available for FOR-PD
- \* Describe how to get staff development/in-service points for completing this facilitator component

# Support for Facilitators

---

# Facilitator Forum

The screenshot shows a web browser window with the following elements:

- Browser Title Bar:** Explorer File Edit View Go Favorites Tools Window Help. Address bar: For Facilitators Only - WebCT 3.8.2.
- Navigation Bar:** Back, Forward, Stop, Refresh, Home, AutoFill, Print, Mail.
- Address Bar:** http://www.fordpd.edu/SCRIPT/Navby2/asp/gtd/serve Jones
- WebCT Header:** WebCT | MYWCT | RESUME COURSE | COURSEMAP | RESOURCES | LOGOUT | HELP
- Left Navigation Panel:**
  - Hide Navigation
  - Control Panel
    - Visible to Designers
    - View Designer Map
    - Add Page or Tool
    - Manage Files
    - Manage Course
    - Change Settings
    - Content Assistant
  - Course Menu
    - Homepage
    - Discussion Board
    - Facilitator Email
    - Facilitator Chat
    - FFF\* eNewsletter
    - Facilitator Manual
    - Facilitator Survey
    - FOR-PD Certificate
    - FOR-PD Lessons
    - FOR-PD Tutorials
    - FOR-PD Glossary
    - FOR-PD Homepage
    - FOR-PD Resources
    - Email FOR-PD
  - Hidden
    - FOR-PD Quizzes
- Main Content Area:**
  - Home: View Designer Options
  - For Facilitators Only**
  - FLORIDA ONLINE READING PROFESSIONAL DEVELOPMENT** (Logo with a computer monitor)
  - Welcome to the FOR-PD Facilitator Only Forum**
  - We've created this Facilitator Only Forum as a place for FOR-PD facilitators to share information and ideas about the FOR-PD course. You may use the Discussion Board, Facilitator Email, and Facilitator Chat to communicate with, ask for help from and share your successes with your fellow FOR-PD facilitators!
  - For your convenience, we've added links directly to our monthly Facilitation with Felicity (FFF\*) eNewsletter, the Facilitator Manual, Facilitator Survey, and the FOR-PD Certificate of Achievement for participants.
  - We've also included the Lessons, Tutorials, and Glossary from the FOR-PD course so that you may preview the FOR-PD course content, as well as links to the FOR-PD Homepage and FOR-PD Resources.
  - And just in case you need to reach the FOR-PD offices we've added an Email FOR-PD link too!
  - We sincerely hope that this FOR-PD Facilitator Only Forum is as valuable to you as you are to us. From the FOR-PD staff to you, we'd like to say:
  - Thank you for all you do as a FOR-PD Facilitator!**

# Facilitator Manual

---

- Online
- Also available in PDF
- Updated frequently
- Sample emails
- Roles & Responsibilities
- Checklists

# Facilitator eNewsletter

---

- Monthly
- Archived
- Reminders
- Reinforcement
- New Information
- Sharing
- Quotes & Funnies

# FOR-PD Update

---

- News
- Numbers
- Quotes from stakeholders
- Sent to all stakeholders

# Facilitator XLS file

---

- Lists participants
- Participant email addresses, phone numbers, school addresses
- Rubrics
- Gradebook functions

# Facilitator Chats & Email

---

- Chats
  - Course issues
  - Course changes
  - Special topics
  - Special guests
  - Sometimes with participants
- Email
  - Between facilitators

# Focus Group

---

- First face-to-face meeting with FOR-PD staff
- First face-to-face meeting with other facilitators
- Helped build community
- Formative evaluation for course content and delivery

# FOR-PD Staff

---

- One staff member assigned to work with facilitators
- Tracks progress
- Tracks activity (or lack of)
- Offers support
- Alert to facilitator problems

# But Wait! There's More!

---

- Toll Free Numbers for Assistance and Tech Support
- Special forpdFAC email address
- Sample Discussion Postings
- Online Tool Tutorials
- Certificate for Participants (optional)
- Previews & Reviews of New/Proposed Features

# Facilitator Survey

---

## Attributes

## Average Rank (5 highest)

- Overall quality of the course 4.8
- Relevance of course materials 4.9
- Overall quality of course materials 4.9
- Opportunities for participants to ask questions 4.6
- Quality of participant interaction compared to face-to-face course or workshop 3.9
- Value of the literacy log in helping participants master content 4.2

# Facilitator Perceptions

---

## Attributes

## Average Rank (5 highest)

- Value of the assignments/discussions in helping participants master content 4.7
- Value of the quizzes in helping participants master content 4.1
- Content was appropriate to K-12 teachers 4.7
- Readings/resources enhanced student mastery of content 4.9
- Use of graphics in course 4.5
- Ability to navigate course/lessons 4.5

# Facilitator Perceptions

---

## Attributes

## Average Rank

- Your ability to effectively use FOR-PD tools (discussion, gradebook, quizzes, chat, email) 4.4
- Your ability to support participant learning 4.6
- Your ability to facilitate online instruction 4.7
- Your own understanding of the content 4.6
- Your own professional development as a result of the facilitation experience 4.8

# Facilitator Perceptions

---

<b>Attributes</b>	<b>Average Rank</b>
■ Facilitator Training & Certification Course	4.4
■ Facilitator Newsletter (Facilitation with Felicity)	4.7
■ Facilitator Manual	4.6
■ Facilitator Discussion Area (FOR FAC ONLY)	4.5
■ Facilitator Chats	4.3
■ Opportunities for interaction with other facilitators	4.2
■ Quality of interaction with FOR-PD staff	4.7
■ Quality of Technical Support from FOR-PD/UCF	4.8

# Time Required

---

## Answer

- More than anticipated
- About what I anticipated
- Much more than anticipated
- Much less than anticipated
- Less than anticipated
- *No answer*

## Percent

43.1%

43.1%

13.8%

0%

0%

0%

# Compensation

---

## Answer

- Fair
- Less than fair
- More than fair
- Much more than fair
- Much less than fair
- *No answer*

## Percent

66.2%

20%

12.3%

1.5%

0%

0

# F2F vs. Online

---

## Answer

## Percent

- Online course facilitation was ABOUT THE SAME difficulty as in a traditional, face-to-face course. 50.8%
- Online course facilitation was LESS DIFFICULT than in a traditional, face-to-face course. 32.3%
- Online course facilitation was MORE DIFFICULT than in a traditional, face-to-face course. 13.8%
- *No answer* 3.1%

# Have you facilitated an online course before?

---

## Answer

## Percent

- No, never. This was my first course. 64.6%
- Yes, 1-3 courses. 27.7%
- Yes, many online courses. 7.7%

# Would you facilitate again?

---

## Answer

## Percent

- I would like to facilitate another section of FOR-PD or another online course. 72.3%
- I would like to facilitate another section of FOR-PD. 20.0%
- I might be interested if certain conditions were met. 6.2%
- Probably not interested. 1.5%
- Definitely not interested. 0%
- *No answer* 0%

# Facilitator Comments

---

- I feel that this course was beneficial to my professional development. I learned a lot of new strategies and information from new research presented in this course. I also gained many ideas for units, lessons & activities from reading the students' assignments.
- I feel that facilitating this online course was beneficial in that it helped me build connections to other members of our professional teaching community. This course also enabled me to utilize my reading master's degree in service to others, which I felt was very fulfilling.

# Facilitator Comments

---

- I loved facilitating this course! it was interesting to read others ideas and share my own. I learned something new every day!
- It was a tremendous learning experience for me. The facilitator training provided a great opportunity for expanding my professional growth in the area of technology. I found myself becoming engrossed in the lesson content, and in responding to participants. On the downside, I found the drop-out rate to be discouraging, but finally came to realize that it was not the course or my interaction that was solely responsible. It has kept me puzzling over the retention issue, and what else I might have done.

# Facilitator Comments

---

- Managing an online course was very different for me. I've always been a pretty good person when it comes to the face to face scenarios. However, I found myself typing as I would talk in class as well, which was pretty neat.
- I would like to be able to develop my own professional development online courses for our district. Facilitating the FOR-PD course has given me a great model for a successful course!
- I gained knowledge in technology, reading strategies, and working with professional colleagues.

# Facilitator Comments

---

- I have taught only middle school students. I had little understanding of what went on in elementary schools. Facilitating this course provided me insight into the day-to-day issues faced by these teachers. I was also able to take several of their ideas for the use of various strategies and adapt them to work with my 8th grade intensive reading students.
- There was so much sharing going on beyond that required in the discussions. How can one not help but grow professionally in a scenario like that? I might never have tried the six-thinking hat activity had it not been for one participant sharing her success using this strategy. I learned about AlphaSmarts. Yes, I am a much better teacher today than before I facilitated this class. Thank you for allowing me the honor of working with such dedicated individuals.

# Facilitator Comments

---

- This experience was particularly beneficial because of the online interaction. I love the high quality of the content; however, I have been used to teaching in face-to-face settings. I think that I have developed new talents in motivating students who are online. Learning how to articulate the precise reply to inquiries or discussions is a skill that I enjoyed developing.
- I believe on-line courses for educators will be a definite trend of now and the future---especially with the rising need for reading expertise and teacher attrition. this course was a wonderful model of a well-done on-line course!

# www.itrc.ucf.edu/forpd

The screenshot shows the FOR-PD website in an Internet Explorer browser window. The browser's address bar displays "http://www.itrc.ucf.edu/forpd/". The website's header features the text "FOR-PD FLORIDA ONLINE READING PROFESSIONAL DEVELOPMENT" next to a computer monitor icon. Below the header is a search bar with the text "Content in | Search the Site:" and a "Go!" button. A vertical navigation menu on the left side lists various sections: Home, About the Project, Announcements, Course Information, Be a Facilitator, FAQs, Presentations, FOR-PD Resources, Help Promote FOR-PD, What People Are Saying!, Reading Strategies, and Publications. The main content area is divided into two columns. The left column contains a photograph of two people, a woman and a man, looking at a book together. Below the photo is a quote: "Choice isn't just about picking a book. Choice is about allowing reluctant readers to retain ownership of, and to take responsibility for, the processes in which they are engaged and the topics they care about. Putting choice into their hands allows reluctant readers to feel the power and control over reading that all good readers feel." Below the quote is a link for a "10 Good Reasons for Florida Teachers to Take the FOR-PD Course" (QuickTime movie - 2.4MB) and a small logo for "Good Readers". The right column is titled "Latest News" and contains several news items: "Join Florida's statewide book club: Read Together, Florida", "Announcing the UCF College of Education 6th Annual Literacy Symposium", "The FOR-PD Year in Review", "FOR-PD Facilitator wins 'Making it Happen' award!", "Application deadline for UCF's Reading Certificate program is April 15 - Register online!", "ABC's of Successful FOR-PD Participation (PDF: 1 page / 94k)", "ABC's on Successful FOR-PD Facilitation (PDF: 1 page / 108k)", and "Congratulations! Super job, fourth grade students and educators! The state of Florida".