

Online Training Policies & Procedures

Description of our Platform

Standard Operating Procedure (SOP)

2022 AWWA “OpShow” – a Virtual training event

About the event:

OpShow: Practical Ideas for Water & Wastewater Operations

This two-day virtual training event, October 19-20, 2022, is focused on providing practical ideas for water and wastewater system operations, with topics ranging from utility case studies to technology solutions. Opshow provides AWWA’s nationwide operator community the opportunity to engage, share best practices, and discover practical solutions for continuous improvement.

About AWWA:

AWWA provides training opportunities, which are needed to help maintain drinking water and wastewater operator licensing. In order to provide these training opportunities to drinking water and wastewater operators at all levels, AWWA provide interactive remote training opportunities using on-line tools.

We encourage each State Licensing Agency to review our delivery Policies and Procedure below. AWWA has sought guidance from many agencies when developing our content delivery methodology and we look forward to providing our water & wastewater community with state-approved continuing education credits from their participation in the AWWA program described below.

Online Training Technical Requirements

AWWA’s OpShow, October 19 & 20, 2022 will be delivered using the ON24 platform (<https://www.on24.com/>). AWWA’s [event web page](#) includes a section on Technology Requirements and Frequently Asked Questions. Attendees are provided instructions to test their system for [compatibility](#) both before and after purchase.

AWWA will provide each attendee the link to access help resources, along with instructions. Participants are responsible for ensuring that: they have the needed equipment; it is functioning; it is compatible with the online training system; and they know how to use it. AWWA is capable of limited technical support, with additional attendee technical support available from ON24’s [Event Help Guide](#).

Attendees must have access to a computer with an internet connection and a computer audio connection.

Participant Access Process

Participants will receive a unique ON24 Access Link when registering with AWWA. Each participant is instructed to not share access, and to be sure to login during the event times using their own unique Access Link.

Participant Engagement – 5 key sessions designed to earn CEUs

OpShow sessions will contain the following elements to monitor participation, attendance and engagement:

1. be presented live (online, but live in real-time; not pre-recorded)
2. include quiz-style poll questions approximately every 15-minues
3. include a survey question at the end of every session
4. include opportunity for live Q&A with the speaker
5. include special instructions from the moderator: the moderator will advise the audience that all licensed operators should take the polls and the survey for their best chance at being awarded CEUs from their state agency.

Attendance

Attendance is represented by a standardized AWWA Certificate of Completion. For state agencies that require a personalized attendance roster, *upon specific request*, AWWA will be able to provide the following reporting:

- Time logged in
- Time logged off
- Surveys completed
- Post-Session Exams completed for select sessions
- In-Session polling for select sessions

Online Training Continuing Education Units Requirements

All attendees will receive a certificate of completion, for each session that they attend in full. Depending on state of residence, we understand that some or all the following additional items may be requirements to earn continuing education units from a particular state agency:

- Attendees must register.
- Each attendee must be logged into a separate computer so that their participation may be accurately tracked.
- Attendees must be logged in at the beginning and must remain logged in through the end of the session.
- Completion and submission of session survey.
- Completion and submission of a post-course assessment exam.

On-Demand Recordings

Because of valuable nature of the content, and need for flexibility in attendee schedule demands, AWWA will have an avenue in which registrants will have access to on-demand recorded content. This avenue will not allow for Q&A or polling. We understand that some states will not approve on-demand content for continuing education credits. We strongly advise each registrant to contact their agency in advance, and to be fully aware of their own state's requirements for continuing education approval.

Event Website

<https://www.awwa.org/Events-Education/OpShow> will contain instructions for operators to receive their Certificates of Completion.