



**American Water Works
Association**

Dedicated to the World's Most Important Resource®

AWWA-RCAP 2023 Online Training Methodology – GoToTraining Platform

Background

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

Online Training Tools

AWWA will use GoToTraining for this online training workshop. GoToTraining allows live presentations with PowerPoint and webcams. This tool allows attendees to take polls and quizzes, chat to ask questions, and raise hands to interact with instructors and other attendees.

Requirement to earn Certificate of Completion

- Full attendance in the session as determined by roll call participation.
- Participation in scattered polls.
- Participation in discussion via chat.
- Completion and submission of an online evaluation via SurveyMonkey.
- Completion of both a pretest and post-test for each module presented.

Attendance, Participation, and Engagement Tracking

- Attendance is taken at the beginning of both days.
- In addition, a random roll call will take place each day as to ensure attendees are present.
- A pre-test and post-test is given for every module presented.
- GoToTraining has a feature that shows what time the attendees logged in for the workshop and what time they logged off. A report will be run after the event.
- GoToTraining report with random poll questions asked throughout the workshop and their replies
- The instructor can see a participant 'non-attentive' alert if a different window opens or computer has gone to sleep. The instructor will ask for interaction if this is the case.

Technical Requirements

- An internet connection and email address that can be accessed during business hours.
- Laptop, tablet, or smart phone with an appropriate screen to allow viewing of slides & photos.

Participant Access Process

Participants will receive a GoToTraining link when registering with AWWA. Our instructor and moderators are available before and during the online session if attendees should have technical questions.

Participant Communication

There are multiple ways for attendees to communicate with instructors and other attendees. GoToTraining has audio function whereas students can use their computer or telephone for sound. In addition, there is a chat functionality in GoToTraining in which students and instructors can communicate through.

Class Evaluations

Each participant in this AWWA Workshop will be required to complete an evaluation that appears after the second GoToTraining Session.