



**American Water Works
Association**

Dedicated to the World's Most Important Resource®

AWWA 2020 Online Training Methodology

Background

COVID-19 has led to an increasing need for distance learning opportunities in order to provide drinking water and wastewater operators to stay up-to-date on the latest safety regulations and technological advances.

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 online training sessions. 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.

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. GoTo Training has audio function where students can use their computer or telephone for sound. In addition, there is a chat functionality (both written and verbal chat options) in GoToTraining through which students and instructors can communicate.

Class Evaluations

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

Attendance

AWWA's answer: Attendance is taken at the beginning of both days and will be tracked throughout the day.

Requirement to earn Certificate of Completion

- Full attendance in the session as determined by roll call participation.
- Completion and submission of an online evaluation via SurveyMonkey.
- Completion of a post-course assessment exam. A score of 70% or better must be achieved before a certificate is awarded. An attendee has three opportunities to pass.

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.