

## Online Training Policies & Procedures

### Description of our Platform

### Standard Operating Procedure (SOP)

#### AWWA ACE21 Virtual Annual Conference – June 14-17, 2021

##### Background

**AWWA is asking State Operator Agencies to approve five (5) hours of programming (0.5 CEUs) for licensed water operators, during our June 2021 Annual Virtual Conference. See attached for details on those five sessions.**

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 during an era of limited travel related to Pandemic, AWWA continues to provide interactive remote training opportunities using on-line tools.

We encourage 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

ACE21 All Virtual will be delivered in ON24. (<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

The conference will contain many sessions, however for Operator CEU purposes we are featuring **five (5) sessions** that 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 every 15-minutes
3. include a survey at the end of the session
4. have 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. 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 the 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

On our website <https://www.awwa.org/ace/Programming/Continuing-Education>, we provide the following text:

ACE21 All Virtual: Acceptance of virtual programming is different in every state, and for every license.

For operator CEUs: many states require live day-of virtual attendance along with specific tracking elements. Operators should become familiar with your state agency requirements for your participation in an online conference event. For ACE21 All-Virtual, AWWA will be applying to state operator agencies for five (5) hours (0.5 CEUs) of content. These five sessions will feature the following elements to monitor participation, attendance and engagement:

- be presented live (online, but live in real-time, not pre-recorded)
- include quiz-style poll questions every 15-minutes
- include a survey at the end of the session
- include opportunity for live Q&A with the speaker
- 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.

## Event FAQs website

We provide additional operator education information at:

FAQ1 - [www.awwa.org/ace/General-Information/FAQ#10138955-i-am-a-licensed-operator-will-my-state-award-my-credits](http://www.awwa.org/ace/General-Information/FAQ#10138955-i-am-a-licensed-operator-will-my-state-award-my-credits)

FAQ2 - [www.awwa.org/ace/General-Information/FAQ#10138954-how-do-i-access-my-certificate-of-completion](http://www.awwa.org/ace/General-Information/FAQ#10138954-how-do-i-access-my-certificate-of-completion)

## Continuing Education Disclaimer

On our website [www.awwa.org/credits](http://www.awwa.org/credits), we provide the following information:

Acceptance of virtual programming is different in every state. AWWA is working diligently to obtain approvals from as many state agencies as possible. Please be aware there may be specific activity requirements on your end. For example, a licensing agency may require that you participate live (not through on-demand recordings) and actively demonstrate your engagement through polls, surveys, Q&A and other interactions. We recommend you check with your state agency in advance to inquire about their requirements for your participation in an online conference event, to find out what it will take for you to be awarded continuing education from your licensing agency. Attendees will have access to certificates of completion; however, this

may not imply that your state agency has approved the credits.

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### In Summary:

To recap, AWWA is asking State Operator Agencies to approve five (5) hours of programming (0.5 CEUs) for licensed water operators.

The conference will contain many sessions, however for Operator CEU purposes we are featuring five (5) sessions that will contain the following elements to monitor participation, attendance and engagement as described in detail above.

Name of Event:	AWWA ACE21 All-Virtual
Dates:	June 14-17, 2021
Location:	Online
Event Website:	<a href="http://www.awwa.org/ace">www.awwa.org/ace</a>
AWWA Website:	<a href="http://www.awwa.org">www.awwa.org</a>
AWWA CEU Contacts:	Sarah Abeyta, <a href="mailto:sabeyta@awwa.org">sabeyta@awwa.org</a> Emily Burdett, <a href="mailto:eburdett@awwa.org">eburdett@awwa.org</a>
Hours Requested:	Five (5) hours of specific sessions (0.5 CEUs) . See attached for the following: <ul style="list-style-type: none"><li>-session titles</li><li>-session descriptions</li><li>-speaker bio's</li><li>-poll questions to be delivered every 15 minutes</li><li>-example of Certificate of Completion</li></ul>