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TRAINING HEALTH CARE TEAMS IN INTERCULTURAL COMMUNICATION AND PATIENT SAFETY (IENE 5)

O5: Massive Open Online Course (MOOC)

Handbook for MOOC facilitator training

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Salmon G (2013): *E-tivities, The Key to active online learning*; 2. Ed., Routledge, New York/Abingdon.

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Introduction

This handbook contains descriptions and explanations of the tasks and responsibilities of the so-called facilitators or e-moderators.

The handbook has been written in order to secure consistency and high quality in all facilitation, communication, interaction with and feedback to participants on the course.

Learning perspectives of the course:

Bear in mind that the course has 3 basic learning approaches, namely collaborative learning, learning through reflection and learning by doing. This means that the course work, in which participants engage, will revolve around:

- Practical work that lets the participants explore online and gain first-hand knowledge of the potentials and challenges.
- Group activities that allow participants to learn from each other and create a learning environment that facilitates both informal and formal learning.
- Activities that encourage participants to reflect on their own learning experiences enabling them to set and pursue personal learning goals relevant to their specific situation.

Your role

Your role as a facilitator will be to support the participants as they collaborate, learn through reflection and learn by doing through the five steps of e-learning:

Access, monitoring and motivation

Team building

Information exchange

Knowledge construction

Review and feed forward

Respond to queries

Language policy

English will be used as primary language for all teaching and learning activities in order to secure a dynamic learning environment and facilitate collaboration and knowledge sharing across borders and institutions. This goes for teaching and learning activities and for technical support on the e-learning platform, in the webinars we will use and any open, social media used.

However, we have translated some of the activities and tools within the course in: Italian, Greek, Romanian, Danish. If needed individual support via e- mail might take place in the original language to facilitate communication on technical matters.

Copyright clearance of any material and illustrations

It is important for facilitators to know that they are in fact allowed to share and distribute any materials that they have not produced themselves to participants. However, copyrights and other intellectual property rights must be observed and relevant policies strictly adhered to. Note that copyright also applies to images, graphs, video etc. that you might want to integrate into your own material.

Tasks and responsibilities of facilitators

As a facilitator at the course, your main task and responsibility is to help create a dynamic virtual learning environment where participants feel safe and confident enough to contribute themselves and to interact with fellow participants and facilitators by giving and receiving comments and feedback. Your main goal is to facilitate interaction and collaboration online between participants. This will motivate them to fully engage with and complete the learning activities of the individual modules.

1. **Welcome participants**
   No later than 1 week before your module starts, you must formulate a welcome message to participants. You must also publish your profile in the relevant space. This should include brief information about you as a person, your professional qualifications

and experiences as well as your professional interests. Emphasize those which relate to this course.

2. **Monitor and encourage participation throughout the course**

   Once the course has started, you must monitor participation. If only a few participants have responded within the first couple of days, you must send a reminder via e-mail to encourage participation. It is of the utmost importance that you react promptly, so that participants have time to react to your reminders and to engage with the activites (e-tivities) before the deadline. Reminders should always be friendly and encouraging, but should also stress the need to start participating in order to keep up with deadlines. This is particularly important for those participants who have been specifically recruited for this course in the partner countries. These participants, unlike those who self-select this course, must attend the course and undertake all the activities.

   It is also a good idea to post one or more announcements acknowledging the efforts of participants and pointing to good discussions that are going on. This is a "pat on the back" that encourages and motivates participants to keep up the good work.

3. **Answer questions on learning activities, materials and assessments relating to the course within 48 hours.**

   For each module, there will be a Q & A forum where participants can ask any questions they might have regarding how to engage with and complete the learning activities/e-tivities, materials and assessments. Participants should be encouraged to support each other and answer each other's questions if they can. However, it is crucial that you, as the facilitators, monitor the Q & A forum regularly and answer questions so that no participants get stuck but are able to progress through the course. It is suggested that you answer questions within no more than 48 hours. Modules are very intensive and short in duration with tight deadlines, therefore the need to respond as soon as possible.

It is suggested that facilitator days and responsibilities are divided between the two facilitators looking after each group. This will make it easier, will reduce the time commitment and will generally be more efficient.

Technical questions that appear in the course Q & A forum should be forwarded to Technical Support team if you are unable to deal with them.

4. **Track participants' progress, assess performance and assignments, give feedback and award badges as relevant.**

As a facilitator/ e-moderator you are responsible for tracking the progress of participants and for supporting their completion of assessments. Reminders should be sent promptly to participants who are not engaging and contributing as needed. You will also be responsible for reviewing, grading and giving feedback on participants' work and awarding badges.

5. **Assessing Strategy**

Participants who fail to complete the assessments within the stated deadline should be offered alternatives. As the facilitator/e-moderator you suggest and plan such alternatives together with the individual participant. However, where it is possible, you should consider the stated deadline as the "soft" deadline and allow another 14 days for the participants to complete their work before a closing "hard" deadline. This goes for activities/e-tivities of a more individual nature, where participants depend less on each other for feedback and comments.

You will be part of a facilitator/ e-moderator team sharing the tasks listed above. It is recommended that you distribute the tasks between you to spread out the workload.

Planning and hosting webinar sessions (the amounts of time shown in brackets is approximate)

In this MOOC there will be two webinars. The first is in week 3 (day 4). The second will be in week 5 (day 4).

1. Make sure that participants have gone through the instructions on how to log onto the system

2. Remind them of the date and time via email. Emphasise that the time you provide is for the country you are located and they have to identify the correct time for their location.

3. We will be using a platform called BREEZE. Repeat steps 1 & 2 above for your experts and provide everyone the correct URL link for login on purposes. The link will be embedded in the timetable but it may be easier for all to be provided with it in the reminder email.

4. Always have participants check into the webinar meeting room at least 10 minutes before a session to set up audio and video as required.

5. Introduce the agenda: what topics to be covered and who will be speaking. How and when the discussion will be opened to the participants (about 5 mins)

6. Experts (recommend 2 if possible) each speaks on the topic of his/her expertise for 10 minutes providing lots of examples from their clinical or research experience (20 min)

7. The facilitator begins the discussion asking the experts questions based on their presentations (10 minutes).

8. The discussion is open to all participants (20 minutes)

9. The facilitator concludes by summarizing and reminding participants that the webinar will be on line in appx 48hours should they wish to view it. Participants are also reminded that a brief reflection on the webinar (200-300 words) is expected to be included in their final assignment.

It is advisable that technical support is close at hand.

Tasks and responsibilities of technical supporters

Each participating institution should appoint a technical support person who can help participants from this institution and answer questions relating to technical matters: computers, installation of programs, web browsers, web cams, headsets etc.

Participants can ask questions in the Technical Support forum on the platform. The Technical Support forum should be monitored daily to make sure that participants do not get stuck but can participate fully in the course. As mentioned above, you can subscribe to forums or threads and thus get notified about new posts via e-mail.

Tasks and responsibilities of IENE5 local coordinators

The local coordinators will be responsible for sending out practical information to participants before the course starts, if needed during the course and when the course has ended. A further task is to keep an overview of who is enrolled and announce any changes to facilitators/ e-moderators. However, it is advisable that the local co-ordinators are also facilitators and participants at the same time. This way, they will gain the experience both the participants and the participant /facilitators are getting which will enhance their understanding of challenges and their ability to deal with them during this MOOC and in the future.

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