ACE: Access, Competency, Enablement
Instructional Model for Introducing Tools and Technologies

Weigle Information Commons
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### Instructional Transitions and Phases

**Entrance**

**Introduction**

**Routines and Practice**

**Variation and Modification**

**Adaptations and Accommodations**

**Recapitulation**
ENTRANCE

- Personal Interaction
  - Engage with learners at onset: make eye contact; Prompt a greeting: **PROMPT:** Welcome to session [name]. My name is [] and I will be your instructor for this session. You will most likely have to say this multiple times.
  - Use the beginning 5 minutes of any session to interact with audience. Attend to details like setting up of computer, software etc. 5-10 minutes prior to session start.
  - Step 5 steps forward from the instructor’s computer towards middle of the room to greet people.
  - If people are late; acknowledge those who are there and thank them for their patience to wait for late arrivals.
    **PROMPT:** More people have signed up for this workshop; we will wait couple of minutes to get started.

- Physical Environment
  - Large Screen: Display session name; time duration; instructor’s name; session’s goals until start of instruction.
  - Whiteboard: Display session name; time duration; instructor’s name (useful for late arrivals).
  - Instructor’s Computer: Align the height and position of the computer to minimize the notion of bending down and/or turning back away from audience.
  - Learners’ Computers: Ask audience to login using personal Penn accounts; write on whiteboard;
    **PROMPT:** Please login using Penn Key and password.
  - Adjust room lighting, then, walk around to ensure people are able to view screen from different parts of the room.
INTRODUCTION

- Introducing Self
  - PROMPT: Today, I am going to demonstrate [technology name] which enables one to carry out functions [name two].
  - PROMPT: I like this technology because__________________
  - PROMPT: I have been working here, at Weigle in the capacity of _______________ since______________.

- Introducing Technology
  - PROMPT: This is a popular technology and I am delighted that you have elected to engage with it. OR
  - PROMPT: This technology is rapidly becoming a popular tool; I feel certain that you will find its capabilities useful. OR
  - PROMPT: This is a brand new technology; I was introduced to it recently; you are one of the first groups to access this technology through Weigle.

- Comparatives and Connections
  - PROMPT: This technology [name] is similar to __________ and __________ in its capabilities.
  - PROMPT: It is often used in association with __________ and __________, allowing users to add/incorporate__________.
  - If possible, highlight differences between different technologies.

- Understanding Learners’ Perspectives
  - PROMPT: What are your goals for attending this workshop?
    Voluntary Attendance; Required Attendance
  - Acknowledge both groups; restate one or two positive outcomes that people may be able to acquire; especially useful for mandated attendees.
ROUTINES AND PRACTICE

- Interphase Preferences: MAC/PC
- **Prompt:** *At Weigle, we have access to both kinds of machines: MAC and PC. This is a MAC or PC heavy lab. The other lab has PC or MAC machines. Would anyone like to make switch? Also, I am happy to point out the differences in either kind of machines if necessary.*

- **Initiate Explanations**
  - **PROMPT:** *The software has been already uploaded onto your computer.*
  - Start with basic and most essential procedures.
    - Demonstrate 3-4 basic steps.
  - Escalate with 1-2 more next steps.

- **Take Pause**
  - Give time to attendees for practice in increments. Every 10 minutes of direct instruction.
  - **PROMPT:** *Take 3-5 minutes and try the steps/components you have just seen.*

- **Ask Questions**
  - Check in with people. **Ask specific questions.**
    - **PROMPT:** *What have you found interesting so far? Which steps/components seem easy to accomplish? Which ones are challenging? Any step that I may repeat?*

- **Key Vocabulary**
  - List and describe key vocabulary/buzz words associated with software/tool. Especially words that are highlighted in popular media; e.g. *Apps*
  - Write the terms on whiteboard
  - Share any graphic images that you may access to; e.g. cursors in Excel
PROMPT: In what context have you heard these terms being used? Do you recall for what purpose?

VARIATION AND MODIFICATION

- Use an analogy to increase clarity
  PROMPT: This software/tool accomplishes can be envisioned in the form of a __________.
- Share example; PROMPT: I used this software last week to create_____. I would like to show you what I have created recently.
- Reinforce characteristics of example
  PROMPT: What elements of my example capture your attention? How might you use this tool/technology?
- Forward Leading Direction
  PROMPT: What other aspects are you looking for?

ADAPTATION AND ACCOMMODATIONS

- Time Management
  - Break down the key phases of your presentation; a suggested timeline for every hour of presentation:
    greetings (5 minutes); intro (5 minutes); demonstration and examples (30 minutes); self-practice and questions (10 minutes); closure (10 minutes)
  - SLOW DOWN: It is natural to talk fast when you are closely familiar with something; remember the audience is not/not expected to, otherwise they wouldn’t be in class.
  - Running out of time—always difficult to predict; there are so many variables that affect time consumption; therefore 1) pre-decide 4-5 need to cover elements; 2) address the self-identified goals of majority attendees.
Find time for closure even if you have to cut short some characteristics of tool;

**PROMPT:** today’s session was full of wonderful questions and directions; I didn’t get to cover everything I know about this tool; however, I hope my demo provided a clear picture; also, we are available in the Vitale Lab to answer more specific and/or individual queries.

- **Identifying Reasonable Timeframe**
  - Share average time length or frequency of attempts required to become familiar with tool; become proficient with tool;
  
  **PROMPT:** On an average it takes people (n=hours; projects) to become proficient at using this technology; many are able to carry out basic utilization in (n = hours; projects).

- **Anomalies**
  - Software glitches
    
    **PROMPT:** We are experiencing some serious issues in spite of our attempts to resolve the concerns. Let us talk about this technology in more conceptual terms to understand what it does and how it can be used. I also have some handouts that may be helpful.

    **PROMPT:** Whenever you have time, please come to the Vitale Lab, we offer an online tutorial portal: Lynda.com through which you can access the learning modules for this technology also.

  - Hardware glitches
    
    **PROMPT:** Sorry the machine is not working optimally; let us switch you on another machine.

- **Reaching out to Struggling Individuals**

  **PROMPT:** You made a solid start today; please do engage with us more in the Vitale Media Lab; we love to be of help.
• Reaching out to Reluctant Individuals

PROMPT: It seems you are familiar with this tool; what are the new things you learned about today? May I show you couple of interesting/advanced features?

RECAPITULATION

• Start closure and recapitulation 10 minutes before session comes to end
• Seeking Feedback of Attendees
  o PROMPT: What elements did you enjoy and find applicable to your work/play? AND/OR
  o Examples of Individual Attendees Work: Encourage people to share their individual work with person on either side
  o PROMPT: Is there anything that is noteworthy in the work that you are seeing?
• Aligning Goals with Session Delivery
  o PROMPT: This workshop was driven by goals of _____, ______ and ______.
  o Reinforcing Strengths of Technology;
  o PROMPT: Today, we have learned about__________ and how to create (name few specific elements) using this technology
  o PROMPT: You will be able to become more effective and fast
  o PROMPT: I have seen people using this technology [name] to create____; solve problem____; communicate in a different manner_____.
• Closure
  o PROMPT: Please complete the evaluation form before you leave.
  o PROMPT: Thank you. Please let us know how you use this technology and how it helps you.