



*Bridging Bright
Futures for Families*

**ERICSA
2024**

Grand Rapids

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APRIL 7-11, 2024**

Pros/Cons of Virtual Training and Site Support versus In-Person Training and Site Support

Gary Gamble
Senior Implementation Consultant
Moderator



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Training – Onsite vs. Virtual

Lisa Stuchell
Senior Training Consultant



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Training Preference Poll

Raise your hand if you prefer
Onsite Instructor-Led Training.

Raise your hand if you prefer
Virtual Instructor-Led Training.



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Training Delivery Methods

Onsite Instructor-Led Training (ILT) – Training delivered onsite within the state and in-person.

Virtual Instructor-Led Training (VILT) – Training delivered online in real-time with an instructor.

Web-Based Training (WBT) – Training delivered as eLearning modules, usually self-paced, and housed in a Learning Management System (LMS).

Hybrid/Blended Training – Training delivered using a combination of delivery methods.

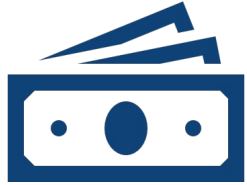


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Initial Considerations



Budget – How much is in the budget for the state to spend on this project



Time – How much time does the state have to complete this project



Scope – What are the project's goals, deadlines, and deliverables

Other Considerations



Health Concerns – How is the state responding to any health issues



State's Request – What does the state want



Technology – How is the state equipped



Staff – How many staff need to be trained

Onsite Instructor-Led Training - Pro

- **Face-to-Face Time**
 - Walk the room
 - “Read the room” by using non-verbal cues
 - React to confusion or issues quickly
- **Audience Engagement**
 - Encourage dialogue and discussions
 - Create personal connections
 - Limit distractions
 - Practice new skills and receive feedback
- **Known Expectations**
 - Understand classroom education/training



Virtual Instructor-Led Training - Pro

- **Budget and Time Friendly**
 - Decrease travel and accommodations cost
 - Deliver training to more participants at one time
 - Reduce training staff and classroom expenses
- **Flexibility**
 - Schedule training to accommodate multiple offices
 - Provide training from anywhere to anywhere
 - Use various types of interactivity and tools
- **Learning Accessibility**
 - Record training for review and retention
 - Provide training resources and materials online



Onsite Instructor-Led Training - Con

- **Budget and Time Constraints**

- Include travel and accommodations cost in project budget
- Include training staff and classroom expenses in project budget
- Schedule training based on trainer and space availability
- Limit audience size

- **Work-Life Out-of-Balance**

- Decrease in office productivity
- Lack of flexibility or control
- Observe negativity from other participants



Virtual Instructor-Led Training - Con

- **Technology Issues**

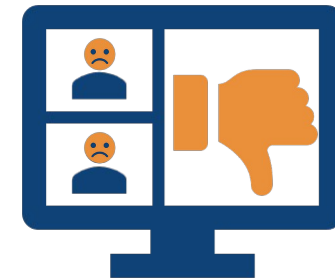
- Unable to access, see, hear, participate, etc.
- Decrease of instruction time
- Lack of confidence using technology

- **Audience Disengagement**

- Lack of confidence using technology
- Decrease in focus and attention
- Lack of interaction with trainer or peers
- Unable to use non-verbal cues

- **Unknown Expectations**

- Unable to adapt to changing technology





**Georgia Department
of Human Services**
Division of Child Support Services

State of Georgia DCSS Training Program

Monica Hall, Director, Training and Professional
Development



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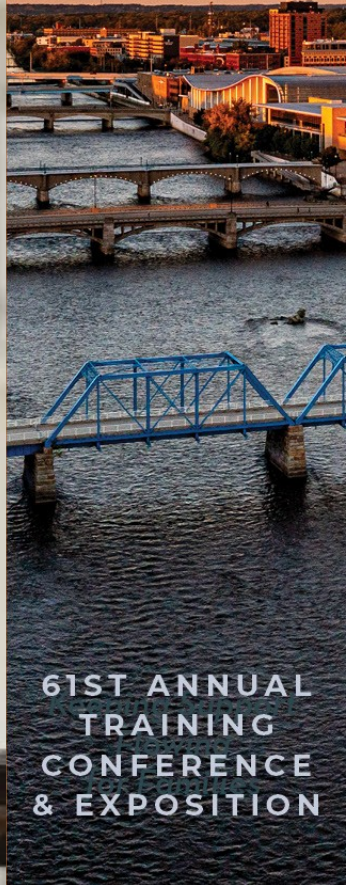
Application of operating in person vs. virtual

What does this look like?



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Lessons Learned

Redesign
curriculum

Technology
challenges

Getting
materials to
participants

Setting up
virtual
classrooms via
Teams



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How it's working



Then vs Now



In Person Training

- 6 hours
- 25 participants



Virtual Training

- 2-hour increments
- # of participants



Challenges and how to overcome them

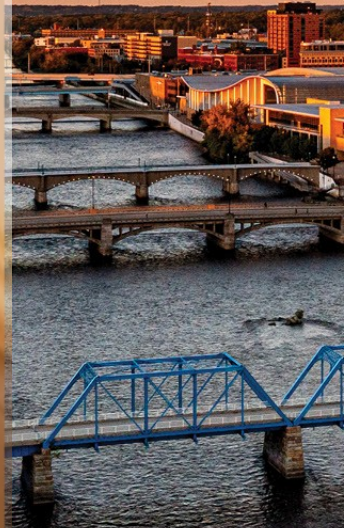
Pros and Cons

- Technology
- Training Guidelines
- Address leave issues
- Communication
- Printed material



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New Normal

Hybrid approach

- eLearnings
- Gamification
- Asynchronous training



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How it's working



Helping Hands
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How do you feel now?

Raise your hand if you prefer
Onsite Instructor-Led Training.

Raise your hand if you prefer
Virtual Instructor-Led Training.

Raise your hand if you prefer
Hybrid Training.



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Site Support: Near and Far

Zach Towslee
Senior Implementation Consultant



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Why Site Support Works

- Extension of Training – Training Wheels
- Repetition, Repetition, Repetition
- Dedicated and Invested Help
- Extra set of Eyes and Ears
- Comfort for All
- Advocacy for Promoting Change



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In-person Support: Near

- Physical Presence – Personal Touch
 - Firsthand set of eyes and ears
 - Elbow Support
 - Troubleshooting
- Confidence and Morale Thrive
- Enhanced Engagement
 - “In the trenches”
 - Outside Perspective – Neutral Stance



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Remote Support: Far

- Flexible Support
 - Working from home
 - Outside Office Hours – Efficiency of Time
- Resource Requirements Decrease
 - Support more staff with less site support
- Less Travel Costs
- Faster Solutions to Issues



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Site Support in Practice

Near	Far
Satisfaction	Tracking Issues
Retention	Flexibility



State of Nevada, District Attorney Family Support Division

Suzi Truby, Deputy Director of the Clark County District
Attorney Family Support Division



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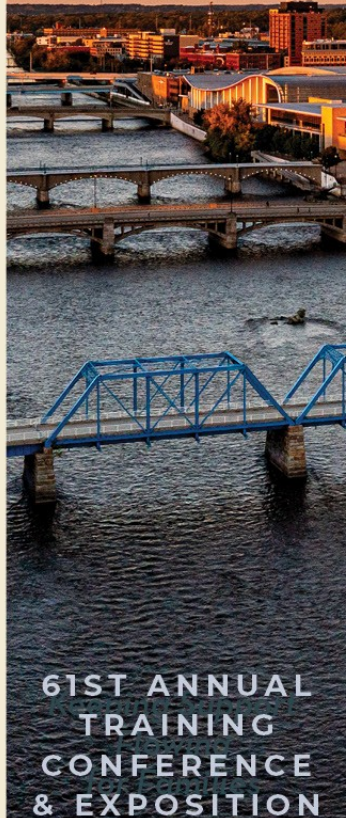
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Resources

- <https://asana.com/resources/project-dependencies>
- <https://www.purdueglobal.edu/education-partnerships/generational-workforce-differences-infographic/>
- <https://www.td.org/magazines/td-magazine/difficult-virtual-learner-conduct-begone>
- Doan Thi Hue Dung. "The Advantages and Disadvantages of Virtual Learning." *IOSR Journal of Research & Method in Education (IOSR-JRME)*, 10(3), (2020): pp. 45-48.



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