Techniques for Group Assistive Technology Training
Maryland Rehabilitation Conference
November 2019

Missing on the East Coast

WHO ARE WE
We are a team dedicated to the advancement of equal access and empowerment of persons with disabilities through the provision of Assistive Technology tools and solutions aimed at fostering independence and productivity.

WHY WE DO WHAT WE DO
Our mission is to advance equal access for all persons. We believe all individuals, regardless of ability, should have equal access to the tools needed to perform essential job or educational functions. We believe a disability should not be a barrier to successful, competitive employment or academic achievement.

Learning Objectives
1. Identify four skill areas required of 21st Century employees
2. Describe benefits of group training over one-on-one training
3. Describe three necessary components of a successful group training

Modern Office Ready
21st Century Employee Requirements

- Retrieving Information
  - Quickly find information in any document or web page
- Verbal and Written Communication
  - Create visually-pleasing, well-formatted, grammatically correct communication
- Learning How to Learn
  - Getting help on AT and IT
- Ability to Troubleshoot
  - Communicate with support staff
- Understanding Accessibility
  - What makes an accessible document or application
  - Communicating with employer
Training Evolution
And the Importance of Partnerships

The Beginnings:
ProMOTE Graduating Class January 2016

Carroll Center for the Blind,
Boston, MA

Program Evolution
- National Industries for the Blind
- East Texas Lighthouse for the Blind
- Metier Services
  - DORS
  - Certiport (MOS Certification)

Assistive Technology Training
Individual and Group

Individual Training (1 : 1)
Benefits
- Can adjust the pacing on the fly
- Can highly customize to individual
- Much more relaxed, personable
- Consumer has your complete attention
- Far less preparation than group

Challenges
- Only training one person at a time
  - Resource intensive

Group Training
Benefits
- Training more people using same resources
- Synergies between students
- Simulates rigor and intensity of modern office
- Can still have 1:1 personable feeling
- Structured curriculum
- Holistic view
- Importance of assessment
- Evaluation and professional development of AT Instructors
Challenges
- Variety of learning styles
- Variety of student abilities
- Variety of student needs

Group Training
Focus on Blind and Visually Impaired Students

The Process
Assessment
Course Placement

Importance of Consumer Assessment
Assess Across Multiple Areas
- General computer knowledge
- General AT knowledge
- Microsoft Office applications
- Web navigation
- Smart device usage
- Note taking

Screening Scoresheet

General Flow of Instruction
I. Morning
   a. Lightning round
   b. Lecture
   c. Morning activity to reinforce lecture
   d. Break
   e. Recap of morning
II. Afternoon
   a. Lightning round
   b. Lab Activities
   c. Timed Activities
   d. Games
   e. Projects
   f. Self-Assessments

Keys to Group Instruction
- Identified topics of instruction and student learning expectations
- Structured lecture
- Activities to reinforce instructional topics
- Assessment of student learning and delivery of instruction
Sample Lesson Plan

I. Lightning Round 9:00am to 9:30am
   a. Keystrokes for the day

II. Word Physical Layout (45 Minutes) 9:30am to 10:15am
   a. Describe the visual layout of Word using the Visual
   b. Instructor Demo – Navigating Ribbon
   c. Review what the Ribbon is used for
   d. Explain why we’ll be spending so much time on this
   e. Quick overview of upper and lower Ribbon and the look

III. Instructor Demo – Help (15 Minutes) 10:15am to 10:30am
   a. Break 10:30am to 10:45am

IV. Student Exercise – Help (15 Minutes) 10:45am to 11:00am
   a. Ask students to find information about ‘keyboard shortcuts’
   b. Alt+F7 – better spell check
   c. Ask students to find information on Table of Contents

V. Navigating a Word Document Review (30 minutes) 11:00am to 11:30am

VI. Student Exercise – Basic Formatting (25 Minutes) 11:30am to 11:55am

VII. Morning Recap 11:55am to 12pm

VIII. Lunch 12pm to 1pm

IX. Lightning Round 1pm to 1:30pm

X. Lab Activities
   a. Help Wanted 2 Exercise
   b. Students locate the Help Wanted 2 Student Exercise document
   c. After completion email to your instructors
   d. Optional Exercise
   e. What is the hotkey for inserting a footnote? Hint, it’s on the References tab
   f. What is the sequence of keys to select the Sort function on the Home tab?
   g. Place the Sort function on the QAT. What hotkey will activate the Sort function
   h. Remove two of the items on the QAT that you believe you won’t use. Explain how you
      would see what number to press followed by the Alt key to activate a specific function
      on the QAT.
   i. Jamison Lake Story (30 Minutes)
   j. Open the file called “Mixed Up Jamison Lake Story.” This story is out of order. Read the
      story, locate the six paragraphs that are out of order and move things around so that it
      makes sense. Save the new file as “Jamison Lake Story – YOUR NAME” and email it to
      the instructor.

XI. Ask the Instructor (5 Minutes)
Lab Exercises
- Traditional with decreasing instruction
- Quizzes
- Speech Listening Activity
- Speed Tests
- Gamification
  - Keypstroke Jeopardy
  - Keystroke Translation Activity
  - Troubleshooting Activity

Assessing Student Progress
- Daily feedback on lab activities
- One on one interaction throughout week
- Their responses during lightning round
- Self-assessment template
- Lab activities in which they must
  - Explain step by step how they performed a process
- Final project/exam

Inquiry and Discussion

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