



Training of Trainers: Supporting Learners Through FirstClass Software

University of Regina

Objectives for Innovation

Computer-mediated communication
and print to augment
face-to-face training

Intended Audience

Post-secondary instructors
and administrators

Results Achieved

Knowledge and practical skills for
computer-mediated communication
Province-wide support system for students
enrolled in computer-mediated courses
Flexible access to hardware and software
required for computer conferencing

Partners

University of Saskatchewan,
Regional Colleges, SIAST

Implementation

May 1996

Additional Benefits

Provincial computer conferencing
support system
Used regularly by half the students in the
first two courses offered by University
of Regina using the software
Used as a model for supporting other
types of computer-based courses,
such as those offered via the web

The Training of Trainers: FirstClass program integrates with the Common Platform: Computer-Mediated Communication and File Transfer program developed by the University of Saskatchewan. It is a workshop designed to train instructors and administrators to support students enrolled in courses using FirstClass computer conferencing software. The workshop provides an overview of computer-mediated communication, basic hardware and software troubleshooting tips, practice with FirstClass and techniques for supporting learners. A print package includes the FirstClass instructor and student manuals and client software provided by the University of Saskatchewan.

Participants become part of a province-wide pool of resource personnel to provide training for colleagues and student support through Regional College and SIAST campuses. The institutions provide basic technical support and arrange access to the hardware and software required.

A significant challenge for students in technology-enhanced courses is learning how to use new technology. This workshop trains resource people who provide easily accessible support to students using FirstClass computer conferencing software.

Contact

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