Remote Learning Professional Development, a COVID-19 Case Study

How Mouse trained 6,000 NYC Department of Education teachers on the foundational tech skills needed to lead remote classes

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The Problem

NYC DOE

All K-12 NYC Department of Education (NYCDOE) schools closed on March 16, 2020 with only one day of notice from the Mayor's office. It was not known if schools would re-open this school year.

Context

75,000 teachers

1.1 million students

1,700 public schools

All needed to move classes from in-person to virtual

Problem Statement

How can schools, teachers, parents, and students collaborate to protect students and educators, and meet the same standards of learning expected in schools

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The Challenges

Challenge 1

Tech Proficiency

Teachers are expert classroom instructors. The majority have not been trained to conduct remote learning. Gaps in technical skills related to remote instruction needed to be addressed.

Challenge 2

Inconsistent Technology

Prior to COVID, each school selected their own Learning Management System. These systems were often incompatible and difficult to connect across the variety of hardware and software platforms.

Challenge 3

Instruction Preparation

Schools, teachers, students, and parents had just a few days to begin remote learning. Plans to train teachers to use new technology needed to be developed and launched in just a few days.

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Mouse's role in the Solution
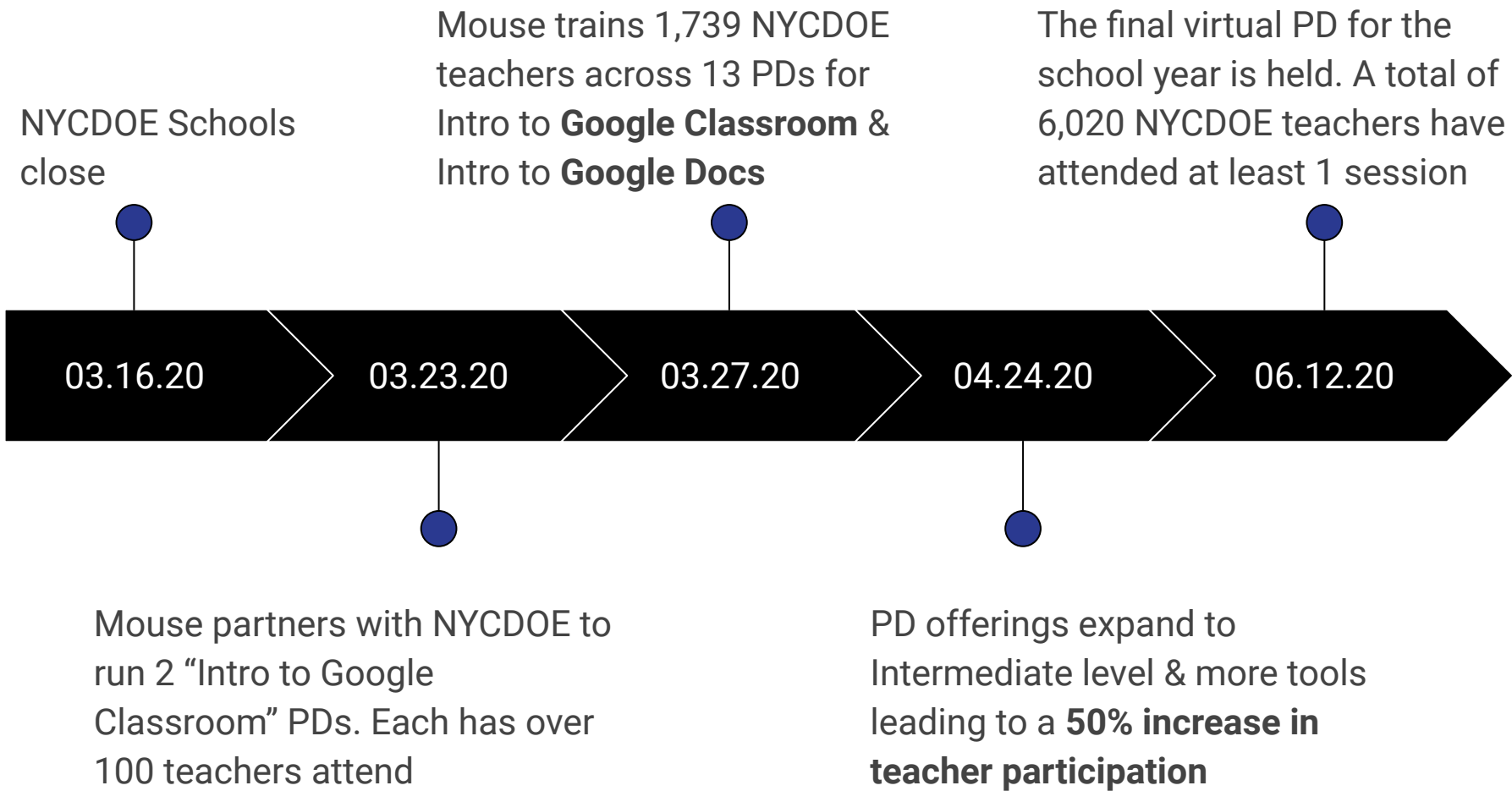
Teacher Professional Development

NYCDOE invited top learning organizations to form a remote learning taskforce to assess the urgent needs of the city's 75,000 teachers and 1.1 million students.

Mouse was recruited to:

1. **Determine the scope of teacher needs**

2. **Develop a teacher training plan**

3. **Conduct the necessary professional development to allow remote learning**

Implementation

NYCDOE Schools close

Mouse trains 1,739 NYCDOE teachers across 13 PDs for Intro to **Google Classroom** & Intro to **Google Docs**

The final virtual PD for the school year is held. A total of 6,020 NYCDOE teachers have attended at least 1 session

03.16.20

03.23.20

03.27.20

04.24.20

06.12.20

Mouse partners with NYCDOE to run 2 "Intro to Google Classroom" PDs. Each has over 100 teachers attend

PD offerings expand to Intermediate level & more tools leading to a **50% increase in teacher participation**

Google "G Suite" Transition for NYCDOE Schools

- In response to the COVID crisis, Google provided the all NYC public school students, teachers, and staff with comprehensive access to Google Classroom and the entire "G Suite" of products. Overnight, the NYCDOE became the world's largest user of Gmail, Google Docs, Sheets, and Drive.

G Suite For Education

- Although this platform standardization addressed the challenges of **Inconsistent Technology**, for many teachers it worsened the challenge of remote teaching and **Tech Proficiency.**
- Many teachers had never used Google's cloud-based products and had to quickly learn to teach with this technology.
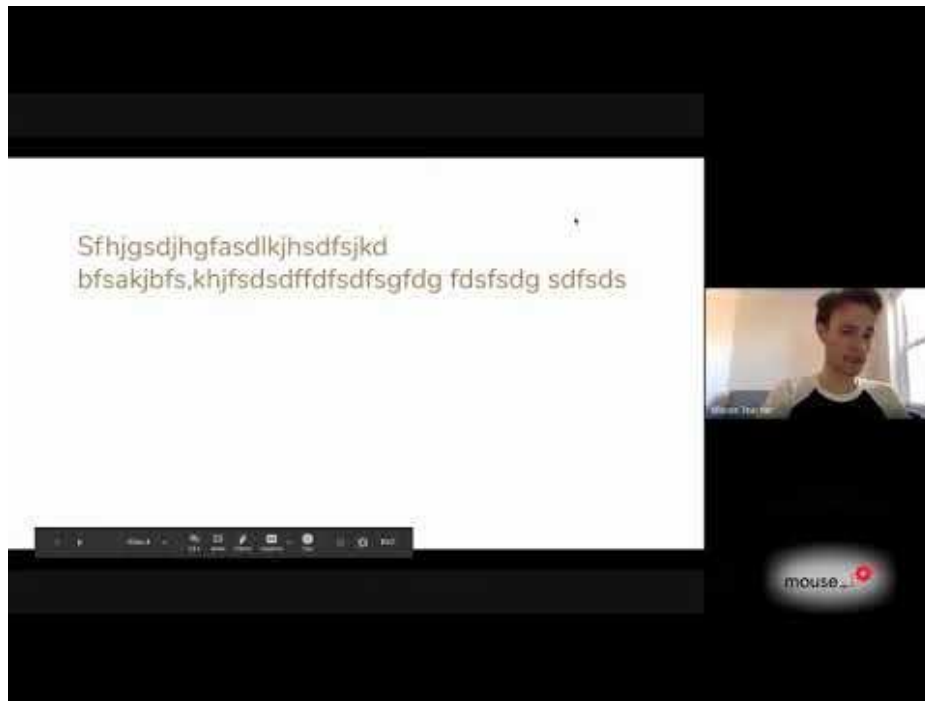
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Google Classroom and "G Suite" for NYCDOE Schools

- With so many changes, Professional Development (PD) became more critical than ever for all teachers

- Google and the NYCDOE standardized the software while Mouse staff provided direct training of teachers enabling the implementation of Remote Learning software across the City

- Mouse developed comprehensive Remote Learning training with 8 courses. Teachers selected the courses they needed or the full sequence of remote learning curriculum

- 119 training sessions held over 12 weeks

- 51 teachers per PD training session

- Cost: $240,000 (less than $40 per teacher, funded by Google and the McCaw Communications Foundation)

- CSforAll acknowledges Mouse's work on May 13

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- Topic: Using Google Slides to Create Student Portfolios
    - Recorded May 12, 2020
    - Watch video: **youtu.be/99d7cisHXAI**
    - Recorded classes were accessible 24/7 to NYC teachers

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Results

"You're definitely filling in some 'gap' info and teaching me new tricks on apps I use all the time. Your also forcing me to refresh my skills and stay current. I so much appreciate it."

NYCDOE Teacher - 5/13/2020

"I'm very challenged when it comes to using Google Drive. Your trainings have made a huge impact in my increased usage of Google Drive and my CONFIDENCE. Thank you!"

NYCDOE Teacher - 6/2/2020

"TREMENDOUS help with helping me adjust to the technical side which I had much less experience in. THANK YOU, THANK YOU, THANK YOU. I still have much to learn."

NYCDOE Teacher - 6/5/2020

- 6,020 teachers taught Google G Suite and basic Computer Science skills for hybrid & remote learning.

- NYCDOE & Google planning to work with Mouse again in Summer/Fall to continue and expand these offerings to more teachers & school administrators

- Every teacher has access to the software and recorded trainings they need to be successful with remote learning

Engaging Mouse

Identifying Need

Creating a Problem Statement

Mouse can collaborate with your district to identify the tools and resources teachers & students need to kick off the school year remote, in-person or hybrid.

Creating Structure

Engaging School Admin

Teachers, parents and students rely on school and tech admins to provide systems and structures to follow. Special time for planning and PD will be designated early for this.

Leading PD

Engaging Teachers

Mouse will create curricula designed for your teachers. Mouse can then lead these PDs or design a train-the-trainer model for select in-house teachers to support colleagues.

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Thank you.

For additional information please contact:

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