

# CareerPLUS+

## Facilitating the Micro Course

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### Introduction

The role of the CareerPLUS micro course facilitator is primarily to encourage learner engagement during the micro course, contribute to the development of community in the micro course, provide guard rails in discussion, provide learners with feedback, and respond to learner comments/questions. CareerPLUS micro course content has already been created by a Subject Matter Expert (SME), and the micro course content is already built into Moodle (Clarke's Learning Management System where the online micro courses can be accessed). The information below is provided to facilitators preparing to facilitate a CareerPLUS micro course at Clarke University.

### Micro Course Guide and Facilitator Notes

A Micro Course Guide and Facilitator Guide tailored to each micro course will be provided to each facilitator by the Institute of Professional Excellence at least 30 days prior to the micro course start date. The Micro Course Guide will include a detailed overview of all of the micro course content, learning outcomes, discussion prompts, and more. The Facilitator Guide will provide guidance, tips, and ideas for facilitators of that particular micro course. Facilitators are welcome to send any additional facilitator notes to [careerplus@clarke.edu](mailto:careerplus@clarke.edu) to have them added to the Micro Course Guide after they have finished facilitating the micro course.

### Facilitator Bios and Headshots

Facilitators are required to submit to the Director of the Institute for Professional Excellence a brief bio (3-5 sentences) and professional headshot to include on the registration portal as well as in Moodle. The bio is currently being collected via the [Facilitator Interest Form](#) and the Institute Director will reach out to Clarke's Marketing Department to get the head shots for SMEs who are currently Clarke employees. The Director will email non-Clarke SMEs to request a headshot.

View [Example Bios](#)

The bio should include (but is not limited to) the following:

- Your education credentials/university
- Current position
- Past work experience
- **Note:** Please avoid using terms like "for the past five years" – instead, please refer to specific years (i.e. "Since 2019, Dr. So-an-So has been serving as a professor of...")

### Micro Course Welcome/Overview

The facilitator will need to create a Welcome video to post in the micro course in Moodle that introduces learners to the micro course in a warm, engaging way. Facilitators can use the integrated video tool in Moodle to self-record their Welcome video. This video is an opportunity

to generate excitement about the topic, provide a brief overview, and relate the topic to the workplace. Please include the following items in the Welcome video :

- Your education credentials/work experience and how it relates to the micro course topic(s)
- Overview of specific micro course – what learners can expect to gain and how content is relevant to the workplace
- Note that the person who created the micro course may be different than the facilitator (if applicable)

## Moodle

### Browser Recommendation

It is recommended that you use **Chrome, Firefox, Edge, or Safari** as a browser when you and/or your micro course participants access your micro course in Moodle to ensure a better user experience. Moodle is not accessible from the Internet Explorer browser, as Internet Explorer will be phased out completely by August 2021.

### Notification Preferences

The default notification setting in Moodle for CareerPLUS teachers and participants is “subscription optional”, which means that the teacher and participants do not get notifications to discussion forum unless they adjust the notification settings in Moodle. The CareerPLUS online [orientation](#) includes instructions on how participants can adjust their notification settings (i.e. how often they want to be notified if someone posts to the discussion forum), and instructions for facilitators are available in the [Technology Guide](#).

### “Open Date” and “Close Date” for Micro Courses in Moodle

The content within the micro courses in Moodle will remain “hidden” from learners until the start date of the micro course when you as a facilitator “unhide” the course units. The only content the learner will see when they log in to Moodle prior to the course start date will be the “Overview” section so that they can start working on the orientation prior to the course start date. The course will not be closed in Moodle until the 5<sup>th</sup> day of the month following the end date of the micro course. Facilitators can use their discretion to allow learners a couple of extra days if needed to complete the course; however, they are not required to give learners extra time. The facilitator does not need to “close” the micro course in Moodle; this will be done by Pat Maddux at Clarke.

### Updates to Micro Course Content

If there is an edit that needs to be made in micro course content (i.e. a broken link or other content edit), please notify [careerplus@clarke.edu](mailto:careerplus@clarke.edu) to have the live micro course and master course shell in Moodle updated. It is important that you do not make any edits to the course on your own to ensure consistency between the Master micro course shell in Moodle and the live version of the micro course.

### Quickmail

Quickmail is the messaging system through Moodle for learners to reach out to facilitator. Learners may reach out to the facilitator through Moodle with any questions or concerns about the micro course. The facilitator’s contact information will not be shared outside of Moodle. Any message that is sent to a facilitator via Quickmail will go to the facilitator’s Clarke email account. You cannot check this email from Moodle, and responses to Quickmail messages will need to be sent from a your personal email account, or you can

chose to copy and paste the original message from the learner into a new message in Quickmail if you do not wish to respond from your personal email account.

Facilitators are expected to respond to Quickmail messages within 24-48 hours.

### Quizzes

When a participant finishes a quiz, they can see their score but not which question they got wrong. They also cannot see the correct answer for each individual question. This was an intentional design decision because micro course participants get unlimited attempts to pass the quiz. If a participant in your micro course would like to know the correct response to a question(s) they got wrong, they may reach out to you to request the correct answer. Instructions for looking up which question(s) the participant got wrong and the correct answer are available in the facilitator's [Technology Guide](#).

### Discussion Forums

Facilitators are expected to check in to the micro course in Moodle at least every 1-2 days to respond to discussion board posts, generate additional discussion, etc. and/or respond to learner posts or Quickmail messages within 24-48 hours. It is important for facilitators to monitor whether or not participants are fully answering the discussion prompt questions. If a participant has not responded to all of the questions in the unit discussion prompt, it is the facilitator's role to encourage the participant to respond in a more comprehensive manner to the discussion prompt. However, it is important that any outreach done to follow up with micro course participants is done in a way that encourages and supports rather than in a way that comes across as punitive. For example, if a participant is not engaging in the micro course content, the facilitator could reach out to the participant individually to ask how things are going and/or ask if there's anything they can do to further support their learning.

Facilitators are also expected to encourage learner engagement and offer differing views using the Micro Course facilitator guide. A couple of examples of how to encourage learner engagement include sharing articles/resources related to the discussion, posting challenges ("how did you show empathy in the past week?"), or providing supplementary reflection questions or activities that encourage learners to apply the micro course content to their workplace/lives.

## Conference Call (Optional)

### Microsoft Teams (Online Meeting)

Instructions on how to set up a Microsoft Teams online meeting link (and how to record the call) is available in the [Technology Guide](#).

**Please note that the each facilitator will need to be assigned a unique dial-in number to use for CareerPLUS conference calls. This dial-in number can be used multiple times, but it can only be used by the facilitator to whom it is assigned. The dial-in number that is unique to you will show up in the calendar invite automatically. If you do not have a dial-in number assigned to you and you would like to request one, please email [careerplus@clarke.edu](mailto:careerplus@clarke.edu).**

If the facilitator chooses to host an optional conference call during the micro course, the Institute for Professional Excellence recommends choosing a time around the lunch hour or in the evening.

The instructions for how CareerPLUS participants can access the conference call in Microsoft Teams are available at <https://www.clarke.edu/wp-content/uploads/How-to-Join-a-CareerPLUS-Conference-Call.pdf>.

The instructions for setting up a conference call in Microsoft Teams is available in the [Technology Guide](#).