

**LTEC 4440/ 5440: Instructional & Facilitation Strategies for Technology Training**

Department of Learning Technologies, Discovery Park
3940 N. Elm St., Office G150, Denton, TX 76207-7102

Instructor Contact Info**INSTRUCTOR:** Laura A. Pasquini, Ph.D.Email: Laura.Pasquini@unt.edu

Preferred Communication: **EMAIL**. Please identify your name, student ID & the class information (LTEC 4440 or LTEC 5440) when emailing and you should receive **a response within 24-48 hours**. Please keep messages professional & courteous. [[Hint from PhD Comics.](#)]

LTEC 4440 - Advanced Instructional Strategies: Emphasis on advanced instructional techniques; including questioning, discussion, problem-solving, motivation, and instructional development used in applied technology and industrial training setting. **Prerequisite(s):** COMM 1010, LTEC 4120, or consent of department.

LTEC 5440 - Facilitation Strategies in Applied Technology Training: Advanced instructional strategies, such as group facilitation, cooperative learning, questioning, discussion, problem solving, simulation, reflective teaching and other instructional techniques. Participants are expected to employ various presentation techniques through small group exercises. **Prerequisite(s):** LTEC 5120 (formerly titled ATTD 5440)

Course Goals: After completing this course, the learner should be able to

1. Demonstrate skills necessary in facilitating group discussions, activities and interactions.
2. Describe appropriate strategies for conducting small group discussions.
3. Describe appropriate questioning techniques.
4. Conduct a controversial topic discussion.
5. Observe instructors and identify outstanding delivery techniques.
6. Respond to case studies involving instructional and training challenges.

Required Reading

Information may be obtained from the UNT Bookstore (<http://unt.bnccollege.com/>) or [Amazon.com](#) for these REQUIRED course textbooks:

Bens, I. (2012). *Facilitating with ease! Core skills for facilitators, team leaders and members, managers, consultants, and trainers*. San Francisco: Jossey-Bass. (ISBN: 9781118107744) **Course syllabus Reference: (Bens)**

Bates, A. W., (2015). *Teaching in a digital age: Guidelines for designing teaching and learning*. Open Text BC. Retrieved from <https://opentextbc.ca/teachinginadigitalage/>
Course syllabus Reference: (Bates) – Available FREE Online

Supplemental Reading (Optional/Not Required)

Kaner, S. (2014). *Facilitator's guide to participatory decision-making*. John Wiley & Sons. ISBN-13: 978-1118404959

Professional Learning Organizations' and/or Training & Development resources:

- The Society for Human Resource Management: www.shrm.org
- The Society for Industrial and Organizational Psychology: www.siop.org
- Academy of Human Resource Development: www.ahrd.org
- The Society for Organizational Learning: www.solonline.org
- Association for Talent Development (Formerly ASTD) www.td.org
- International Society for Performance Improvement: www.ispi.org
- Online Learning Consortium (OLC): www.onlinelearningconsortium.org
- Training Magazine: www.trainingmag.com
- Centre for Learning & Performance Technologies <http://c4lpt.co.uk/>
- Training Industry Associations: www.trainingindustry.com

Attendance and Participation

The instructor reserves the right to request of the Registrar that a student be dropped from the course (W or WF) due to unsatisfactory progress. All students are expected to fully participate in all class activities. Full participation includes web-based activities. If there is an issue, questions, or concern about participation in the LTEC course, it is the students' responsibility to contact the instructor and communicate these issues directly with the instructor of the LTEC course. **If a student has not participated in a discussion or submitted and assignment before the Census Day (Monday, January 30, 2017 for Regular Session Spring 2017 classes)** outlined by the [UNT Academic Spring 2017 Calendar](#), they may be dropped for non-attendance. Additionally, if assignments are missed for two or more modules without contacting the instructor, the student will be dropped for non-participation.

University Policy of Absence for Religious Holidays

In accordance with state law, students absent due to the observance of a religious holiday may take examinations or complete assignments scheduled for the day missed within a reasonable time after the absence if the student has notified the instructor of each class of the date of the absence within the first 15 days of the semester. Notification must be in writing, either personally delivered with receipt of the notification acknowledged and dated by the instructor, or by certified mail, return receipt requested. Only holidays or holy days observed by a religion whose place of worship is exempt from property taxation under Section 11.20 of the Tax Code may be included. A student who is excused under this provision may not be penalized for the absence, but the instructor may appropriately respond if the student fails to satisfactorily complete the assignment or examination.

COURSE ASSIGNMENTS

There are **NO mandatory online class meetings** for this course for Spring 2017. Optional, online course meetings might be scheduled; however all meetings will be recorded and posted to the course site. All course information and materials will be maintained in UNT Blackboard Learn. **Every assignment must include student name, course and SECTION, module number and assignment title. Every assignment should include the student name in the file name/document title** (e.g., PasquiniL_Resume). **Please UPLOAD MS Word, Excel, or PowerPoint files OR documents in PDF format ONLY! You should not be submitting any text into the Assignment Tool "Submission Text" box area** – this is reserved for notes or

comments to the instructor. The UNT Blackboard system attempts to include the dates and deadlines for the LTEC 440/ATTD 5440 course in the Calendar section.

Submit all work as specified by on the course calendar and as specified by the instructor. Organize your calendar with the **course calendar and syllabus deadlines so you are always aware when an assignment is due**. *Students are responsible for all course deadlines and must keep a copy of all assignments*. All assignments must be turned in by or before the “designated due dates” which can be found on the Blackboard Learn calendar and on the assignment tool.

NOTE: The syllabus and course due dates are subject to revision by the instructor throughout the semester. Students will be notified promptly of any changes through weekly “Course Announcements” posted in the Blackboard Course site and sent via email. **Please contact the instructor BY EMAIL, if you have any questions about LTEC 440/ATTD 5440 assignments/assessments/discussions please contact via EMAIL IN ADVANCE of the deadline to support your academic work.**

Late Assignment Policy

Late work is **not accepted and will receive a zero (0) grade**. It is suggested that you plan on completing your work the day prior to the due date. Then unexpected problems will not result in your work being late. This policy will be adhered to throughout the semester to be both fair and consistent with all LTEC 4440/5440 learners. Please organize your schedule and plan for deadlines in advance, as the entire course and all learning modules are available from the beginning of the academic term for your review and completion. **ALL assignments must be submitted by 11:59 pm CST on the date is it due via the Blackboard Learn Assignment Tool. Do NOT submit assignments via e-mail or to the discussion board. ALWAYS be sure to check the course syllabus for deadlines** – please inform the instructor if there are any discrepancies between the Learning Modules deadlines in the course site vs. those listed on the syllabus.

Discussions Board Postings

Each student must submit an **original discussion posting** and **respond to TWO (2) other students’** discussion posts connected to each weekly learning module. If a student submits an original discussion posting but fails to respond to three students or more, he or she may only receive up to 10 points for this discussion module. Do **NOT** put attachments in the discussion board area. **Do NOT submit assignments to the discussion board**. The instructor will not grade assignments posted in the discussion area. Please refer to the **Discussion Guidelines** document in the “**Orientation Module**” to obtain full points.

A special discussion thread entitled “**Peer-to-Peer Help Forum**” has been created for general questions related to the course and assignments for ALL in the class to review and respond to. The instructor and TAs will infrequently check this discussion forum; however if you have any urgent questions, **please send these inquiries BY EMAIL directly to the instructor.**

MEDICAL/HEALTH EMERGENCIES

If you have a medical emergency that will prevent you from completing this online course as scheduled, you **MUST notify your instructor at the time of your medical problem or related family health/life circumstances. Doctor’s notes must be received during week 1 or 2 of the medical/health emergency, and documentation is required for any death in the family.** Those submitted at the end or once it is over will not be accepted. Please ensure your physician

identifies what medical/health challenges will prevent you from working on activities and assignments for this distance education course.

If you have a **temporary health/medical issue that might last longer than a week, it is suggested you reach out to the Office for Disability Accommodation to get support** for this and/or your additional courses for the semester – information about registering for accommodations are listed on page 9 of this syllabus.

If you have any other extenuating health or life circumstances, **it is critical that you COMMUNICATE this with your professor in writing EARLY and OFTEN. The preferred method for notification and inquiry will be in writing via EMAIL to include the relevant documentation.** Send all messages and/or questions directly to your professor at/around the time of the medical/health incident to the following email: Laura.Pasquini@unt.edu

Requests for an [Incomplete \(I\) or to drop the course](#) must come at the time of the medical emergency and must be supported by **a letter from your physician and must specifically state that your medical situation will NOT permit you to work online or prevent you from submitting assignments as scheduled.** Requests for an Incomplete or to DROP this course based on a medical emergency CAN NOT be granted after the medical emergency. Of course all requests must meet standard university policy.

Student Support Online

The UNT Helpdesk is a student technical support team dedicated to deal with issues or technical needs (e.g. Blackboard Learn) if you should encounter any issues online at ANY point during the duration of this course. Emails sent to the instructor or TA the night of the technical issue will probably not be read, and your assignment WILL be considered LATE and not evaluated (per the policy on page 3 of this syllabus).

Please be sure to CONTACT the [UNT Helpdesk](#) support team for **any student technical support issues and questions:**

Phone: 940.565-2324

Telephone Availability:

Sunday: noon-midnight

Monday-Thursday: 8 a.m.-midnight

Friday: 8 a.m.-8 p.m.

Saturday: 9 a.m.-5 p.m.

Location: [Sage Hall](#), Room 130 – first floor, across from the Student Veteran Services Office

Email: helpdesk@unt.edu

Website: <https://www.unt.edu/helpdesk/>

Create a Service Ticket: [report a problem or request a service](#)

UNT Academic Deadlines are posted on the website of [UNT Office of the Registrar](#), specifically the **Spring 2017 Registration Guide:**

<http://registrar.unt.edu/registration/spring-registration-guide>

LTEC 4440/5440: Assignment & Deadlines [All items due BEFORE 11:59 pm CST]

Module	Course Assignments	Bonus	Points	Due Dates
Orientation Module				
Orientation	DISCUSS: Post your introduction to the Discussion board–100 words min	5		24-Jan
	COMPLETE: LTEC 4440/5440 Student Information Form + 50-mile Form		5	24-Jan
Module 1: Understanding Facilitation				
1	READ: Chapter 1 (Bens) + Module Readings/Presentations		0	25-Jan
	Paper DISCUSS: Module 1 + Self-Assessment		10	31-Jan
	COMPLETE: Assignment 1 – Key Points & Implications Paper		75	31-Jan
Module 2: Facilitation/Instructional Design				
2	READ: Chapter 3 (Bens) + Module Readings/Presentations		0	1-Feb
	DISCUSS: Module 2 – The Design Process		10	7-Feb
	COMPLETE: Assignment 2 – Conference Proposal		75	7-Feb
Module 3: Assess Your Learners				
3	READ: Chapter 4 (Bens) + Appendix 2 (Bates) + Module Readings		0	8-Feb
	ASSESS: Complete Teaching Perspective Inventory (TPI) Assessment		0	8-Feb
	DISCUSS: Module 3 – Reflect on TPI Assessment		10	14-Feb
	COMPLETE: Assignment 3 – Pre-Training Assessment		75	14-Feb
Module 4: Evaluating Facilitation & Instruction				
4	READ: Chapter 2 & 3 (Bates) + Module Readings/Presentations		0	15-Feb
	DISCUSS: Module 4 – Seeking Facilitation Feedback		10	21-Feb
	COMPLETE: Assignment 4 – Develop an Evaluation		75	21-Feb
	REVIEW: Observation Evaluations – Intro (Observation Modules)		0	22-Feb
Module 5: Designing & Leading Effective Meetings				
5	READ: Chapter 8 & 10 (Bens) + Module Readings/Presentations		0	22-Feb
	DISCUSS: Module 5 – Meeting Reflections & Experiences	10		28-Feb
	COMPLETE: Assignment 5 – Influence Presentation		75	28-Feb
	COMPLETE: Observation Evaluation #1 – Online Instruction		50	7-Mar
Module 6: Leading Discussions				
6	READ: Chapter 5 (Bens) + Chapter 6 (Bates) Module Readings		0	1-Mar
	DISCUSS: Module 6 – Challenges In Group Conversations	10		7-Mar
	COMPLETE: Plan a Virtual/Remote Meeting		75	7-Mar
Module 7: Group Process – Tools & Strategies				
7	READ: Chapter 6 & 9 (Bens) + Module Readings/Presentations		0	8-Mar
	DISCUSS: Module 7 – Team-Based & Problem-Based Learning	10		21-Mar
	COMPLETE: Assignment 7 – Group Facilitation Process Tools		75	21-Mar
	COMPLETE: Observation Evaluation #2 – Meeting Facilitation		50	21-Mar
Module 8: Facilitation Challenges & Issues				
8	READ: Chapter 7:What Can Go Wrong [PDF] + Chapter 8 (Bates)		0	22-Mar

	DISCUSS: Module 8 – Preparing to Meet Online		10	28-Mar
	COMPLETE: Assignment 8 – Engaging Participants/Learners Online		75	28-Mar
	Module 9: Facilitating Conflict			
9	READ: Chapter 7 (Bens) + Module Readings/Presentations		0	29-Mar
	COMPLETE: Assignment 9 – Facilitating a Controversial Topic		75	4-Apr
	DISCUSS: Module 9 – Dealing with Conflict as a Facilitator	10		4-Apr
	COMPLETE: Observation Evaluation #3 – Training Seminar/Workshop		50	11-Apr
	Module 10: Course Design & Implementation			
10	READ/WATCH: Introduction to Final Project – Quality Matters Standards		0	12-Apr
	DISCUSS: Module 10 – Share Your Learning Objectives & Activities	10		11-Apr
	COMPLETE: Assignment 10 – Online Training Course Design		200	2-May
	UNT SPOT Course Evaluations (Available April 17-May 4)	5		4-May
	LTEC 4440/5440 Course Feedback Form (Available May1-4)	5		4-May
	UNT Final Exams (NO Final Exam for LTEC 4440/5440)			May 6-12
TOTAL	A = 90-100%; B = 80-89%; C = 70-79% D = 60-69%; F = 59% or below	65	1080	

Academic Advising and Personal Support

There are a number of academic resources and support areas at UNT to support your academic success. Please be sure to seek our or ask for the support you need **IN ADVANCE, and/or IMMEDIATELY after any medical, personal, or academic situation.**

Writing Skills

Students will compose grammatically correct sentences, write well-developed paragraphs, and express ideas in a well-organized, coherent matter. Submissions must have complete sentences, correct punctuation, and capitalization. Avoid using abbreviations and acronyms without appropriate clarification. Consider getting support for this course with your writing at the **UNT Writing Lab** (<http://writinglab.unt.edu/>) and/or **UNT Career Center** (<http://studentaffairs.unt.edu/career-center>).

For students who have questions about academic planning, need to drop one or all courses, or learn more about academic dates and deadlines, please be sure to speak with your [academic advisor/counselor](#) and consult the following UNT resources for planning and guidance:

- Advising @ UNT: <http://advising.unt.edu/>
- Counseling Services: <http://studentaffairs.unt.edu/counseling-testing-services>
- Dropping a class: <http://advising.unt.edu/dropping-class>
- How to drop a class <http://registrar.unt.edu/registration/dropping-class>
- Incomplete (I) grades: <http://registrar.unt.edu/grades/incompletes>
- Withdrawals: <https://deanofstudents.unt.edu/withdrawals>
- Dean of Students Policies <https://deanofstudents.unt.edu/policies>

UNT SPOT Course Evaluations

All students are expected to complete the end-of-semester, Student Perceptions of Teaching (SPOT) evaluations, for this course. More information about the UNT SPOT here: <http://spot.unt.edu/>

Netiquette & Discussion Expectations

Students should be cognizant of the limitations of an online environment and exercise caution when interacting with others through the discussion board and/or messages. The purpose of our interactions is the exchange of knowledge and best practices as well as clarification of concepts. In an online environment, comments can be unintentionally misinterpreted or misrepresented. Students should observe the following guidelines:

- Students should be respectful of peers' opinions.
- Students should avoid using language that may be viewed as offensive.
- Students should avoid writing in all capital letters.
- Students should reread messages/postings as necessary before responding to avoid misunderstanding and should seek clarification as necessary.

Academic Integrity

The UNT Code of Student Conduct and Discipline provides penalties for misconduct by students, including academic dishonesty. Academic dishonesty includes cheating and plagiarism. The Code of Student Conduct can be found at <https://deanofstudents.unt.edu/conduct>.

Students must complete all assignments independently unless otherwise instructed. ***Failure to do so will result in a grade of zero (0)***. Other possible consequences of breaching academic integrity include a failing grade on the assignment, a full letter grade drop for the course, or a failing grade in the course. If a student engages in academic dishonesty related to this class, the case will be referred to the Dean of Students for appropriate disciplinary action.

Cheating and Plagiarism

Students caught cheating or plagiarizing will receive a "0" for that particular assignment or exam. Additionally, the incident will be reported to the Office of Student Rights and Responsibilities for further penalty.

According to the UNT catalog, the term "**cheating**" includes, but is not limited to:

1. Use of any unauthorized assistance in taking quizzes, tests, or examinations;
2. Dependence upon the aid of sources beyond those authorized by the instructor in writing papers, preparing reports, solving problems, or carrying out other assignments;
3. The acquisition, without permission, of tests or other academic material belonging to a faculty or staff member of the university;
4. Dual submission of a paper or project, or resubmission of a paper or project to a different class without express permission from the instructor(s); and/or
5. Any other act designed to give a student an unfair advantage.

The term "**plagiarism**" includes, but is not limited to:

1. The knowing or negligent use of the published or unpublished work of another person, by paraphrase or direct quotation, without full and clear acknowledgement; and/or
2. It also includes the unacknowledged use of materials prepared by another person or agency engaged in the selling of term papers or other academic materials.

Required Software and Hardware

Knowledge of personal computer operation is prerequisite to registering for and successfully completing this online course. Students taking the course should be proficient in the following software as well: Microsoft Word, Microsoft PowerPoint, Microsoft Excel, and Microsoft Access

The acquisition of these skills is the responsibility of student and can be obtained through prior coursework and/or personal experience. A student who is not proficient in these programs should not register for this course. Blackboard is fully supported for both computers using Windows and Apple computers. This includes the programs noted above. Purchase and installation of the programs in a current and compatible version is the responsibility of the student. For personally owned computers, the UNT Bookstore offers software for both systems with student pricing.

In addition, upon starting this or any LTEC Blackboard course, students should review the “Check Browser” link in Blackboard and install the appropriate browser and plug-ins and update their browser to the appropriate settings

LTEC COURSE POLICIES

Student Responsibilities for Distributed Learning Courses:

- Access course web page and initiate contact within 1st week of the semester
- Be able to work independently on course objectives, given the format for interaction with faculty and students will be non-traditional.
- Verify appropriate hardware and software as described in the course description.
- Provide instructor with access to a working email account.
- Contact instructor or instructor's assistant within two days if any problems develop with regard to accessing the course.
- Adhere to communication parameters of course (i.e., email, discussion, chat).
- Complete [UNT Student Tutorial](#) prior to taking the first Blackboard course.
- Comply with appropriate electronic etiquette and abbreviations.
- Acquire all necessary software (e.g. MS Office or similar tools) and books (if required).
- Complete all course requirements by posted deadlines.

"All students should activate and regularly check their e-mail account used for official communication from UNT to students. **Many important announcements for the University and College are sent to students via the assigned e-mail account. Please be sure to FORWARD this email to another account, if it is not where you view your messages:** <http://www.unt.edu/helpdesk/faq/>

University Policy of Disability Accommodations

The University of North Texas is on record as being committed to both the spirit and letter of federal equal opportunity legislation; reference Public Law 92-112 – The Rehabilitation Act of 1973 as amended. With the passage of new federal legislation entitled Americans with Disabilities Act (ADA), pursuant to section 504 of the Rehabilitation Act, there is renewed focus on providing this population with the same opportunities enjoyed by all citizens.

Whenever a special accommodation or auxiliary aid is necessary in order to ensure access to and full participation by students with disabilities in University programs or services, the department or agency responsible for the program or service to which the individual requires access will work with the Office of Disability Accommodation and appropriate federal and state agencies to ensure that reasonable accommodations are made. The student requiring special accommodation or auxiliary aids must make application for such assistance through the Office of Disability Accommodation. Proof of disability from a competent authority will be required, as well as information regarding specific limitations for which accommodation is requested.

The University assumes no responsibility for personal assistance necessary for independent living or for specialized medical care. Students requiring personal attendants or mobility assistants must employ such persons at their own expense before completion of registration. Students requiring specialized medical care above and beyond that ordinarily offered through the Student Health Center should be prepared to bear the expense of this care through a general hospital or a private physician/clinic of their choice.

Changes may be made as long as it does not compromise the quality of education. Cooperation of faculty, staff, and students is needed to help with physical access and to meet academic requirements. For example, giving extra time on tests or assignments, substituting courses, or adapting classroom presentations (like allowing tape recorders, note takers, or asking a professor to face the class when speaking to allow students to lip read) may be done.

ADA Statement: **The University of North Texas makes reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course.** *You may request accommodations at any time, however, ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class.* **Please Contact the** UNT Office of Disability Accommodation (<https://disability.unt.edu/>) **for questions, concerns, or support you may contact the ODA office** by phone at 940.565.4323 or in person (SAGE 167).