

DIGITAL BEST PRACTICES COMMITTEE

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AGENDA

- Feedback and Recommendations based on survey (AS)
- Digital Ministry Audits (aka Learner File Reviews) (SM)
- Digital Milestones on Basecamp (AP)
- Sample Digital Learner File System Set Up (AP)
- Digital/Virtual Assessment Options (SM)



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Findings Regarding Delivery of Milestones during COVID

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- A small number of agencies used any milestone available.
- Most agencies used only a few milestone that did not require a lot of information being released.

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- Milestones could be delivered via telephone, email, or Teams meeting.
- Milestones that were completed via Teams were shared on screen. Answers were submitted the following ways based on what was easiest for the learner.
 - Write answers on paper, then take a picture, and email to the instructor.
 - Type the answers into an email and send them to the instructor.
 - Type the answers into the chat feature. The instruction would save/print the chat.
- Whichever method was used, the responses were saved/printed as supporting documentation for the file.

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- Pertinent data from the milestone can be retyped as a fillable document. (PDF, Word doc, MS Form) and sent as an exercise.
 - Anything that identified it as a milestone is removed.
 - The document could be password protected.
 - Time limits can be given.

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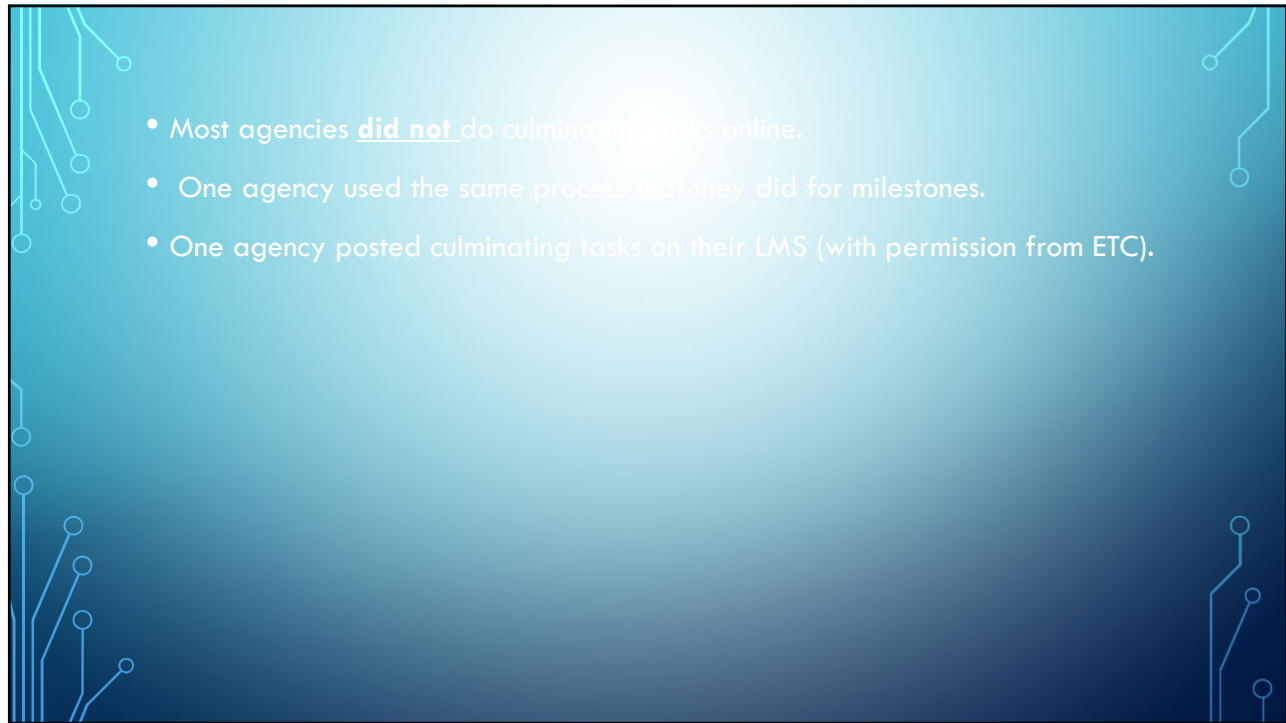
GOOD NEWS

Angela prepared and posted digital Milestones on Basecamp for everyone to access.

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Findings Regarding Culminating Tasks

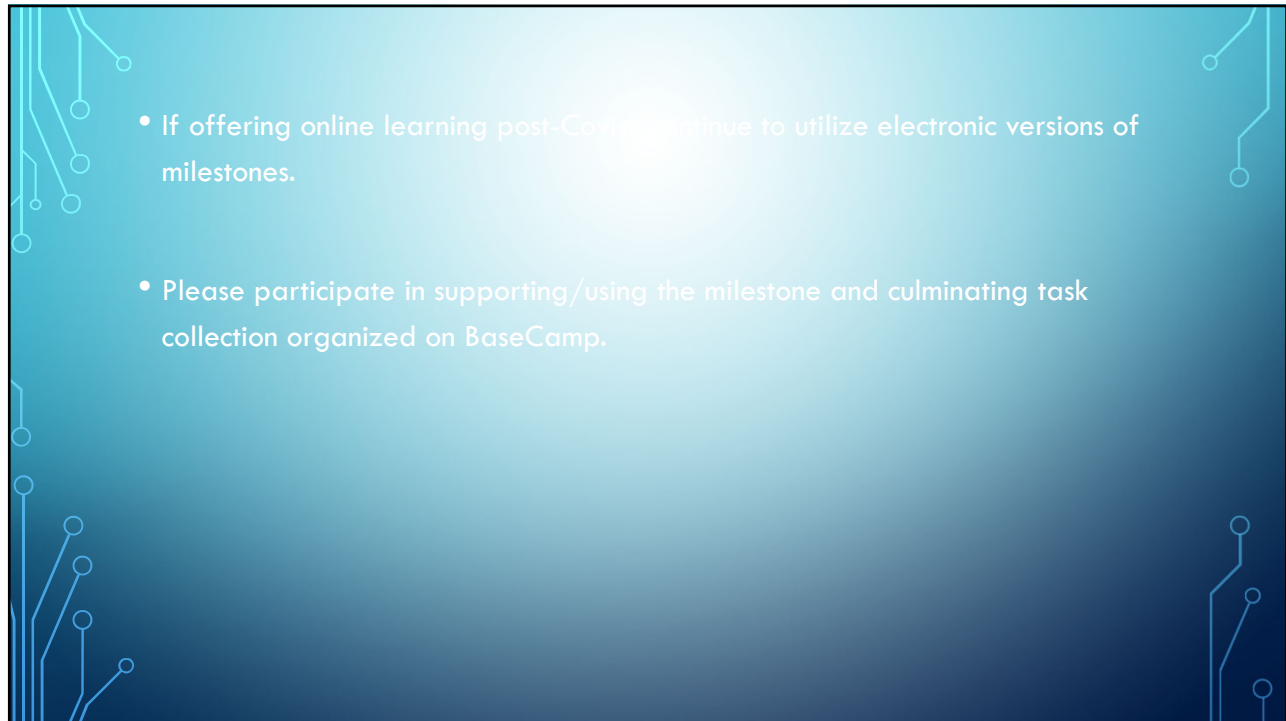
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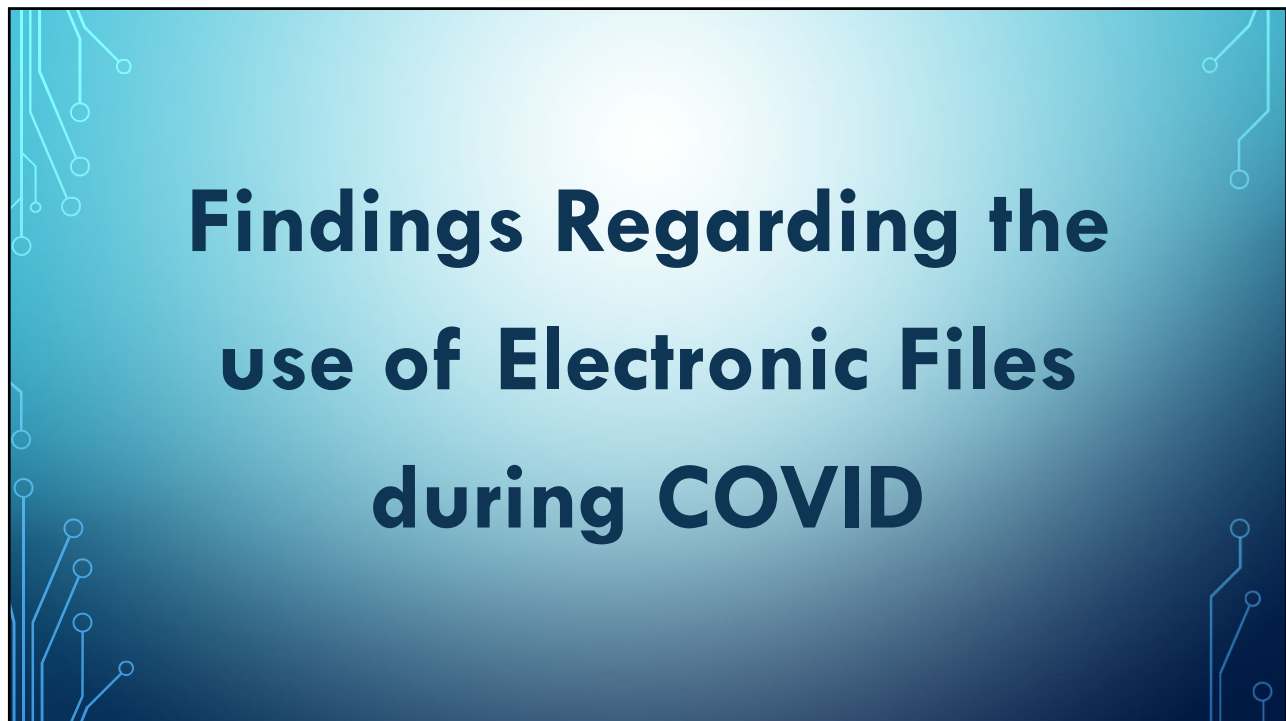


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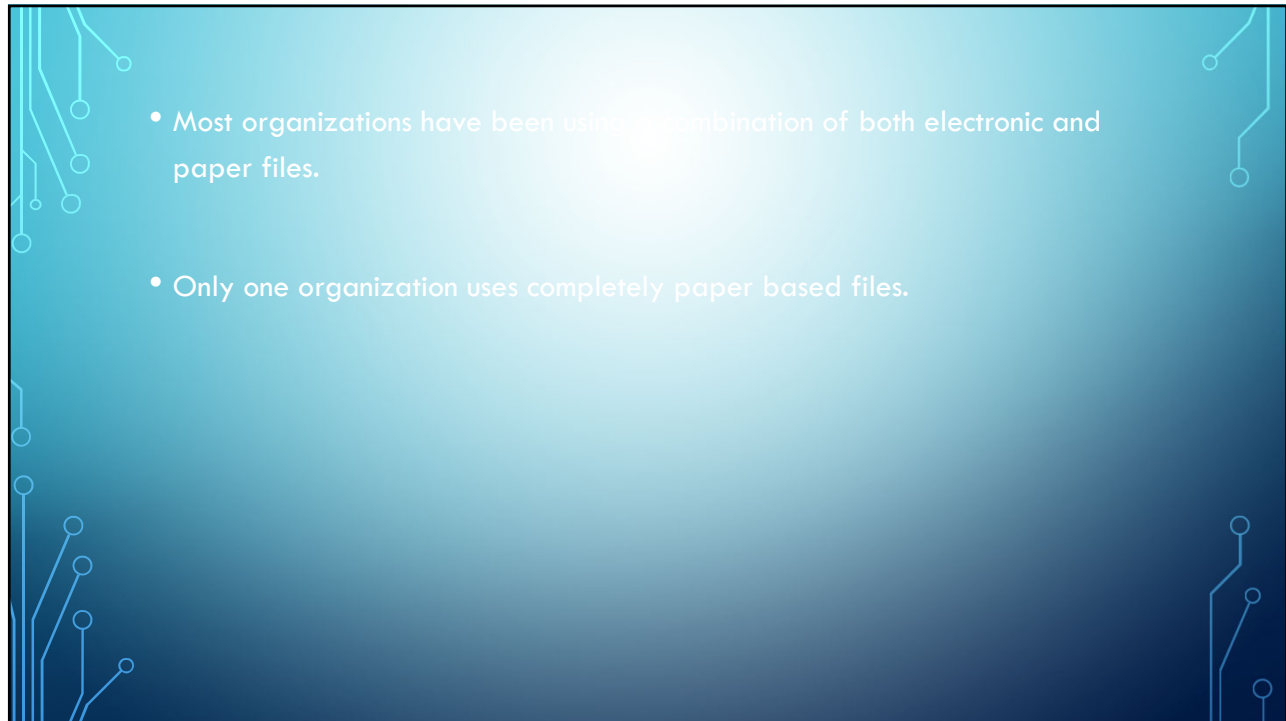
- If offering online learning post-Covid, continue to utilize electronic versions of milestones.
- Please participate in supporting/using the milestone and culminating task collection organized on BaseCamp.

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Findings Regarding the use of Electronic Files during COVID

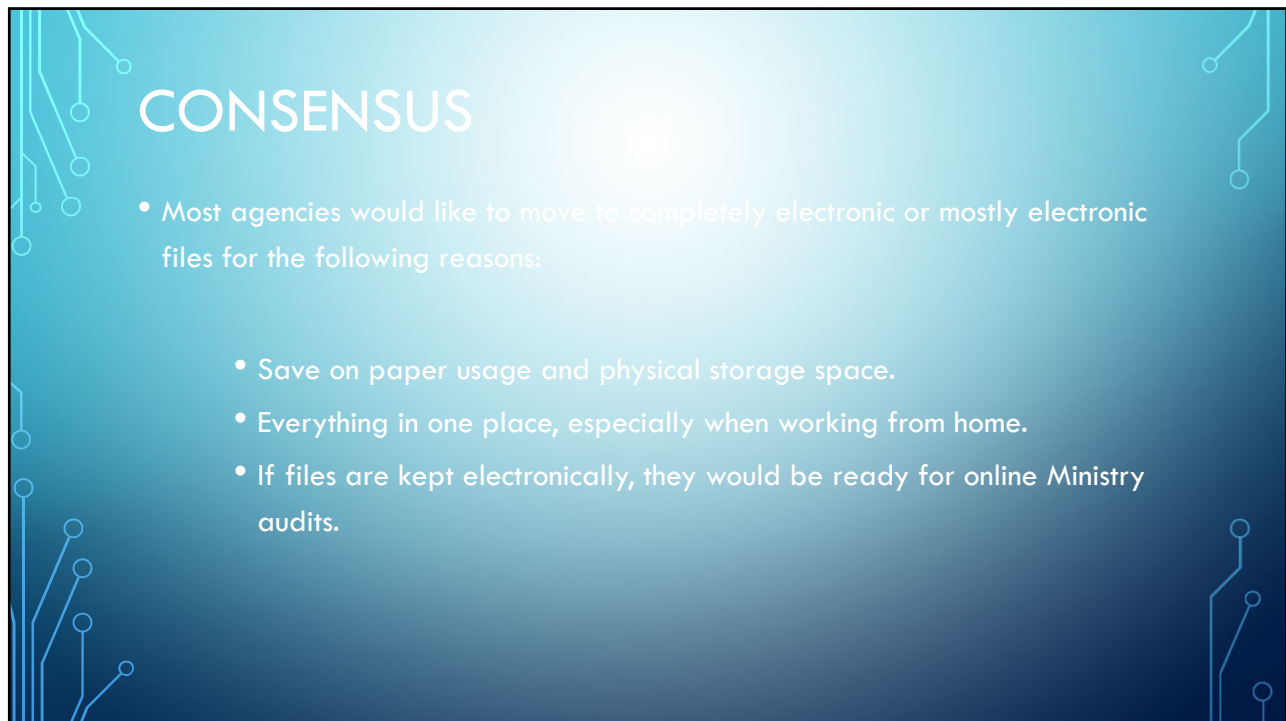
12



Slide 13 features a teal-to-blue gradient background with white circuit-like line art in the corners. The text is centered and presented in a clean, sans-serif font.

- Most organizations have been using a combination of both electronic and paper files.
- Only one organization uses completely paper based files.

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Slide 14 features a teal-to-blue gradient background with white circuit-like line art in the corners. The word 'CONSENSUS' is prominently displayed at the top left. The text is centered and presented in a clean, sans-serif font.

CONSENSUS

- Most agencies would like to move to completely electronic or mostly electronic files for the following reasons:
 - Save on paper usage and physical storage space.
 - Everything in one place, especially when working from home.
 - If files are kept electronically, they would be ready for online Ministry audits.

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REALITY OF THE SITUATION

- All agencies use some paper based documents. If a full conversion to electronic were achieved, some documents would need to be converted to an electronic version or scanned to make them electronic.

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POTENTIAL ISSUES

- Having access to a scanner and the ability/training to operate it.
- Extra work/time needed to scan.
- Concerns over losing files and the ability to recover lost files.
- Concerns over having a secure file storage system within the agency.
- Creating/managing/organizing electronic files.
- Some learners will not want to complete electronic documents. They will want paper based.

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Tips for Managing Tracking Sheets and Consent Forms

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ELECTRONIC SIGNATURE

- Send an attestation to act as the signature.
- Adobe e-signature allows practitioners to email documents asking learners for their e-signature.
- Documents can be password protected to ensure confidentiality.
- Practitioners will receive an email once the document has been e-signed by the learner.
- Adobe Acrobat Pro DC is \$222.29 annually.

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FREQUENTLY UPDATED FORMS

- Forms that need to be updated potential on a daily basis could be kept in a file or binder while the learner is active.
- Once they are exited from the program the document could be scanned and stored electronically.
- Once stored electronically, the original form could be shredded.

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Tips and Best Practices for Storing and Managing Electronic Files

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SCANNING SUGGESTIONS

- (Free) scanning apps are available for smartphones.
- Example: Genius Scan app uses your camera to scan and then you can easily email the document to yourself or save it directly from your phone into OneDrive, Google Drive, share through AirDrop, etc.
 - This all happens within the app so extra steps like saving the document to your phone, etc. are eliminated.
 - Purchasing the full version gives you additional tools (\$10.99).
- Many photocopiers have a scan and email feature.
- Desktop scanning devices can be purchased. Ex. ScanSnap 300i - approx. \$300

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DIGITAL STORAGE

- Important to Note: Cloud storage services have different default settings for shelf life of documents. You will need to look into whether or not your service can be extended to meet the 7 year document retention requirement.

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CLOUD AND INTERNET SHARING/STORAGE

- Storing and sharing files using MS Teams, OneDrive, and Google Drive are secure.
- Dropbox is also highly secure. However, it is recommended that two-factor verification be set up by users to increase protection at the user end.

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DOCUMENT MANAGEMENT SOFTWARE

- DMS (Document Management Software (eg. MS SharePoint)) are programs that digitally store and organize documents.
- They often have an archival component, so they may be better suited for storing digital documents for longer periods.

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Recovering Deleted Files

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ONE DRIVE

- Deleted files can be recovered or old file versions restored within 30 days of deletion/replacing
- How to: [restore deleted files from the OneDrive recycle bin](#)
- How to: [restore a previous version of a file in OneDrive](#)

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GOOGLE DRIVE

- Deleted files stay in your trash for 30 days (unless you manually empty), after which time they will automatically be permanently deleted.
- How to: [Delete and restore files in Google Drive - Computer - Google Drive Help](#)

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USB FLASH DRIVES

- Because they are small and easy to lose, USBs work better as a means of backing up data, rather than the sole file storage location.
- Make sure there is a secure location to store the USB when not in use.
- USBs are typically less secure than cloud file sharing. However, there are ways to make them more secure:
 - Password protect entire USB: Windows 10 has an app called BitLocker pre-installed to help with this.
 - Encryption - for the tech-savvy only.
 - Purchase an encrypted USB key.

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Tips for Managing Shared Digital Files

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- Develop an organizational structure for the files that will be shared, that all can follow.
- Have a checklist of what should be included in the electronic learner file to help keep everyone on the same page and to train new staff.
- Decide who should be able to access which files (e.g. should all instructors access every learner file, or just the manager and direct instructor?)
- Review who has access to shared files regularly to ensure only current staff have access to learner files.

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Digital Learner File – Ministry Requirements

What must be in a Learner File?

Ministry Requirement	Program Docs to Support	Notes
Rationale for decisions made by the LBS-SP	<ul style="list-style-type: none"> - Case Notes - Assessment/Results - Learner Plan 	
Participant Registration Form	<ul style="list-style-type: none"> - PRF 	
Learner Plan	<ul style="list-style-type: none"> - Learner Plan/ELP 	
Evidence of Learner Progress	<ul style="list-style-type: none"> - LAs listed in case notes - Complete milestones in learner file - Learner Plan 	
Training Support Documentation	<ul style="list-style-type: none"> - Bus ticket tracking forms - Additional training support disbursement forms (done annually?) 	
Exit and Follow Up form	<ul style="list-style-type: none"> - Exit and Follow Up form 	

Additional intake docs: intake package (w/ Board req'd docs), learner attestation form, transcript, CLBs

Digital Learner File – Sample File System Set Up

Name	Modified	Modified By	File size
1 - Instructor Name	5 minutes ago	Angela Parkin [Staff]	1 item
2 - Program Team Name	5 minutes ago	Angela Parkin [Staff]	0 items
3 - Exits - Follow Up Required	4 minutes ago	Angela Parkin [Staff]	2 items
4 - Fully Exited Learners (Follow Ups Complete)	About a minute ago	Angela Parkin [Staff]	1 item
5 - Never on CaMS - No Shows etc	A few seconds ago	Angela Parkin [Staff]	0 items

My files > LBS > 1 - LBS Learner Files > Sample Learner Folder (First and Last Name) > 1 - Instructor Name








Name	Modified	Modified By	File size
Learner Name (First, Last)	15 minutes ago	Angela Parkin [Staff]	7 items

Inside the Learner File





My files > LBS > 1 - LBS Learner Files > Sample Learner Folder (First and Last Name) > 1 - Instructor Name > Learner Name (First, Last)

Name	Modified	Modified By	File size	Sharing
★ 1 - Name - Intake Documents	22 minutes ago	Angela Parkin [Staff]	7 items	Shared
2 - Name - Milestones Completed	22 minutes ago	Angela Parkin [Staff]	0 items	Shared
★ 3 - Name - Training Supports	22 minutes ago	Angela Parkin [Staff]	4 items	Shared
★ 4 - Name - Exit Documents	22 minutes ago	Angela Parkin [Staff]	2 items	Shared
5 - Name - Case Notes.docx	October 12	Angela Parkin [Staff]	10.8 KB	Shared
6 - Name - ELP.docx	About an hour ago	Angela Parkin [Staff]	10.8 KB	Shared
7 - Name - ELP – Signed G.docx	About an hour ago	Angela Parkin [Staff]	10.8 KB	Shared

My files > LBS > 1 - LBS Learner Files > Sample Learner Folder (First and Last Name) > **1 - Name - Intake Documents**



Name	Modified	Modified By	File size	Sharing
 1 - Name - PRF (EO Form).docx	A few seconds ago	Angela Parkin [Staff]	10.8 KB	Shared
 2 - Name - Intake Package.docx	About a minute ago	Angela Parkin [Staff]	10.8 KB	Shared
 3 - Name - Attestation Form.docx	A few seconds ago	Angela Parkin [Staff]	10.8 KB	Shared
 4 - Name - Program Assessment(s).docx	About a minute ago	Angela Parkin [Staff]	10.8 KB	Shared
 5 - Name - OSIT Results.docx	About a minute ago	Angela Parkin [Staff]	10.8 KB	Shared
 6 - Name - CLBs.docx	About a minute ago	Angela Parkin [Staff]	10.8 KB	Shared
 7 - Name - Transcript.docx	A few seconds ago	Angela Parkin [Staff]	10.8 KB	Shared

My files > LBS > 1 - LBS Learner Files > Sample Learner Folder (First and Last Name) > **3 - Name - Training Supports**

Name	Modified	Modified By	File size	Sharing
 Name - Bus Ticket Tracking - 2020-2021.docx	October 12	Angela Parkin [Staff]	10.8 KB	Shared
 Name - Bus Ticket Tracking - 2021-2022.docx	October 12	Angela Parkin [Staff]	10.8 KB	Shared
 Name - TS Disbursement 2020-2021.docx	October 12	Angela Parkin [Staff]	10.8 KB	Shared
 Name - TS Disbursement 2021-2022.docx	October 12	Angela Parkin [Staff]	10.8 KB	Shared

Exited Learners

My files > LBS > 1 - LBS Learner Files > Sample Learner Folder (First and Last Name) > **3 - Exits - Follow Up Required**

Name	Modified	Modified By	File size	Sharing
 2021 Follow Ups	About a minute ago	Angela Parkin [Staff]	1 item	Shared
 2022 Follow Ups	About a minute ago	Angela Parkin [Staff]	3 items	Shared

My files > LBS > 1 - LBS Learner Files > Sample Learner Folder (First and Last Name) > 3 - Exits - Follow Up Required > **2022 Follow Ups**

Name	Modified	Modified By	File size	Sharing
A - Jan 2022 Follow Ups	About a minute ago	Angela Parkin [Staff]	0 items	Shared
B - Feb 2022 Follow Ups	A few seconds ago	Angela Parkin [Staff]	0 items	Shared
C - March 2022 Follow Ups	A few seconds ago	Angela Parkin [Staff]	0 items	Shared

Follow Ups Complete (Ready to Archive)

My files > LBS > 1 - LBS Learner Files > Sample Learner Folder (First and Last Name) > **4 - Fully Exited Learners (Follow Ups Complete)**

Name	Modified	Modified By	File size	Sharing
2021 - Fully Exited Learners	About a minute ago	Angela Parkin [Staff]	1 item	Shared
2022 - Fully Exited Learners	A few seconds ago	Angela Parkin [Staff]	0 items	Shared

My files > LBS > 1 - LBS Learner Files > Sample Learner Folder (First and Last Name) > 4 - Fully Exited Learners (Follow Ups Complete) > **2021 - Fully Exited Learners**

Name	Modified	Modified By	File size	Sharing
Full Learner File (including exit form)	A few seconds ago	Angela Parkin [Staff]	0 items	Shared

A large red square with a white border, centered on a white background. Inside the square, the text "Digital Assessment Tools" is written in white, bold, sans-serif font, centered vertically and horizontally.

Digital Assessment Tools

CESBA Online Skills Inventory Tool- OSIT

- School board utilizes this assessment tool
- 20-40 minutes to complete
- Self Assessment develops assessment questions
- Results appear in Admin section where learner is placed under a OALCF Level
- Learner Plan development
- Summary page can be saved as PDF

Self Assessment

Question 2 – How confident are you with the following writing tasks?

Tip: Think about your skill in writing sentences, using correct spelling and proper grammar – not about how messy your printing or writing is, or your typing or computer skills.

Confident

Not Confident

Writing down the name and address of a business or place you plan to visit -	<input type="radio"/>	<input type="radio"/>
Writing a note to someone outside of your friends and family -	<input type="radio"/>	<input type="radio"/>
Writing a shopping list for someone that is doing your shopping for you -	<input type="radio"/>	<input type="radio"/>
Filling in a job application -	<input type="radio"/>	<input type="radio"/>
Writing a post or comment on a public website -	<input type="radio"/>	<input type="radio"/>

Back

Next

Results

List of Questions That Were Answered Incorrectly

Question #	Learner Response
Question 2 – Filling in a job application	Not Confident
Question 2 – Writing a post or comment on a public website	Not Confident
Question 5 – Sequential Ordering	2, 3, 1, 4, 5
Question 6 – How much did online shopping grow from 2011 to 2016?	10 times
Question 6 – What is the challenge for online shoppers to buy Canadian?	Not enough online shoppers
Question 7 – Multiplication	60
Question 7 – Decimals	
Question 7 – Percents	
Question 7 – Fractions	/
Question 7 – Working with cash (making change)	
Question 7 – Telling and measuring time (What is the total meeting time?)	
Question 7 – Telling and measuring time (How long is the Break?)	
Question 7 – Telling and measuring time (What is the expected arrival time for Bus #352?)	
Question 7 – Reading charts and graphs	



Skill Plan- Measure Up

- <http://www.skillplan.ca/measure-up/>
- Essential Skills
- Reading Text
- Document Use
- Numeracy
- Assessor can choose the Level of Assessment
- Score Sheet can be saved as PDF
- Practice
- Explore Careers
- Workbooks

Self Assessment for Reading Text and Level 1-2

Self Assessment 1	Reading Text Level One and Two
<p>Bank Tellers read memos about changes to rates. Sometimes they explain information to customers. Look at the memo: RATE CHANGE.</p>	<p>Self Assessment 1 Reading Text Level One and Two Task 1 and 2</p>
<p>Task 1 What is the new rate that Finance Canada is announcing for some of its Canada Savings Bond issues?</p>	<div style="border: 1px solid black; padding: 10px;"><p style="text-align: center;">Memo</p><p>*SUBJECT: RATE CHANGE *PRINT DATE: 06/04/00 TIME: 10:46</p><p>Finance Canada has announced rate increases for some of its existing Canada Savings Bond issues. *Rates will be increased to 5.20 per cent per annum for a three-month period ending Aug. 31, 2000.</p><p>Effective June 05, 2000 we will be adjusting our Canada Savings GIC rates for the same term. Please refer to the Canada Savings GIC Rate History on the Corporate Information Folder.</p><p>Check with your supervisor if you need assistance finding the rate history.</p></div>
<p>Task 2 What action will the bank take?</p>	
<p>Teaching Assistants read the school policy manual. Look at the page, ZERO TOLERANCE FOR VIOLENCE.</p>	
<p>Task 3 Circle or underline the paragraph that identifies kicking as violent and aggressive behavior.</p>	
<p>Task 4 List three actions the school takes when students act in a violent or aggressive way.</p>	
<p>Task 5 How can a student involved in an aggressive situation avoid punishment?</p>	
<p>Test Your Skills</p>	<p>Test Your Skills</p>

Essential Skill Indicator

- <https://www.canada.ca/en/services/jobs/training/initiatives/skills-success/tools/online-indicator.html>
- Self assessment tool that aligns with original Essential Skills Framework
- Pre-Test and Post-Test available
- Levels 1-3 available to choose from
- Numeracy
- Document Use
- Reading

Numeracy- Level 1 Pre-Test Example

Numeracy - Level 1: Question 1 of 6

Special Instructions

1. All questions are optional.
2. Please make sure to use the buttons provided on the page rather than the browser buttons to navigate this website. Using the browser buttons may cause undesirable results.

Note that you need to have JavaScript enable to properly use this questionnaire, otherwise you won't benefit from all the feature.

1. Servers calculate the cost of items ordered on restaurant bills.

Look at the bill below.

Dimitri's Deli	
Item	Price
Iced Tea :	\$3.50
Coffee:	\$4.00
Bagel:	\$3.00
Muffin :	\$2.50
Subtotal	\$

What is the subtotal?

\$

Where to Find Additional Assessment Tools

- Literacy NorthWest- <https://lbsresourcesandforum.contactnorth.ca/>
- Northstar Digital Literacy- <https://www.digitalliteracyassessment.org/>
- ONLC- SKARGO self assessments
<https://onlc.ca/resources/eskargo-resources/>