Webs that Work ~ Training Service Level Agreement

Training Services

- **New Districts (year 1) receive 3 days of implementation training, as detailed below:**

  - 1 day of **Site Director** (Webmaster) **& Homepage Editor** training: **6-8 hours**
  - 1 day of **Sub-Site Director** (Building Webmaster) training: **4-6 hours**
  - 1 day of **Section Editor** training: **2 – 2.5 hours** per session (maximum of 3 sessions)
    - ✓ *A minimum of 2 hours is REQUIRED for ALL Section Editor training.*

- **Additionally, C2 Districts receive 2 days of training (16 hrs) and C2 Essential Districts receive 2.5 days of training (20 hrs) annually, as detailed below:**

  - Training hours can be used for Site Director, Sub-Site Director, and Section Editor Training.
  - A minimum of 2 hours is REQUIRED for ALL Section Editor training.

- **Due to travel considerations, all training hours must be used in either a full or half day format unless the training is conducted at the Erie 1 BOCES Education Campus.**

Class Size

- There will be a **limit of 12 students** per training session. This limit will ensure that each participant will receive adequate one-on-one time with the instructor as well as a better overall training experience.
- Please ensure that all participants in a session need the **same type** of training. For example, it is not acceptable to mix Section Editors and Subsite Directors in the same session.
- Please ensure that all participants in a session require the **same level** of training. For example, it is not acceptable to mix advanced section editors in with new, inexperienced section editors.

Class Preparation

- A **training roster** should be provided to the trainer at least **2 full business days** prior to the training date. The roster should include the participant **first name**, **last name**, **building** and **the name of the section for which they have editing privileges.**
- The webmaster should review the roster to ensure that each participant is set up properly with a profile and adequate editing privileges, **before** the day of the training.
- The instructor will provide a **training agenda**, **attendance sheet**, **electronic training evaluation**, and access to a digital library of **instructional materials** related to the training session.
- The instructor may need to create one "training" section within the district website. The section will be role-protected (not visible to the general public) and deleted immediately following the training.

Instructor Availability

- The Webs that Work team can provide 1 trainer, per training day.
- Training sessions can be booked anytime between 9 am and 3 pm. If an earlier start time or a later end is required, inform the instructor as soon as possible to make special arrangements.
- If multiple trainers are required, the following options are available:
  - If you have the training hours, we will charge for double the hours to account for the extra trainer's time.

- If you don't have enough training hours, you can purchase a half or full day of training time.
- Utilize the Model Schools/CSLO team.
➢ For full day sessions, a 30 minute lunch is required for the instructor.
➢ Please be considerate of travel time when booking sessions.

Room & Equipment Requirements

➢ Each participant should be provided with an internet connected computer.
➢ The instructor should be provided with an internet connected computer and an LCD projector.
➢ The district will be provided with a Technical Requirements document. It is the responsibility of the district to ensure that the training environment is in compliance with all technical requirements.
➢ If the district is unable to provide the instructor with a computer or an LCD projector, the district agrees to notify the instructor 1 week prior to the training.