

Report of the Programs and Services Committee

January 2011 ARRL Board Meeting

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The Programs and Services Committee is pleased to present its report to the ARRL Board.

So as not to reinvent the wheel, this committee's chair talked with IAVP Jay Bellows K0QB, a previous PSC Chair, for advice on making the most of our committee. Jay made an excellent recommendation of splitting this year's PSC into two sub-committees focusing on 1) Awards and Contesting, and 2) Field Organization and other matters.

Following Jay's recommendation, Director Widin K0GW served as the RadioSports sub-committee chair focusing on the awards and contesting and Director Fallon N2FF and Vice Director Allen WY7FD served on that committee. Director Cox K5MC served as the Field Organization sub-committee chair with Directors Edgar N3LLR and Sarratt W4OZK serving on that sub-committee.

We established a log to keep track of items referred to the committee and to keep updated on status and disposition of referrals.

A number of these requests/referrals were referred to the appropriate sub-committee or advisory committee for discussion and recommendation for the entire PSC committee. Their committee reports will be available to the board family.

We also have two other sub-committees working on assignments: The Amateur Auxiliary Committee and The PSC Education Subcommittee.

The Amateur Auxiliary Committee has reported that: A new *Official Observer Training Guide* is almost completed. The AAC is reviewing the methods by which Official Observer (OO) advisory cards are sent. The AAC discussed creating an on-line database for the signing of OO cards and coordination of efforts to prevent duplication and confusion. There is a clear need for better communication about the program, both among the volunteers and to the membership at large. Mr. Cox and Mr. Widin will continue to meet with Mr. Skolaut, Mr. Henderson and Mr. Riley Hollingsworth, K4ZDH (volunteer Committee member) to formulate specific recommendations.

The PSC Education subcommittee met for the first time in October and their report is attached at the end of this report. Joyce Birmingham KA2ANF was appointed as this sub-committee's chair. Members include: Debra Johnson K1DMJ, Dewey Rykard KI4RGD, David Haycock KI6AWR, Twila Greenheck N0JPH, Mickey Cox K5MC, David Woolweaver K5RAV and Joyce Birmingham KA2ANF – Chairperson

We continue to receive nominations for the various ARRL awards for our committee discussion and recommendations. Most recently we reviewed nominations for the Joe Hart Service award and unanimously selected John Thomas W3FAF as the recipient for that award. President

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Craigie and I had the pleasure of presenting that award during the last week in December thanks to the quick action of the Executive Committee in approving the award.

We appreciate the help and assistance from our ARRL Staff members, staff officers, volunteer officers, Section Field Organization members, Advisory Committee members, Directors and Vice-Directors during the past several months.

PSC Members:

Vice Director Dwayne Allen WY7FD, PSC Secretary
Director Mickey Cox K5MC, VUAC Liaison
Director Bill Edgar N3LLR, Chair
Director Frank Fallon N2FF, CAC Liaison
Director Greg Sarratt W4OZK, ECAC Liaison
Director Greg Widin K0GW, DXAC Liaison

Staff:

Harold Kramer WJ1B
Dave Patton NN1N
Dave Sumner K1ZZ, ARRL CEO

PSC Education Subcommittee

Project: Review ARRL Instructor Program/ Recommendations for Improvement

Agenda

Wednesday, October 27, 8pm EDST

Introductions

Overview of Existing Program and Constraints

Issues /Problems to be Addressed

Strategies

Existing registration program

- Volunteers
- Self-registration
- Incentives are access to discount program, ability to publicize classes on ARRL site, newsletter

Constraints

- Anyone may offer AR instruction, they need not be licensed or affiliated in any way with the AR community- ultimately we cannot control who offers instruction
- We rely on volunteers—we do not compensate instructors
- Legal implications of “certifying” instructors—we do not want to assume any legal responsibility for the actions of instructors who claim affiliation with us
- Adding additional requirements for instructors already registered as a prerequisite for remaining registered with us would be poorly received/ may turn people we need away
- Any added requirements for registration need to be offered with compliance optional

Identified problems/deficiencies to be addressed by new strategies

- Some instructors are not knowledgeable enough to instruct or do not have the communication or interpersonal skills necessary to be effective
- Some instructors may not represent the values of the AR community that we would like to have modeled
- Instructors currently do not receive any recognition from ARRL for their contribution

- Instructors need feedback on their effectiveness
- There is no local or HQ vetting as to qualifications and ability to instruct
- There is no peer supervision or performance review structure
- There is no mentoring or training other than that provided by local clubs
- No coordination of classes/instruction at the Section level
- There is no infrastructure to identify and recognize instructors who are exemplary or to take advantage of their skill by utilizing them to coach/train others

Possible Strategies

Preliminary

- Recognize instructors who have listed classes on our website in 2010: list their names on the Web and/or in QST and send them small gift such as ARRL calendar

Part 1: Add new features to registration program:

- provide qualifications guidelines for instructors
- provide voluntary online training course for instructors who have already registered, mandatory for all instructors who want to register in the future
 - Conference with instructor advisors to determine what needs to be in the course
 - Use Pete Kemp KZ1Z Teachers Guide as the basis for the course, review with instructor advisors to add any additional needed content
 - Include policy guidelines on interacting with children/youth available from other sources, such as Boy Scouts or other organizations
- encourage participation in new registration program by offering value:
 - certificate when course is completed
 - badge?
 - listing on ARRL website
 - provide instructors with evaluation feedback from students
- recognize instructor effort/performance
 - track # of classes/hours of instruction
 - recognize contribution: on ARRL website and/or with a token gift (such as ARRL calendar?, discount coupon for ARRL store?)
- get and use evaluation feedback
 - for instructor/club use to guide self-directed improvement
 - to encourage/discourage instructors?

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- as a basis for providing coaching/assistance
- as part of the recognition criteria?

Part 2: Identify highly qualified/ model instructors in each Section to serve as instructor coaches; create a role for Section level Education Coordinators

- Develop tiered instructor program: Instructors who are exemplary should be identified and recognized in some way as “master” instructors and utilized to coach/train others
- Education Coordinators in each Section could keep tabs on who is providing instruction, provide oversight and assistance, coordinate classes to reach all parts of the Section and coordinate exam teams

Part 3: Long-term strategy:

- Create Master Instructor training program

Resources Needed

What	Source/Who	Cost
Preliminary		
Get data from class listings on our website	IT internal and Fathom	Contract for additional reporting from the website is being negotiated with Fathom
Part 1		
Author course	ARRL staff plus instructor advisors	none
Build out introductory course in online format (also for print?)	Instructional design services	\$4K

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Certificates/ badges	Vendors	Certificates: \$400 Badges: \$8.50/badge
Infrastructure to support course completion assessment	None needed for online course. If print is chosen, Ed Dept staff would need to support the hard copy assessment.	
Infrastructure to track instructor delivery of classes/results	Some additional capabilities needed to existing registration system: IT	?
Infrastructure to track instructor evaluations and provide feedback	Existing Web form could be used, but would require considerable manual manipulation to report data, probably could not be handled by existing staffing. IT support needed to develop an efficient, customized process.	?

Education Subcommittee Conference Call Minutes – Oct 27, 2010 8pm

Introduction: Welcoming to the call:

Debra Johnson K1DMJ
 Dewey Rykard KI4RGD
 David Haycock KI6AWR
 Twila Greenheck N0JPH
 Mickey Cox K5MC
 David Woolweaver K5RAV
 Joyce Birmingham KA2ANF – Chairperson

This subcommittee was formed to explore the present ARRL Instructors program in an effort to recognize the Instructors throughout the 15 Divisions.

David Haycock and Twila Greenheck were selected by Debra Johnson to serve on this committee in order to give us insight into the actual instruction in their parts of the country. David Woolweaver and Mickey Cox were asked to serve by Director Bill Edgar.

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Debra Johnson gave us some brief history on the current instructors and class registration as it exists today. She asked David and Twila to share their ideas with the committee regarding instructors.

Both David and Twila agree that there is great knowledge in most of the instructors but there seems to be an issue with the communication of that knowledge.

David Haycock has had great success on the local level in the Pacific Division in regards to helping clubs to provide training. He found that there was great interest in EMCOMM in his Division and started EMCOMM training. He has visited local clubs helping to put together programs to support instructors.

Twila Greenheck has conducted conferences on the local level in the Dakota Division and would have a great turnout.

Both Twila and David agree that there is more success on the local level when it comes to instruction.

Debra polled the group as to how they would feel about an Education Training Program given by ARRL Education Department. HQ would 'raise the bar' on becoming a registered instructor by requiring potential instructors to complete a training program.

Discussion amongst the group was how to administer testing. Some thoughts were that it should require an open-book test like the Official Observer or Volunteer Examiner programs. Mickey Cox suggested perhaps that we build an on-line course.

The idea of an Education program would be difficult to administer due to the fact that instructors are teaching more technology than actual education. Debra stated that they wouldn't dictate syllabus or actual training course, but would concentrate on ideas to support actual instruction. There was discussion about having an online evaluation form where the students can rate the instructors and the course.

Twila was not sure that this would be a good idea, as it would have to be very general in nature and some instructors might not like it as the results would go to the ARRL.

There was also discussion on separating instructors from Volunteer instructors from professional Teachers who are also instructing Amateur Radio Classes

It was felt that the evaluation might be well received and it could offer the following:

- Provide feedback to the instructor on how well the students received the class.
- Give instructors a way to judge their progress
- It will help ARRL in the future development of support material for instructors
- Generate more interest in the program/possibly 'weed-out' bad instructors
- Recognition of instructors with a gift/certificate

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Currently the only information the ARRL Education Department receives is the class registration by an instructor. Debra's assistant, Jennifer can give us some information on the amount of classes that have been registered for the past 7 months. IT Department can provide us with a report that would list the future Instructors.

Twila and David both agree that there needs to be a listing on the website or in QST listing the Instructors similar to the VE listing. Everyone agreed that there should be some way of recognizing the instructors going forward.

Important points shared:

- Roll-out of new Education Program in 2011 – use QST or Website to help instructors share their stories
- Training program to be developed for new instructors that register – to be developed (cost associated)
- Possible badges for instructors – to be explored further (cost associated)
- Certificate for completing instructors course – yet to be developed
- Concentration given to the Amateur Radio Organization – the ARRL as suggested by David Woolweaver. There is a need to promote our organization through instruction
- Suggestion to add a 'reflector' to further communicate ideas among this group as we continue to work on this program

In closing, everyone felt that we have made a great start into the development of a Instructors program and will take our results of this call to the Program and Services Committee in November.

This meeting was adjourned at 9:32pm. A future date for another Conference Call will be announced later.