

DEPDC@TCALL



Leading the Way: Distance Education & Technology for Texas Adult Educators

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Presenter Information



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Professional Development
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TCALL @ Texas A&M

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What is your role in adult education?

① Start presenting to display the poll results on this slide.

slido



**How much do you know about the
Distance Education Professional
Development Center (DEPDC)?**

① Start presenting to display the poll results on this slide.

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What do you hope to learn today?

① Start presenting to display the poll results on this slide.

Objectives



- Understand the DEPDC'S mission and services
- Learn about key resources and initiatives offered by the DEPDC
- Next steps for engaging with the DEPDC

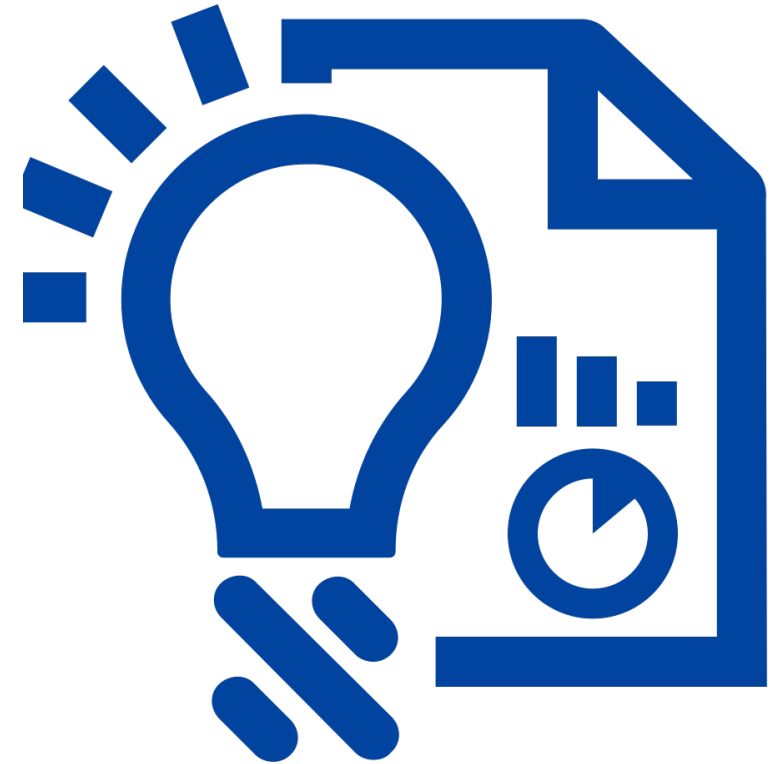


Overview

DISTANCE EDUCATION PROFESSIONAL DEVELOPMENT CENTER

Vision & Mission

The Distance Education Professional Development Center (DEPDC) envisions a future where Texas adult educators and learners thrive in a digitally connected world. We equip educators with essential tools, knowledge, and resources to deliver effective and equitable distance education, enhance digital literacy, and foster a collaborative environment that supports diverse learner needs in a rapidly evolving landscape.



Dedicated to increasing the capacity of AEL practitioners in:



Distance
education



Tech
integration



Digital literacy
skills



Remote
instruction



Digital equity
initiatives

Training & Development

- Best practices in distance education
- Remote/Blended/ Flex teaching models
- Integrating technology strategies
- Building digital literacy skills



A close-up photograph of a hand pointing at a board game. The hand is in the foreground, with the index finger pointing towards the board. The board game is a complex board with various colored squares and pieces. The background is blurred, showing other hands and pieces. The image is partially obscured by a white, torn-edge graphic on the right side.

Professional Development Opportunities

- In-person, hands-on training for your staff
- On demand, updated training in the PD Portal
- Training of trainers opportunities

Digital Literacy Resources

- Digital Literacy Content Standards
- Digital Literacy Curricula
- Contextualized adult education video lessons





The Distance Education Call Center

- Open 7 days a week from 7 am – 10 pm for students and staff
- Support for any technical issues and questions related to distance education and digital literacy integration

Name.
Describe.
Act.

Thinking Routine Activity



Source: Noun Project



On a sticky note or piece of paper:

- 1. Name:**
Recalling from memory, list as many things as you can remember about what was just presented to you about the DEPDC!
- 2. Describe:**
Next to each item, use an adjective to describe that item.
- 3. Act:**
For each of the things you named, tell how they act. (What are they doing? What is their function? How do they add or contribute to the whole?)

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Share one thing you recalled with the adjective you used to describe it and the what its function is!

ⓘ Start presenting to display the poll results on this slide.

The background features three overlapping circles in shades of blue, set against a black background. A white horizontal band is positioned across the middle of the image, containing the main title. The entire composition is framed by a dark blue border.

Key Resources & Initiatives

DISTANCE EDUCATION PROFESSIONAL DEVELOPMENT CENTER

Distance Learning Academy I



Required for all Texas adult education staff involved in distance education



Covers in detail the State Policy for distance education



Covers distance education models in Texas, how distance learning is tracked through proxy hours, and how to interpret distance learning reports in TEAMS



3 Hour online on demand or 6 hour in person versions are available by request through your PD Specialist

Other Distance Learning Academy Modules



Module 2

- Exploring the State DL Curricula
- 3 Hours
- F2F only
- Optional



Module 3

- Writing program's DL Plan
- 10 hours on demand in PD Portal
- DL Leads or anyone responsible for development or modification of DL Plan



DL and TEAMS

- In-depth look at documenting DL in TEAMS
- 2 hours on demand in PD Portal
- Recommended for staff who collect DL reports and enter TEAMS data

Tech Integration Coach Certification Program

PD initiative focused on effective technology integration in teaching:

- Gamified learning through badges, points, and rewards
- Builds digital skills and promotes digital equity in adult education
- Experienced educators guide peers in using digital tools
- Structured into seven levels of skill development
- Gradual progression in tech expertise



Integrating Digital Literacy On-Demand Courses

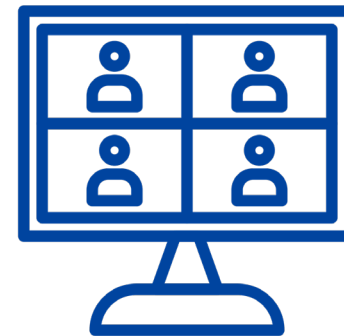
Available now on the PD Portal:

- Maximizing Digital Literacy: Innovative Strategies for Instructors
- Bridging the Digital Divide in Adult ESL



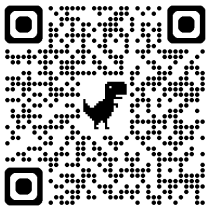
Upcoming Webinars:

- Leveling up Your Remote Classroom with Zoom Basics
- Power up Your Online Classroom: Strategies for Adult Learner Success



AdultEdMed Contextualized Video Lessons

- 40 video lessons
(20 English & 20 Spanish)
- ESL
- Math
- Reasoning Language
Arts
- Technology - Workforce



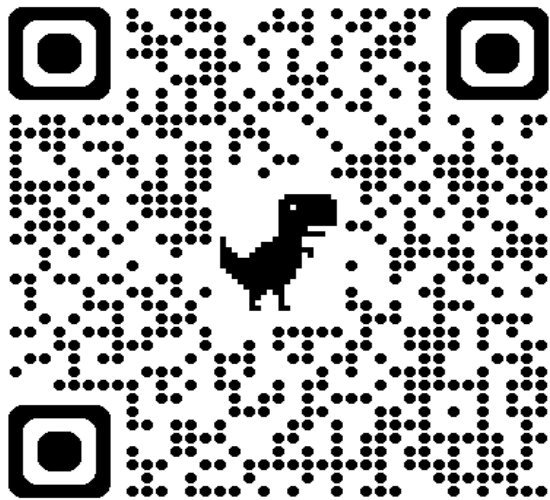
Name.
Describe.
Act.

Thinking Routine Activity



Digital Literacy Content Standards

Texas Adult Educators established Digital Literacy Content Standards (DLCS) as a crucial sixth content area in 2023



tinyurl.com/TXDLCS



Free Digital Literacy Curriculum for Texas AEL Providers!

**Northstar
Digital
Literacy**



**Computer
Essentials**



PD Resource Opportunities

- Digital Literacy Content Standards
- Distance Learning Academy, Mod. 1
- Digital Resilience & Access in Texas



DLCS
In-Person or
Virtual



DLA 1
In-Person or
Online



DART
In-Person or
Virtual




The DE Call Center Overview



Tx Distance Education Call Center

Comprised of 15 agents who are available to Texas AEL DE teachers and students who can be contacted:

 833-498-2255

 TxDistanceEdHelp.com

 Zoom

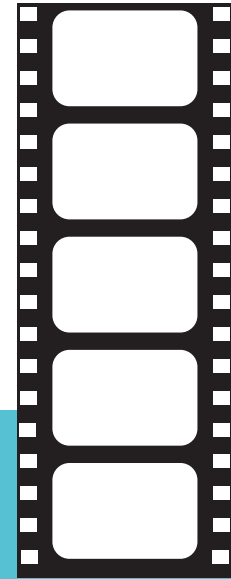
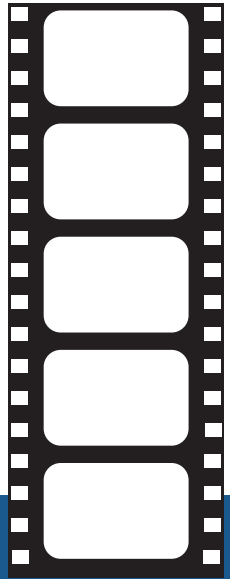
 Chat

 Call Back

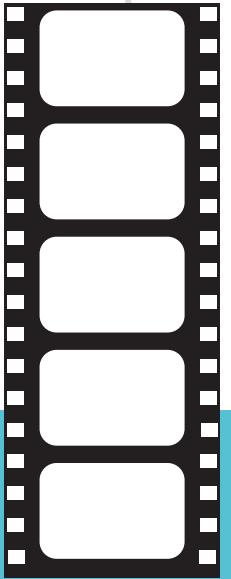
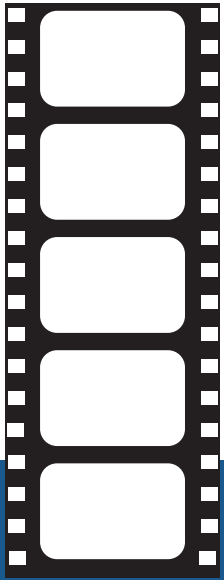
 Facebook Messenger



Student Promo Video



Instructor Promo Video



Technical Assistance Services: Teacher

Approved Distance Learning Curriculum

Best Practices

EdTech Support & Recommendations

Basic Tech Support

DE Onboarding Recommendations

Technical Services: Student



Digital literacy
resource referral



Internet/WIFI
issues



Distance
Learning
curriculum



Device
challenges



App & website
navigation



Anything and everything
tech and distance
learning related!



Additional Services

- Spanish speaking agents
- Third party language service
- Problem-resolution within 24 hours
- Understanding and patient call center agents
- Follow up to ensure issues resolved

Common Issues Addressed by the Call Center

- Distance Learning curriculum issues
- Finding class information on the program's Learning Management System
- Resetting passwords
- Web conferencing challenges
- EdTech questions
- Distance Education policy



The Client Experience



Source: [Presenter Media](#)

- Client goes to [TxDistanceEdHelp.com](https://www.txdistanceedhelp.com).
- Client chooses how they want to contact us:
 - Phone
 - Chat
 - Email
 - Zoom
 - Facebook Messenger
- A Texas Distance Education Call Center Agent will be ready to respond!

Call Center Scavenger Hunt



txdistanceedhelp.com



tinyurl.com/WinkleHunt

1. Using any device, go to the [txdistanceedhelp](http://txdistanceedhelp.com) website.
2. Complete the Scavenger Hunt Activity form.
3. Be prepared to share out.

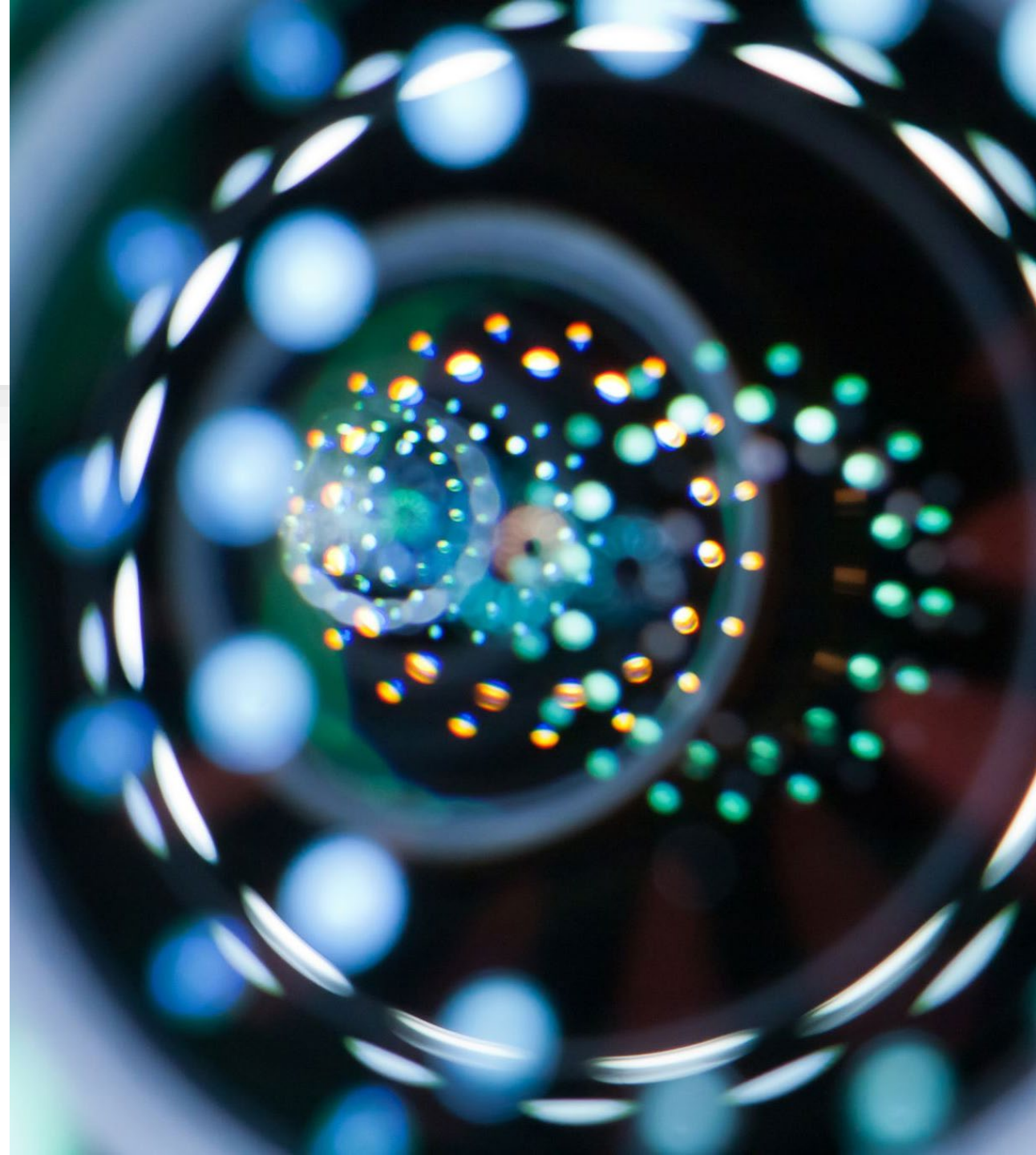


Next Steps

DISTANCE EDUCATION PROFESSIONAL DEVELOPMENT CENTER

Professional Learning Opportunities

- In person trainings
- Virtual sessions
- On-demand courses
- Distance Learning & Tech Integration Symposium
- Cohort opportunities



Technology Support

Contact the call center for technology & distance education recommendations, support, and guidance!



[TxDistanceEdHelp.com](https://www.txdistanceedhelp.com)

Follow Us on Social Media!

- **Facebook:**
[Facebook.com/TXDECC](https://www.facebook.com/TXDECC)
- **Instagram:**
[Instagram.com/depdctcall](https://www.instagram.com/depdctcall)
- **LinkedIn:**
[tinyurl.com/TXDECCLI](https://www.tinyurl.com/TXDECCLI)



[facebook.com/TXDECC](https://www.facebook.com/TXDECC)

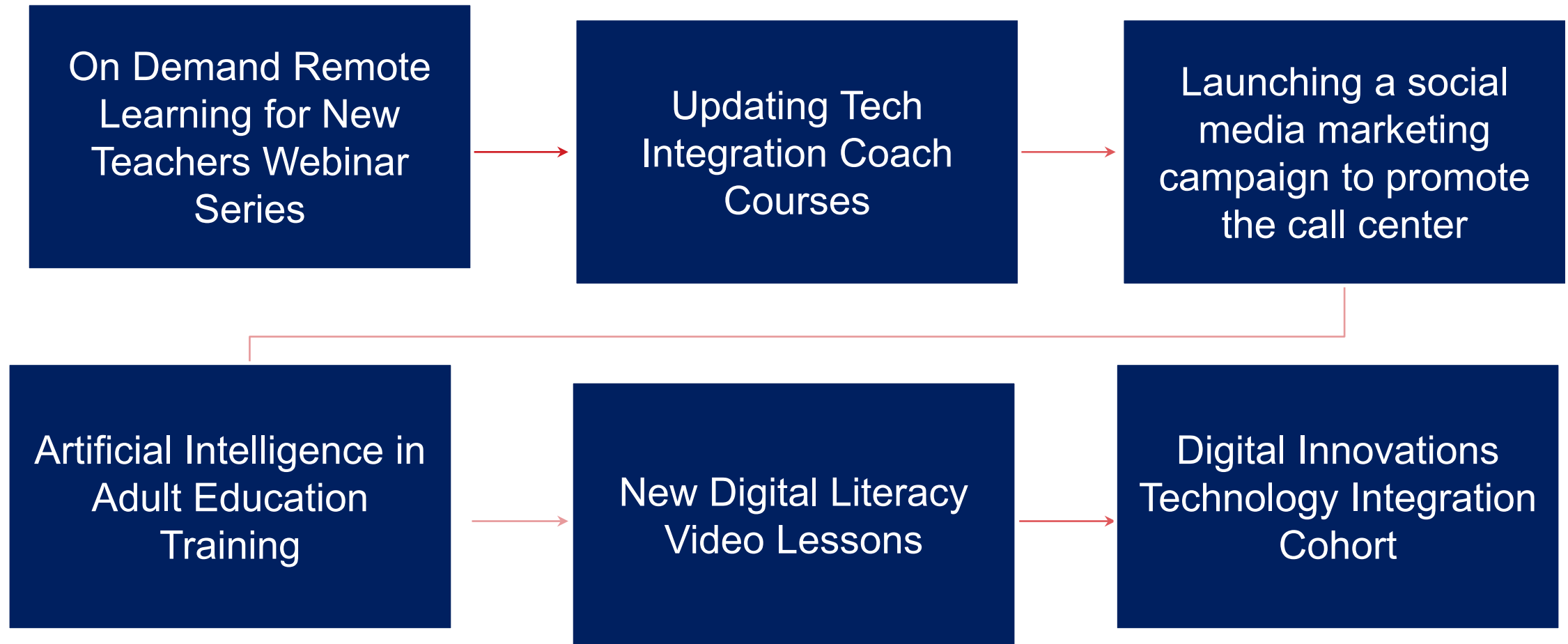


[instagram.com/depdctcall](https://www.instagram.com/depdctcall)



[tinyurl.com/TXDECCLI](https://www.tinyurl.com/TXDECCLI)

What's Next in 2025?





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**Integrating Technology LINCS
Moderator**



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TX Distance Ed Help



@TexasCall



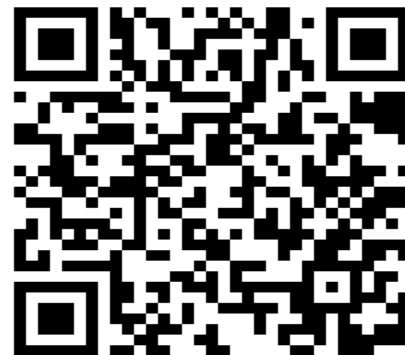
<https://www.txdistanceedhelp.com/>

Presenter Information

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[TxDistanceEdHelp.com](https://www.txdistanceedhelp.com)




?

Please Complete the Scantron

- Use a pencil or a blue or black ink pen
- Remember to mark with an “X”
- Don’t forget your home zip code

DRAFT

Class Climate TCALL Feedback Survey SCANTRON



Mark as shown: Please use a ball-point pen or a thin felt tip. This form will be processed automatically.
Correction: Please follow the examples shown on the left hand side to help optimize the reading results.

1. Instructions

In order to help us continue improving the quality of our training, we need your feedback. Please give us your honest evaluation of this training.

All responses will be kept confidential. We thank you in advance for your valuable feedback.

2. Participant Information

2.1 I work mostly in... (Mark all that apply.)

<input type="checkbox"/> ABE / ASE	<input type="checkbox"/> ESL / ELA	<input type="checkbox"/> Career Pathways
<input type="checkbox"/> Transitions	<input type="checkbox"/> Distance Learning	<input type="checkbox"/> Corrections
<input type="checkbox"/> HSE	<input type="checkbox"/> Integrated Education and Training (IET)	<input type="checkbox"/> Professional Development (PD)
<input type="checkbox"/> Quality Assurance (QA)	<input type="checkbox"/> Other (Please describe in Comments)	

2.2 I work mostly in... (Other):

2.3 My primary program role is / roles are... (Mark all that apply.)

<input type="checkbox"/> Director / Administrator	<input type="checkbox"/> Supervisor / Coordinator	<input type="checkbox"/> Counselor / Career Navigator
<input type="checkbox"/> Instructor / Teacher	<input type="checkbox"/> Instructional Aide	<input type="checkbox"/> Substitute
<input type="checkbox"/> Tester / Test Proctor (Only)	<input type="checkbox"/> Data Entry (Only)	<input type="checkbox"/> Support (secretarial, janitorial, etc.)
<input type="checkbox"/> Other (Please describe in Comments)		

2.4 My primary program role is / roles are... (Other):

2.5 On this topic, I consider myself...

<input type="checkbox"/> An expert	<input type="checkbox"/> Very skilled / knowledgeable	<input type="checkbox"/> Somewhat skilled / knowledgeable
<input type="checkbox"/> A novice	<input type="checkbox"/> Completely new (inexperienced / unskilled)	

2.6 Which statement best explains your reason for attending this training?

<input type="checkbox"/> I chose to attend the training on this topic.	<input type="checkbox"/> My program required me to attend the training on this topic.
------------------------------------------------------------------------	---------------------------------------------------------------------------------------

2.7 Have you taken a training with the same (or very similar) name in the past 3 years?
 Yes No

2.8 Were you able to participate in the entire training (from start to end)?
 Yes No

2.9 In order to determine how far you traveled to attend this training, please provide your zipcode:

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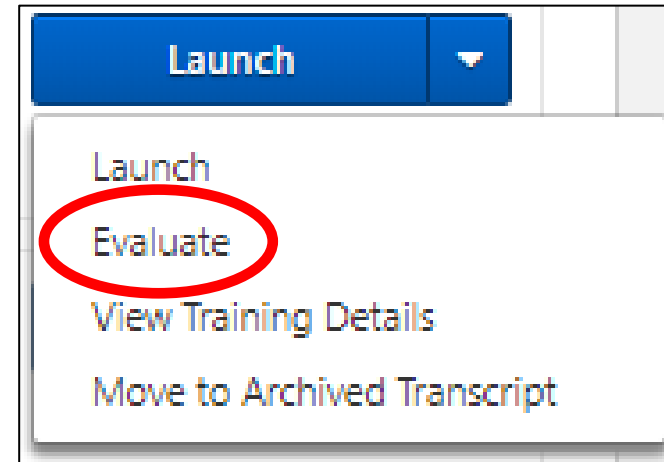
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Please Leave Us Feedback

1.



2.



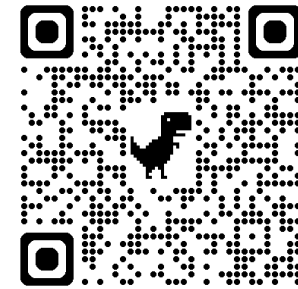
- *Can't use the link?*
- Simply go to your **Active Transcript** and click ***Evaluate*** in the dropdown menu next to this session.

Digital Access & Resilience in Texas (DART)

- Integrates basic English and digital literacy for beginner ESL students with 20 lessons on keyboard use, online safety, computer basics, account creation, and internet searching.
- Emphasizes security, strong passwords, and online navigation.
- Equips students with essential digital skills and troubleshooting abilities.



A Foundational Digital Literacy ESL Curriculum



Glenda Rose and Denise Guckert

Version 1.0
January 2023

tinyurl.com/DARTESL