

VTECS TECHNICAL COORDINATOR HANDBOOK

October 2009



- **Demonstrate
VTECS Software**

- **Promote
VTECS Products**

- **Communicate
with VTECS Staff**

- **Facilitate
VTECS Activities**

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Technical Coordinator Handbook Overview

The purpose of this handbook is to provide a toolkit that will help all technical coordinators fulfill their VTECS responsibilities. You can also think of this toolkit as a guide or framework for communicating with fellow Technical Coordinators, the Board of Directors, and with the VTECS Central Staff about your VTECS activities.

The Technical Coordinator Handbook has been divided into two sections.

Section I: Membership, details who VTECS is and what we do. In this section you will be able to identify what VTECS does as well as the benefits of membership. To help you understand our pricing structure, a section on software and training pricing is given.

Section II: Responsibilities, explains the responsibilities and functions of a technical coordinator. This section gives you a detailed base so that all technical coordinators will understand what their job entails. As you will see, responsibilities fall into three key areas: 1) VTECS Product Development; 2) VTECS Product/User Support; 3) VTECS Training. This section also includes handouts/forms to help facilitate your work.

The forms in Section II, as well as the handbook, can be found on our Web Site (www.vtecs.org) for your convenience. As always, we strongly encourage using our Web Site as much as possible.

On a final note, the Technical Coordinator Handbook has been created so that all of us can communicate in a more effective way. The impetus behind this handbook is to develop better ways to provide improved career and technical education products and services. Such efforts will enable VTECS to move forward as an innovative, proactive organization.

Section I – Membership

VTECS Overview

Who is VTECS?

Since 1973, VTECS – A Consortium for Innovative Career and Workforce Development Resources, has operated as a consortium of states where members pool resources to develop resources for career workforce development. VTECS occupational analysis data is nationally validated by business and industry.

Vision

To be the premier provider of high-quality, industry-based resources for education and workforce development.

Mission

To provide industry-based resources and services for the improvement of career technical education and workforce development instruction, assessment, certification, and delivery.

Strategic Goals

- **Expand and improve marketing and outreach to business, industry, labor and all levels of education.**
- **Update, develop, and validate the VTECS information base using the VTECS career cluster framework and an online development and validation process.**
- **Continue the development and updating of technology-based, validated standards and assessment system.**
- **Continue to update and validate VTECS software and training systems.**

What does VTECS do?

VTECS' products and services are used by people who educate and train individuals in all settings: public and private, postsecondary and secondary, business and industry.

VTECS Services Include Technical Assistance to:

- **Develop and research business and industry-based career clusters, career majors, and career pathways**
- **Develop assessment strategies and instruments based on occupational analysis and skill standards**
- **Manage technical committees for academic and occupational skills analysis and validation**
- **Analyze occupations for the related academic skills of language arts, math, and science**

Member Benefits

As a member of VTECS your state is eligible for a variety of benefits. The member benefits have been broken down into three major categories: software and training by state, additional software and training pricing, and additional benefits for members. Each of the three categories is described below.

Software and Training by State

The table below represents the number of sets of software and inservice/workshop sessions each state is given with membership on an annual basis. The number of each is dependent on the Perkins allocations for that state. In the table each member state is shown by their state abbreviation.

STATE SIZE	CURRENT MEMBER STATES BASED ON SIZE	SOFTWARE INSTALLATIONS	INSERVICE/WORKSHOPS PER YEAR
SMALL STATES	ID, ME VT, WY	20	1
	NONE	25	1
MEDIUM STATES	NONE	30	1
	AL, AZ, MD, MN, SC, LA	35	2
LARGE STATES	PA, VA	40	2
	NONE	45	2
	NONE	50	2

Prices for Additional VTECS Software and Training

There are options available for the purchase of additional VTECS software and training. If the amount of software and training sessions granted as a benefit of membership is insufficient, then you may choose to purchase additional software units and training. Below is a table with pricing information for each.

VTECS DIRECT™ 5 Pricing

License Type	Member Price	Non-Member Price
Single User Site License	\$295.00	\$595.00
3-user Site License	\$600.00	\$1,500.00
5-user Site License	\$750.00	\$2,250.00
10-user Site License	\$1,200.00	\$4,250.00
Prices Subject to Change Without Notice		

VTECS Connect™ 2 Pricing

License Type	Member Price	Non-Member Price
Single User Site License	\$195.00	\$395.00
3-user Site License	\$450.00	\$1,050.00
5-user Site License	\$625.00	\$1,500.00
10-user Site License	\$1,000.00	\$2,500.00
Prices effective July 1, 2004. Prices Subject to Change Without Notice		

VTECS On-Site Training

<u>Product</u>	<u>Cost</u>
<u>On-Site Training</u>	\$500 per day plus travel, meals, and lodging for each trainer and lab costs

Additional Benefits for Members

Regardless of the level of membership paid, each member state receives the following benefits on an annual basis

1. A seat on the board of directors and the right to designate a technical coordinator.
2. Special products produced by VTECS.
3. Discount pricing on VTECS software products and on PassAssured software.
4. Research and development papers produced.
5. Representation by staff and/or board members at national and/or state meetings, conferences/exhibits.
6. Representation on National Skill Standards Councils as elected to serve by the respective councils.
7. Technical assistance for software and products.
8. Periodic in-state inservice regarding VTECS and its products.
9. Access to State of Virginia developed curriculum products at a 30% discount through the Virginia Career and Technical Education Resource Center.
10. Access to INTERS, the state reporting and accountability system developed by Indiana, with the understanding that it requires adaptations at additional cost to the using state.
11. Access to Duty/Task lists created by the United States Air Force and the state of Oklahoma.
12. Travel expenses paid for
 - One person to attend each VTECS board meeting
 - One person to attend the annual VTECS Technical Coordinator Inservice
 - Committee meetings if elected and/or appointed

Section II – Responsibilities

Technical Coordinators' Functions

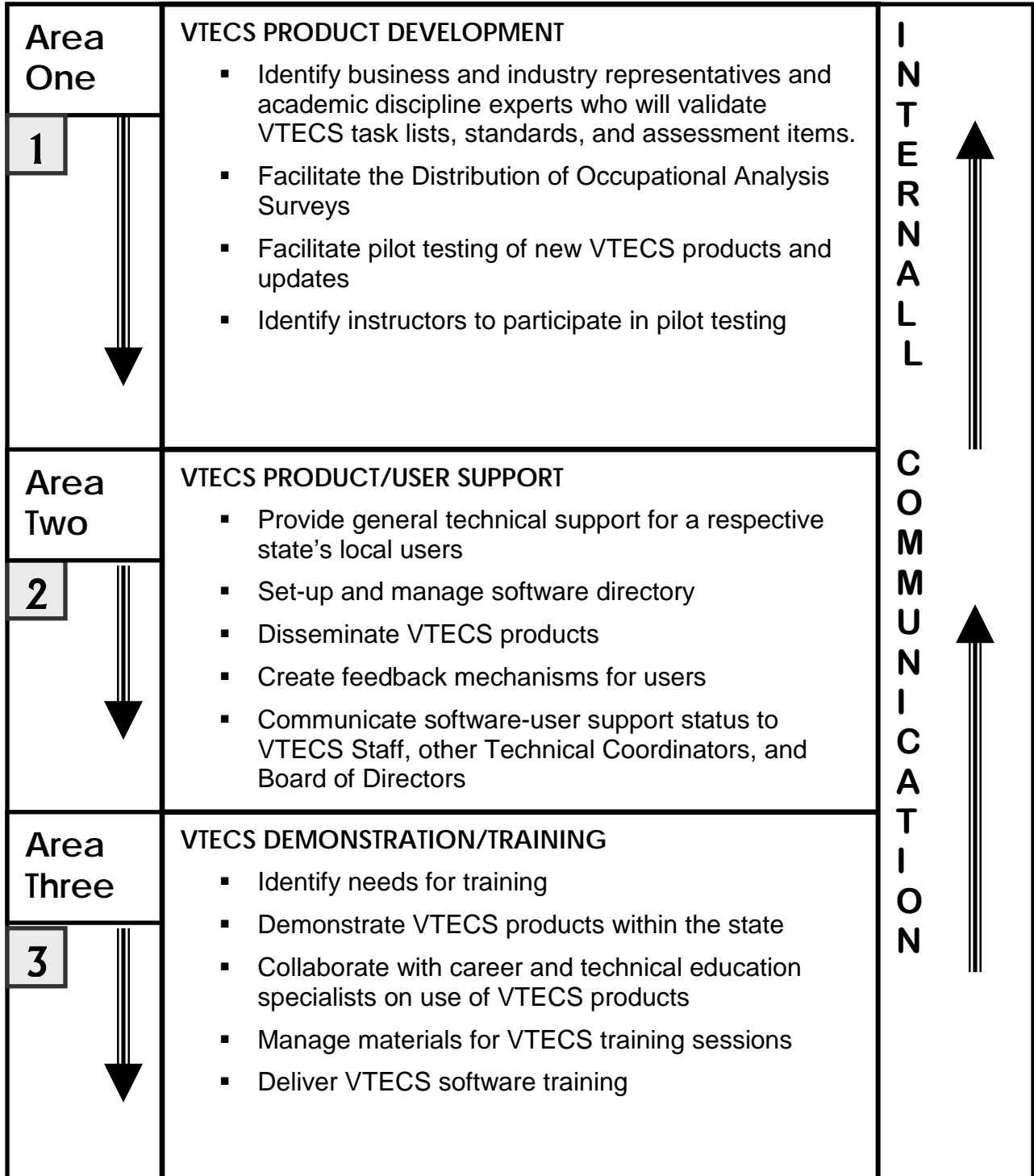
Shown below is an excerpt from the VTECS Policies delineating the responsibilities of a state technical coordinator as set forth by the Board of Directors as well as the Technical Coordinators. Questions and issues with this document should be brought before the Board.

VTECS Policies, pages ten and eleven

Designate an individual or individuals to serve as the technical coordinator or primary contact(s) for VTECS information, products, software, and services within the state. States may choose to carry out Technical Coordinator functions in a variety of ways. Some states may choose to continue to assign all functions to an individual staff member, while others may assign individual functions through a variety of staffing patterns. Possible roles for technical coordinators include:

- a. Serving as the in-state coordinator for the validation process of VTECS products as requested by central office staff.
 - (1) Identify business/industry representatives who will validate draft task lists, standards, instructional elements, and assessment items.
 - (2) Facilitate the product review process within the state.
 - (3) Identify and provide inservice for instructors who will participate in the pilot testing of test items.
 - (4) Facilitate the test item pilot testing process.
- b. Providing inservice training for VTECS products and software systems within the state.
 - (1) Demonstrate, market and promote VTECS products, and software systems within the state.
 - (2) Identify and match training needs with appropriate trainer/training activities.
 - (3) Collaborate with entities charged to improve career and technical education through the use of VTECS products.
 - (4) Develop and implement a VTECS training and implementation plan.
- c. Participating in meetings of technical coordinators as scheduled.
- d. Identify areas of related concerns, developments and apprise VTECS State Board Members of findings.
- e. Serving as a regional contact for VTECS information, services and products.

Technical Coordinator Responsibility Diagram



Area One: VTECS Product Development

For VTECS, product development means conducting an occupational analysis. As the Technical Coordinator, you can play a significant role in this process. Developing products means creating and updating occupational analysis information to be stored in VTECS software. This information takes the form of duty/task lists, standards, instructional elements, and assessment items. In order for this information to meet business and industry standards, a national validation process must occur. The expertise you bring in helping the central staff generate this information cannot be overestimated.

In order to carry out the specific functions in developing VTECS products, we have created a table that matches responsibilities with a specific tool list (Table 1.1).

Table 1.1

Responsibilities	Tool(s)
Identify business and industry representatives who will validate VTECS task lists, standards, and assessment items	Business & Industry Contact List
Facilitate the Distribution of Occupational Analysis Surveys	(Refer to survey sample)
Identify instructors to participate in pilot testing	Instructor/Teacher Contact List
Facilitate pilot testing by instructors	
Notes	



VTECS Business and Industry Contact List

Occupational Title:

Technical Coordinator Name:			
Alternate Contact Name:			
Phone #		Fax #:	
E-mail:			

#	Name (Last, First)	Job Title	E-Mail Address/Phone #	May VTECS Contact?	
				YES	NO
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
11.					
12.					
13.					
14.					
15.					
16.					
17.					
18.					
19.					
20.					
21.					
22.					
23.					



Instructor/Teacher Contact List

Occupational or Academic Specialty Area:

Technical Coordinator Name:			
Alternate Contact Name:			
Phone #		Fax #:	
E-mail:			

	Name (Last, First)	Job Title	E-Mail Address/Phone #	May VTECS Contact?	
				YES	NO
24.					
25.					
26.					
27.					
28.					
29.					
30.					
31.					
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Area Two: VTECS Product/User Support

Providing ongoing product support to users in your state is a crucial responsibility of technical coordinators. This means you are in charge of tracking all VTECS products that are distributed in your state from school districts to individuals. While fundamental, it is your responsibility to know exactly who has what software and where. Providing support also means monitoring user satisfaction on an ongoing basis.

As technical coordinators, you also participate in ensuring that VTECS training evolves with the current training and industry standards. Please see Table 2.2 below.

Table 2.2

Responsibilities	Tool(s)
Set-up and manage software directory	Software Directory
Provide general technical support for your state's local users	(Refer to Manuals and Help Screens)
Create feedback mechanisms for users	VTECS Software Feedback Form
Communicate software-user support status to VTECS Staff, other Technical Coordinators, and Board of Directors	Internal Communication Report
Notes	



VTECS Software Directory

VTECS Software Program Connect DIRECT

Technical Coordinator Name: _____

Alternate Contact: _____ Phone # _____

Date Received _____ Fiscal Year _____
(DD/MM/YY)

Total # of CD's: Connect: _____ DIRECT: _____

	Name (Last, First)	Phone #	E-Mail Address	Software Type	
				D	C
1.					
2.					
3.					
4.					
5.					
6.					
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17.					
18.					
19.					
20.					

Instructor Signature _____ Date _____

If more space is needed use back of roster form



VTECS DIRECT Software Feedback Form

This feedback form is intended for users of VTECS DIRECT. It is designed with all users in mind. The purpose of this form is to provide technical support, track user satisfaction, and improve overall software. Your help in completing this form is most appreciated. Please visit our Web Site, www.vtecs.org to access an electronic version of this form.

User Background	
Job Title (i.e. Teacher, Coordinator, Administrator etc.)	
How long have you been using VTECS DIRECT?	Please Note Years, Months, or Weeks Below
What is your overall user satisfaction level on a scale of (1 = Low, 10 = High)?	Please Circle or mark a Number
	(Low) 1 2 3 4 5 6 7 8 9 10 (High)

Critical Issues
What do you like most about VTECS DIRECT?
What do you like least about VTECS DIRECT?
What types of reoccurring problems have you experienced in using this software product?
Do you have any suggestions for future software development of VTECS DIRECT?
Do you have any specific or general questions that technical support can assist you with?
Optional
Name - _____ Email - _____



VTECS Connect Software Feedback Form

This feedback form is intended for users of VTECS Connect. It is designed with all users in mind. The purpose of this form is to provide technical support, track user satisfaction, and improve overall software. Your help in completing this form is most appreciated. Please visit our Web Site, www.vtecs.org to access an electronic version of this form.

User Background	
Job Title (i.e. Teacher, Coordinator, Administrator, etc.)	
How long have you been using VTECS Connect?	Please Note Years, Months, or Weeks Below
What is your overall user satisfaction level on a scale of (1 = Low, 10 = High)?	Please Circle or mark a Number
	(Low) 1 2 3 4 5 6 7 8 9 10 (High)

Critical Issues
What do you like most about VTECS Connect?
What do you like least about VTECS Connect?
What types of reoccurring problems have you experienced in using this software product?
Do you have any suggestions for future software development of VTECS Connect?
Do you have any specific or general questions that technical support can assist you with?
Optional
Name - _____ Email - _____



VTECS Technical Coordinator Internal Communication Report

This form is a tool to help technical coordinators communicate with VTECS Staff, other Technical Coordinators, and Board of Directors. In congruence with the Technical Coordinator Responsibility Diagram, each set of questions or prompts allows technical coordinators to detail activities in the areas of VTECS Product Development, VTECS Product/User Support, and VTECS Training on a standard form. It can be sent via email as a Microsoft Word attachment and copied to VTECS Staff, Technical Coordinators, and Board of Directors.

A. VTECS Product Development (AREA 1)

Has your state participated to any degree in any of the following? Please check the box(s) and explain.

- Identify business and industry representatives and academic discipline experts who will validate VTECS task lists, standards, and assessment items.
- Facilitate the Distribution of Occupational Analysis Surveys
- Facilitate pilot testing process
- Identify instructors to participate in pilot testing

B. VTECS Product/User Support (AREA 2)

Has your state participated to any degree in any of the following? Please check the box(s) and explain.

- Provide general technical support for your state's local users
- Set-up and manage software directory
- Disseminate VTECS products
- Create feedback mechanisms for users

C. VTECS Training (AREA 3)

Has your state participated to any degree in any of the following? Please check the box(s) and explain.

- Identify training needs of users
- Demonstrate VTECS products within the state
- Collaborate with career and technical education specialists on use of VTECS products
- Deliver VTECS software training

Area Three: VTECS Training

The most challenging aspect of your responsibility as technical coordinator is software training. Training begins with knowing your audience and understanding their needs as software users. It is also important to know your audience's audience—the career and technical students who are nearing their entrance into the global workforce.

To assist in software training, the central staff has created a training toolkit that can be used for all VTECS training sessions. All materials are available for download from the VTECS web site. Table 3.3 offers some ways to implement effective VTECS software training.

Table 3.3

Responsibilities	Tool(s)
Identify needs for training	State Visit/Training Checklist
Demonstrate VTECS products within the state	Software Overview PowerPoint Presentations
Collaborate with career and technical education specialists on using VTECS products	
Manage materials for VTECS training sessions	Trainee Materials List Handouts for VTECS Training Training Workshop Checklist License Agreement
Deliver VTECS software training	VTECS Attendance Roster Software Evaluation Form
Notes	



VTECS State Visit/Training Checklist

This form must be filled out by those who are requesting software training from VTECS **two months** prior to the requested dates. Early notification helps to avoid any potential technical problems that can occur with any software training. Each section must be completed. If there is a section you can not complete, please email us at info@vtecs.org so that we can make the necessary arrangements.

A. General Information

1. What is the date and time of the session(s)?
2. What is the name and address of the training location?
3. What is the name, phone number, and email address of a point of contact at the training site?

B. Training Session(s)

1. What software package would you like training on?
Connect 2 Basic _____ DIRECT 5 Basic _____
Connect 2 Advanced _____ DIRECT 5 Advanced _____
2. What type(s) of sessions would you like?
4 three hour sessions _____ 2 three hour sessions _____ Other _____
2 six hour sessions _____ 1 six hour session _____
3. How many people will attend the session(s)? _____
(Maximum number of participants preferred for a training session is 15. Recommend that each participant has a computer; however, may have two people per computer, if necessary.)

C. Computer Lab

1. How many computers are in the lab? _____
2. What operating system is being used - **Windows® 2000 or XP?** _____
3. Does each computer run in stand alone mode? _____
(Required for Training Session)
4. Who will be installing the software?
VTECS Staff _____ Technical Coordinator _____ Training Facility Staff _____
5. Will the software need to be uninstalled? YES _____ NO _____

D. Lab Setup

1. How is the lab arranged, i.e., do the computers all face the front of the room or are they arranged around the perimeter of the room or in rows facing each other or...?
2. How is the room shaped, i.e., is the room long and narrow or is it square or...?
3. Is there a projector screen in the lab? _____
(Required for Training Session)
4. Is there a table for materials and demonstration equipment (computer, projection unit, etc.)?
(Required for Training Session)

F. Additional Notes

Please bring the following information to Class (the more that is printed out, the better, as this information will be input into the software database as part of the workshop.)

- ✓ **List of Students** (at least two)
 - Student's Name
 - Address City, State, Zip Code
 - Phone
 - Email Address
 - Health Concerns
 - Name of Organization/Company
 - Start/End Date of work
 - Work Wage
 - Worksite Supervisor
 - Teacher/Coordinator Name
 - Job Title

- ✓ **Employer Information** (at least two)
 - Company Name
 - Address
 - City, State, Zip Code
 - Phone and Fax
 - Email Address
 - Company Contact Person(s)
 - Worksite Supervisor(s)

- ✓ **School Information**
 - School District
 - School Name
 - Address
 - City, State, Zip Code
 - Phone and Fax
 - Email Address

- ✓ **Teacher/Coordinator Information**
 - Name
 - Title
 - School/Office Information

- ✓ **CD or USB Storage Device**
 - (check which is preferable in the lab)*
 - Blank Pre-formatted

Training Handouts

List of VTECS Handouts for Training

The following is a list of some of the materials used for VTECS software training. The handouts are broken down by the software. All of the materials are available on the VTECS web site under the tab **<Tech Coordinators>**.

General Handouts

VTECS Overview Brochure
Directions for Downloading & Importing Additional Task Lists
(i.e. Air Force, Oklahoma, etc.)
VTECS Bookmarks
Training Session Evaluation Form



Connect 2.2

Connect Brochure
Sample Reports
VTECS Connect Quick Reference Manual
VTECS Connect Release Notes



DIRECT 5.2

DIRECT Brochure
Workshop Activities
Sample Reports
DIRECT Release Notes
DIRECT Topics

VTECS DIRECT™ Licensing Policy

The Software License

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DEFINITIONS:

1. "Computer" means one (1) central processing unit (CPU) that accepts information in digital or similar form and manipulates it for a specific result based on a sequence of instructions;
2. "Documentation" means any accompanying printed materials, this License, any other agreement you may have with VTECS relating to this DIRECT, and "online" or electronic documentation;
3. "Permitted Number" means one (1) unless otherwise indicated under a valid license granted by VTECS;
4. "DIRECT" means the VTECS DIRECT computer program, computer software (including its code) and where applicable, storage media containing all the above, including any Documentation;
5. "Use" means to access, install, download, copy or otherwise benefit from using the functionality of DIRECT in accordance with the Documentation;
6. "Site" means a single physical location of the company, organization, or entity specified on the License Certificate provided by VTECS.

VTECS DIRECT™ Licensing Policy

The Software License (continued)

LICENSE:

YOU MAY:

- (i) install and use one (1) copy of DIRECT on a Computer up to the Permitted Number of Computers at a Site. You may also make and use a second copy of DIRECT on a home or portable computer provided that copy is never loaded in the RAM of the home or portable computer at the same time it is loaded in the RAM of the primary computer;
- (ii) install one (1) copy of DIRECT on a storage device, such as a network server, used only to install or run DIRECT on your other Computers within an internal network up to the Permitted Number. You must dedicate a license for each Computer on which DIRECT is installed or run from the storage device. A single license for DIRECT may not be shared or used concurrently on different Computers unless you have another agreement with VTECS permitting you to do so;
- (iii) make one copy of DIRECT solely for archive or backup purposes. Archival or backup copies of DIRECT allowed under this license must contain the VTECS notifications of copyright exactly as provided in the DIRECT materials supplied to you by VTECS;
- (iv) permanently transfer your license to Use DIRECT by delivering the original software and documentation comprising the DIRECT software package, including this license, to a third party, and by simultaneously destroying all DIRECT Software Copies in your possession. Such transfer terminates your license to use DIRECT. The new recipient of DIRECT accepts this Agreement and is licensed under the terms of this Agreement upon initially using DIRECT.

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- (iii) translate, decompile, disassemble, or reverse-engineer DIRECT or DIRECT archival or backup copies without the prior express written consent of VTECS;
- (iv) modify DIRECT or merge all or any part of DIRECT with another program;
- (v) separate the component parts of DIRECT for Use on more than one (1) Computer;
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General: If any provision of this Agreement is unlawful, void, or for any reason unenforceable, it shall be deemed severable from, and shall in no way affect this validity or enforceability of the remaining provisions of this Agreement. The laws of the State of Georgia shall govern this Agreement.

June, 2004

VTECS Connect™ Licensing Policy

The Software License

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Notification of Copyright: "Connect" means the full, integrated package of computer software and any associated documentation, developed by Vocational-Technical Education Consortium of States and copyrighted in the name of VTECS. Connect is protected by copyright law and international treaty. You (as "End User") must treat Connect like any other copyrighted materials, except that you may make one archival Software Copy of the Connect software for each copy licensed to you. You may not copy the Connect documentation. Copyright laws prohibit making copies of Connect for any other reason.

Software License Agreement: This agreement is a legal contract between you, as End User, and VTECS governing your use of Connect. INSTALLING, COPYING, OR OTHERWISE USING CONNECT INDICATES YOUR ACKNOWLEDGMENT THAT YOU HAVE READ THIS LICENSE AND AGREE TO BE BOUND BY AND COMPLY WITH ITS TERMS. This agreement shall also be binding on any subsequent, authorized licenses. If you do not wish to comply with the terms of this Agreement, promptly return the complete Connect software package to VTECS. If you have any questions concerning this Agreement, contact VTECS, 1866 Southern Lane, Decatur GA 30033-4097, 404-679-4501, extension 543.

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2. "Documentation" means any accompanying printed materials, this License, any other agreement you may have with VTECS relating to Connect, and "online" or electronic documentation;
3. "Permitted Number" means one (1) unless otherwise indicated under a valid license granted by VTECS;
4. "Connect" means the VTECS Connect computer program, computer software (including its code) and where applicable, storage media containing all the above, including any Documentation;
5. "Use" means to access, install, download, copy or otherwise benefit from using the functionality of Connect in accordance with the Documentation;
6. "Site" means a single physical location of the company, organization, or entity specified on the license Certificate provided by VTECS.

LICENSE:

YOU MAY:

- (i) install and use one (1) copy of the Connect on a Computer up to the Permitted Number of Computers at a Site. You may also make and use a second copy of the Connect on a home or portable computer provided that copy is never loaded in the RAM of the home or portable computer at the same time it is loaded in the RAM of the primary computer;
- (ii) install one (1) copy of Connect on a storage device, such as a network server, used only to install or run Connect on your other Computers within an internal network up to the Permitted Number. You must dedicate a license for each Computer on which Connect is installed or run

VTECS Connect™ Licensing Policy

The Software License (Continued)

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July, 2004



Software Training Evaluation Form

The information you supply will be used to improve the quality of VTECS in-services and workshops. We keep a file of all completed questionnaires for use in planning future activities. Thank you for your participation.

VTECS Software Program						(Check only one)	<input type="checkbox"/> Connect	<input type="checkbox"/> DIRECT
Evaluation Sections	1	2	3	4	5	Rating Scale 1-Poor 2-Below Average 3-Satisfactory 4-Good 5-Excellent		
General						Comments		
Registration process								
Facilities								
Quality of computer equipment								
Training Session						Comments		
Pace and structure of the session								
Relevance of course content								
Quality of reference materials								
Group atmosphere								
Content met expectations								
Content was clear								
Instructor						Comments		
Teaching method								
Quality of answers to questions								
Knowledge of Topic								
Software Content						Comments		
Usefulness in my job								
Content is current								
Task lists met expectations								
You						Comments		
Your interest in the session								
Your goals were met								
Likelihood to use what you've learned								
Comments								
Strong points of the session:						Things to be improved:		
Would you recommend this session to others? Why?						Other topics you would like to learn:		
Please write any additional comments you have on the back. For all other comments, please write to us at: info@vtecs.org								
*Optional Name _____						Date _____		