

RLA SKILLS AND TECHNOLOGY REQUIREMENTS

MINIMUM SKILLS REQUIREMENTS:

As a result of the pandemic, it became necessary to offer this training virtually. While the RLA is trying to offer the class in person again, all trainings are still virtual. Students accepted to this virtual course will need to consider, and be able to meet, the skills and requirements necessary to successfully complete the course in this format. Information on how the RLA will be delivering the course that the student applied for will have been provided on the on the RLA page of the HHCBehavioralhealth.org website and within the application. Future classes that may be offered in person (not virtually over ZOOM and Google Classroom) will still have written assignments and students taking an in person class will still benefit from the knowledge and skills needed to adequately use word processing software. For those applying to this course with a post-graduation goal of employment within the behavioral health field, it should be understood that basic proficiency in computer/technology skills is valued by prospective employers and often necessary for work in professional environments.

The student will need to possess the knowledge and skills necessary to use the applications listed and perform the following tasks:

- **Zoom**
 - Log into a Zoom meeting
 - Re-name your Zoom profile or change your name as it appears in your video feed
 - Mute and Unmute your microphone during a meeting
 - Use reactions to raise and lower your hand or react to other participants during a meeting
 - Join a breakout room
- **Google Applications/ Google Classroom**
 - A Google account is required for Google Apps, including Google Classroom, which is used for class assignments and homework submissions- students that do not already have a Google or Google compatible email account will need to create one and provide that email address to RLA staff.
 - Navigate Google Classroom with sufficient skill to be able to find and read announcements in the classroom stream, find homework instructions and watch videos in the “Classwork” tab, and complete written assignments either within the application or by uploading a completed homework document to Google Classroom that has been previously saved to your device or a cloud storage account.
 - View and respond to instructors comments on homework assignments
- **Word processing software**
 - Students should possess basic skills required to use word processing software such as Microsoft Word or open source word processing applications such as Google Docs- the ability to perform a spell check, copy or cut and paste, and basic formatting skills are used often by students

TECHNOLOGY REQUIREMENTS:

The RLA recommend the use of either a laptop or PC for participation in the class. Students have also been successful using tablets, but students with tablets found it helpful to have a keyboard to complete the written work. Older technology and outdated operating systems might not be compatible with the software utilized by Google Apps and ZOOM. If you have difficulty with streaming video or downloading documents, it is a good indication that one or more technology component you are using is outdated and/or may not have the capability to support the applications that we use.

The internet speeds and operating system requirements for ZOOM will exceed the requirements for Google Classroom. For details on the requirements for ZOOM, please see follow this link:

https://support.zoom.us/hc/en-us/articles/201362023-System-requirements-for-Windows-macOS-and-Linux#h_66cb65e7-a02d-47d5-a067-a85f3d184c6b

Equally important technology requirements that should be considered:

- **Internet Service Speed**

- Zoom suggests download and upload speeds of at least 3.8Mbps/3.0Mbps (up/down) for 1080p HD video. Google support documentation recommends having both upload and download speeds of at least 3.2 Mbps for group video meetings with multiple participants. While the quality of the video is not important, similar speeds are important for stability in ZOOM meetings with higher numbers of participants such as the class.
- Most internet speeds in CT are sufficient for students to be able to take this course with little or no technical problems. Most problems with streaming, uploading, or downloading, are usually directly related to the device (computer) being used, the number of devices connected to the internet account, the modem, or the Wi-Fi router.
- Most internet providers offer speed tests. Please contact your internet service provider to find out specifics related to speed tests, how to test your internet speed, and support that the internet service provider may offer.

- **Modem**

- If your modem is more than three years old, it may be due for an upgrade. Newer modems tend to have more capability to bond multiple frequency channels, offering faster speeds and a more reliable connection.
- Internet Service Providers can advise you on the capabilities of your equipment.

- **Wi-Fi Router**

- Many Wi-Fi routers have the modem built-in. As with modems, a newer Wi-Fi router can greatly improve performance. Your Internet Service Provider can advise you on the compatibility of your router.
- Wi-Fi router location can also have an impact on your connection and stability. Most manufacturers have recommended installation guidelines that can improve performance and similar information is easily found on the internet.

(Wi-Fi Router cont.)

- Connecting your device directly to the Wi-Fi router can also improve performance. Most computers and laptops have an Ethernet port (looks like a wired phone jack, just a little larger). Using a network (Ethernet) cable, connect the device directly to the “LAN” or “Network” port on the router.

It is the responsibility of the student to make sure that they will be able to meet the requirement for technology used to participate in the class. Some students with internet connectivity problems have been able to use local resources such as libraries and Wi-Fi “hotspots” to connect to a stable network and download videos that are posted in Google Classroom for the weekly assignments. This can help to eliminate problems associated with viewing videos in class assignments, but may not be practical for participating in the live stream ZOOM class.

Students that do not have an adequate computer will need to communicate this with the RLA staff prior to the class orientation. The RLA has resources to provide a basic Chromebook or similar device, for student use during the class. Students that demonstrate the need for this equipment will be required to sign an agreement for the use of the equipment and may be responsible to pick up the equipment from RLA offices or other Hartford HealthCare sites.

Any student that experiences ongoing difficulties with the skills and technological requirements detailed in this document, and are unable to complete assignments or adequately participate in the classroom in accordance with expectations set forth in the “RLA Recovery Support Specialist Training and Certification Student Handbook” (provided at time of acceptance) may be forced to withdraw from the course. The RLA team will make a reasonable effort to help students overcome such challenges. Any student that is forced to withdraw for these reasons is encouraged to apply for enrollment in a future class once they have become adequately prepared.

Prospective students feeling that they do not possess the skills required to be successful in the class, are encouraged to contact their local adult education program for information on training programs that will help prepare them. The State of CT maintains a directory of adult education programs that can be found by following this link:

<https://portal.ct.gov/Services/Education/Adult-Education>