NATIONAL EDUCATION ASSOCIATION

Education Support Professionals (ESPs): Professional Growth Continuum (PGC) Technology: Relevant Knowledge about Technology
Proficient Level

Competency

> The ESP demonstrates relevant knowledge about technology effectively at their worksite.

Key Method

> The ESP demonstrates how relevant knowledge about technology shapes their experiences and effectiveness at work.

Method Components

> This micro-credential is based on the Universal Standard of Technology from the [NEA's ESP Professional Growth Continuum (PGC)](), which defines technology as the ability to use electronic devices to problem solve and complete work-related duties.

Technology for education support professionals can be broken into two skill areas:
1. Using Technology
2. Relevant Knowledge about Technology

This micro-credential focuses on relevant knowledge about technology.

Words to Know

Continuum: a set of things on a scale, which have a particular characteristic to different degrees

Device: a machine (e.g., a phone or computer) that can be used to connect to the internet

Digital: of, relating to, or utilizing devices constructed or working by the methods or principles of electronics

Effective: successful or achieving the result you want or the result you hoped for

Hardware: the physical and electronic parts of a computer, rather than the instructions it follows

Policy: a set of ideas or a plan of what to do in particular situations that has been officially agreed upon by a group of people, a business organization, a government, or a political party

Procedure: a set of actions that is the official or accepted way of doing something

Proficient: skilled and experienced; good at doing something because of practice

Report: a spoken or written description of an event or situation

Requirement: something needed or necessary; something that you must do

Software: the programs that you put into a computer to make it do particular jobs

Technology: new machinery and equipment that has been developed using scientific knowledge or processes

NEA's ESP Professional Growth Continuum

Let's look at examples of proficient-level relevant knowledge about technology in the NEA's ESP Professional Growth Continuum. There are many ways for ESPs to demonstrate relevant knowledge about technology at a proficient level. Demonstrating skills and knowledge in this standard may look different depending on your unique role, worksite, community, and experience. The following language, adapted from the PGC, provides examples (indicators are bold, descriptors are sub-bullets):

- **Know your worksite's Acceptable Use Policy.
(For All Career Families)**
  - Read the policy annually and agree by signing it

- **Know the terminology in order to solve common technology issues.
(For All Career Families)**
  - understand phrases, such as dialogue box, error message window, etc.

- **Learn and adapt to new technology methods.
(For Clerical Services)**
  - update your computer with new versions of software
  - know how to use your visitor badge system, document camera, etc.

  (For Custodial and Maintenance)
  - know how to use electronic devices for monitoring HVAC

  (For Food Services)
  - know devices, such as digital scales and tablet payment methods

  (For Health and Student Services)
  - know how to use a digital blood pressure cuff, thermometer, etc.
  - know how to use a tablet for recording health information

  (For Paraeducators)
  - know how to use technology, such as a tablet, SMART board®, Canvas, document camera, etc.

  (For Security Services)
  - know how to use tablet apps for security and surveillance

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(For Skilled Trades)
- know how to use digital measuring tools, electronic work orders, etc.

(For Technical Services)
- know how to use new input devices, cloud storage, etc.

(For Transportation Services)
- know how to use tablet apps for recording trip information (e.g., mileage, routes, GPS/navigation system)

- **Know how to contact IT and report specific issues.**
  (For All Career Families)
  - know the designated contact email for reporting technology issues
  - screenshot your error messages
  - note a clear sequence of events prior to your technology issue
  - understand the reporting procedure for the misuse of technology, cyberbullying, inappropriate images, etc. and who to refer the situation to

Submission Guidelines & Evaluation Criteria

To earn this micro-credential you must receive a proficient score in Part 1, Part 2, and Part 3.

If any Part of the micro-credential is incomplete or left blank, the submission will be scored "Incomplete," and you will receive an email with a note of encouragement to complete all Parts of the micro-credential and resubmit your work to NEA.

Please read the "How to earn a proficient score" section at the end of each Part below to make sure your micro-credential submission is complete and meets the requirements.

For each Part, you may choose to submit your response:

- in WRITING (created in Microsoft Word, Google Docs, or other word processing software; acceptable file formats are .doc, .docx, .pdf, .rtf); OR
- through an AUDIO RECORDING (created on a mobile device like a smartphone or tablet, or on audio recording equipment; acceptable

file formats are .mp3, .wav, .aiff); OR

- through a VIDEO RECORDING (created on a mobile device like a smartphone or tablet, or on audio recording equipment; acceptable file formats are .mp4, .mov, .wmv, .avi)

Video or audio recordings for <u>each Part</u> should be <u>one single file</u>. You may complete all of the responses in one clip, or you may edit multiple clips together as one file to submit per Part.

IMPORTANT:

ESPs are <u>strongly encouraged</u> to take time to explore the links in the Supporting Rationale and Research and Resources section at the end of this document.

Do this <u>before</u> working on Part 1 of your micro-credential submission.

Part 1: Skill Area Learning – Relevant Knowledge about Technology at Your Worksite

Directions:

1. Locate a copy of your job description or think about the tasks/job responsibilities you do on a daily basis in your job.

2. Select two specific examples of tasks you do on a regular basis that are dependent on your relevant knowledge of technology skills and list them below.

   Task #1: _____

   Task #2: _____

3. Based on what you selected above for Task #1, check the box or boxes of all the PGC indicators of relevant knowledge about technology skills that you think are related to the task. (There are no wrong answers.)

   ☐   Know your worksite's Acceptable Use Policy

☐ Know the terminology in order to solve common technology issues .

☐ Learn and adapt new technology methods

☐ Know how to contact IT and report specific issues

4. Based on what you selected above for Task #2, check the box or boxes of all the PGC indicators of relevant knowledge about technology skills that you think are related to the task. (There are no wrong answers.)

☐ Know your worksite's Acceptable Use Policy

☐ Know the terminology in order to solve common technology issues

☐ Learn and adapt new technology methods

☐ Know how to contact IT and report specific issues

5. Explain how relevant knowledge about technology is essential to how you complete Task #1 and #2 using the skill(s) you identified above. As you explain, be sure to include the following:

   a. Tell us:

      ▪ your career family title;

      ▪ your worksite type (elementary, middle, high school, district, or institution of higher education); and

      ▪ the PGC indicator that best connects to each task.

   b. How is the relevant knowledge of technology essential to how you complete these tasks?

   c. What could happen if you did not have relevant knowledge of technology? What impact(s) could it have on students, schools, etc.?

   d. How does your relevant knowledge of technology help you help the people you interact with during the workday (e.g., students, co-workers, colleagues, administrators, supervisors, family and community members, etc.)?

   e. Describe a time when relevant knowledge about technology was a challenge for you and what you did to address the challenge.

You may choose to submit a **written response** for Part 1. If you do this:

- Create a new Word document.

- Copy and paste your responses to items #2 – 5. This should include answers/responses to all of the above questions and prompts. Save the document.

- Upload the document file to the NEA Certification Bank submission page section for Part 1.

OR

You may choose to submit an **audio or video response** for Part 1. If you do this:

- Use a mobile device (e.g., smartphone or tablet) to make an audio or video recording of yourself answering all of the questions, and prompts for items #2 – 5 above. Feel free to refer to any notes you have made during your exploration of the topic. Save your recording.

- Upload the file of the recording to the NEA Certification Bank submission page section for Part 1.

- The audio or video recording should be no more than 7 minutes in length. If a submitted recording for Part 1 is longer than 7 minutes, only the first 7 minutes will be reviewed.

Submission Checklist:

- ☐ Upload your written, audio, or video recording to Part 1.
- ☐ Completely answer each question/prompt; and
- ☐ If you submit an audio or video recording: make sure the total length of your responses for Part 1 is no longer than 7 minutes.
- ☐ If you submit a written response: make sure the total length of your response for Part 1 is 350 words minimum and no longer than 1000 words.
- ☐ *If you have a job description, please upload a copy of it along with the rest of your files in Part 1 of the NEA Certification Bank submission page for this micro-credential. This will help NEA learn more about how employers view ESP roles, and will not affect your score. Submitting your employer-created job description is not required to earn a proficient score on this micro-credential.

How to earn a passing and proficient score in Part 1:

Part 1 Passing: Responses to directions #2 – 4 identify the work tasks that are dependent upon the PGC indicators for the skill area in this micro-credential. At least three terms from the "Words to Know" section must be integrated accurately into your responses.

Part 1 Rubric: Responses to direction #5 including sub-bullets

Score:	Developing	Proficient
Direction #5: Explain how relevant knowledge about technology is essential to how you complete work tasks #1 and #2 using the PGC skills identified.	Provide answers to some or all questions but little to no detail illustrating the points shared.	Provide answers to all questions describing with examples from work experiences how relevant knowledge about technology is essential to the completion of work tasks. Examples describe positive and negative impacts as well as challenges.

Part 2: Interview

Directions: Follow the steps below, <u>make an audio or video recording or written transcription of the interview and save it to upload as part of your submission.</u>

Identify one person from your ESP career family with whom you feel comfortable having a conversation about relevant knowledge about technology. Do not have the interviewee share any personal information that could be used to identify them (e.g., name, school, district, etc.) as they should remain anonymous.) Provide the interviewee with a copy of the questions before the interview.

Before the interview, provide the interviewee with a copy of the questions and the PGC indicators and descriptors listed above.

The recording should be 5-10 minutes in length. If a submitted recording for Part 2 is longer than 10 minutes, only the first 10 minutes will be reviewed. Written transcriptions should be no longer than 1000 words.

Interview the person using only questions #1-3 below and include their responses. After conducting the interview, answer all of the questions yourself:

1. What is one aspect of relevant knowledge about technology that you feel confident in?
    a. What specifically did you do or what happened to help you gain that confidence?
2. What is one aspect of relevant knowledge about technology where you think you have the most growing or learning to do?
    a. Why do you think you have the most growing or learning to do in this aspect?
3. Do you think that we, at our worksite, are encouraging adults to develop and use their relevant knowledge about technology?
    a. If yes, provide a specific example of what we are doing well to make this happen, and how you know it is working.
    b. If no, what specifically do you think we could do differently?
4. What have you learned from talking with a co-worker or colleague about relevant knowledge about technology?

Submission Checklist:

☐ Upload your audio or video recording or written transcription of your interview to Part 2 of the NEA Certification Bank submission page.
☐ Include complete, relevant responses to all questions from the interviewee AND from the submitter/you.
☐ Answer 1, 1a, 2, 2a, 3; then
☐ Answer either 3a or 3b.
☐ For questions 1 and 2, provide specific and relevant examples.
☐ For question 3a or 3b, provide relevant specifics on how school/worksite/community staff and/or leaders are encouraging the development and usage of relevant knowledge about technology, or provide achievable ideas for what could be done differently to do better in this area.
☐ Make sure the recording length is no longer than 10 minutes and the length of a written transcription is no longer than 1000 words.

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How to earn a proficient score in Part 2:

Part 2 Rubric:

Score:	Developing	Proficient
Interviews	Interview of co-worker and self do not provide answers to all questions, or provide answers to all questions but only with general examples on how confidence has been gained in the relevant knowledge about technology, areas of growth or learning related to the skill area; and whether adults are encouraged to develop and use their knowledge in this skill area on the job.	Interview of co-worker and self provide answers to all questions, demonstrating understanding of the relevant knowledge about technology and describe with work examples how confidence has been gained in the relevant knowledge about technology; identify areas of growth or learning related to the skill area; whether adults are encouraged to develop and use their knowledge in this skill area on the job and how this could be improved if needed; and apply understanding of co-worker's experiences to inform the submitter's knowledge about the skill area.

Part 3: Reflection

Directions: Read all of the text in the three numbered prompts/questions below, then respond to all three prompts/questions through a written response, **OR** through an audio or video recording of yourself.

☐ If you submit a written response: make sure your Part 3 response is 350 words minimum and no longer than 750 words.

☐ If you submit a recording (audio or video): make sure your recording for Part 3 is no longer than 5 minutes.

Prompts/Questions:

1. Describe one missed opportunity at your worksite, when you or others could have done a better job using relevant knowledge about technology effectively. (*Your response describing a missed opportunity will not negatively impact your score and will not be shared.)

2. What action step or small change can you make in the next seven months to strengthen your relevant knowledge about technology? How could you put those stronger skills to use at your worksite, school, community, district, or institution of higher education?

   Some examples:

   - Talk about your exploration of relevant knowledge about technology with another member of your worksite community. Share what you've learned or realized, and ask them about their thoughts on the topic.
   - Change how you approach one task or part of your day where you have realized you could be more effective with your relevant knowledge about technology.

3. Describe who will benefit from your steps to develop and deepen your own relevant knowledge about technology. Tell us how and why they will benefit.

Submission Checklist:

☐ Upload your written, audio, or video response to the NEA Certification Bank submission page for Part 3.

☐ Include relevant, complete, and specific responses to all three prompts/questions.
☐ Make sure your responses reflect an understanding of what proficient relevant knowledge about technology means for ESPs.
☐ Make sure the length of your written response is 350 words minimum and no longer than 750 words; or the length of your recording is no longer than 5 minutes.

How to earn a passing score in Part 3:

Part 3 Passing: Your reflection identifies an action step or change you can make to strengthen your relevant knowledge about technology skills, how you will put those stronger skills to use at your worksite, school, community, or institution of higher education, as well as who will benefit and how they will benefit.

Supporting Rationale and Research

ESPs are strongly encouraged to explore the links in the Supporting Rationale and Research and Resources section below before beginning to work on Part 1 of the micro-credential.

National Education Association: *NEA ESP Professional Growth Continuum*

Resources

The PGC: What it is and how to use it
- *English video*
- *Spanish video*
- *Spanish resources*

Association for Supervision and Curriculum Development (ASCD): *Whole Child Approach to Education*