



## **Guidelines for Live Interactive Distance Learning Activities During COVID-19 Pandemic**

COPE Administrators and Accredited Providers who are planning to present Live CE in an Interactive Distance Learning format under the COPE temporary rules modification must follow these guidelines:

- All courses and activities should be submitted to COPE as LIVE.
  - Courses cannot have previously been presented as distance learning.
- The required pre- and post-activity data must be submitted to COPE and approved for activities to be considered COPE Accredited.
- CEE (transcript quality or certified CE) courses are not included in the temporary rules modification.
  - CEE courses must be presented in person, face-to-face, per State Board requirements regarding CEE.

**IMPORTANT:** Please note that although COPE's rules are being modified to allow Live courses given in an Interactive Distance Learning format to count as Live CE, individual State and Provincial Optometry Boards may have different rules. We advise you to contact the State or Provincial Boards where your attendees are licensed for verification.

### **Guidance on Live Interactive Distance Learning CE Activities for COPE Administrators/Providers**

In order to be considered live interactive, attendees must be able to have immediate interaction with the instructor (i.e. live webinar, videoconference). The activity can only be presented at one specified time, and once it has taken place the learners may no longer participate in that activity. COPE Administrators/Providers must have a way to confirm the learners' attendance for every course before issuing certificates of attendance. Post-course tests are not required for this modified type of activity.

The following information is available for COPE Administrators/Providers that are presenting live interactive distance learning CE activities and may have questions about COPE requirements for these activities.

### **Live Interactive Distance Learning Activities**

COPE Administrators/Providers offering Interactive Distance Learning CE activities for Live credit must provide:

- A mechanism for real-time participant interaction with instructors—for example, through a chat function.
- Participant access to technical assistance for the webinar or streaming platform throughout the activity.
- No “commercial breaks” or embedded advertising within the CE activities (however, acknowledgement of commercial support is permitted). **Note:** Promotional/marketing

presentations may take place before or after the education as long as there is a clear break between the education and the promotional/marketing presentation. The attendees must not be required to attend the promotional/marketing presentation in order to receive CE credit.

COPE Administrators/Providers must also ensure that all COPE requirements for CE activities are met. These include, but are not limited to:

- Following the COPE Standards for Commercial Support;
- Providing a method for participants to evaluate the effectiveness of the activity;
- Verifying the learners that participated in the activity.
  - A registration list is not sufficient to know who actually attended the activity.
  - Choose a platform that gives you a list of attendees. Ask all attendees to use their full name as their screen name (as opposed to an email address or just first name) so you can track who attended.
  - Consider asking short questions periodically during the presentation and having your attendees respond using the chat function to track their attendance throughout the course. Most platforms allow you to save the chat to refer to later.
    - Questions should not be too lengthy or detailed as not to distract from the presentation.
- Ensuring that the length of the course matches the number of hours (or partial hours) that were submitted to COPE.
- Issuing a certificate of attendance to those who participated or submitting an attendance spreadsheet to ARBO.

### **Guidance on Enduring Distance Learning CE activities for COPE Administrators/Providers**

For courses and activities where there is NOT immediate interaction with the instructor and the participants can choose when to participate over a period of time, COPE Administrators/Providers should follow COPE's rules regarding Enduring Distance Learning.

If a COPE Administrator/Provider records a live CE activity and then releases the recording for those who were not able to participate in the live broadcast, the recording is considered an Enduring Distance Learning activity and Live credit cannot be issued to the learners.

### **Enduring Online CE activities**

COPE Administrators/Providers presenting Enduring Distance Learning activities must meet all of COPE's Distance Learning requirements including but not limited to:

- Courses must include a post-course test to verify learning.
- Post-course tests and answer keys must be reviewed by an accredited school of optometry, medicine, pharmacy or osteopathy.

If you have questions about the COPE temporary rules modification, please contact Sierra Powell, Manager of Accreditation Services, at [spowell@arbo.org](mailto:spowell@arbo.org).

### **Best Practices for Creating a Virtual Meeting - Tips for CE Providers**

1. **Choose a webinar/virtual platform that can accommodate your group size and helps you meet your educational goals.**  
Will you use video? Will you have small groups or breakouts? Do you need polling features?
2. **If you're using a webinar/virtual platform that is new to you, explore its features using the company's tutorials.**  
Many platforms offer interactive training webinars where you can address any questions or concerns you may have in real time.
3. **Test in advance.**  
Test any aspect of the technology that you plan to use, such as: Video, Sound, Recording, Polling Features.
4. **Provide support to remote faculty who are connecting, recording, using webcams, etc.**  
Send guidance to your instructors or facilitate the startup for them. Plan a briefing before the session to confirm all faculty can connect and review your plan for the meeting.
5. **Identify a "Meeting Leader".**  
The Meeting Leader should help to facilitate questions and make sure that your meeting stays on topic and on time.
6. **Avoid Background Noise.**  
You can mute attendees or encourage them to mute themselves to ensure that learners and faculty have clear lines of audio communication during the meeting.
7. **Stay on Schedule.**  
This will ensure that you cover your full agenda while remaining respectful of everyone's time.

### **Best Practices for Planning and Leading A Virtual Meeting - Tips for Instructors**

1. Audio/Video/Connection:
  - a. Circulate meeting guidelines if possible
  - b. Join by computer even if just participating with audio
  - c. Instruct participants NOT to join by BOTH video and phone
  - d. Encourage headsets
  - e. Mute when not speaking
2. On the webinar:
  - a. Use video
  - b. Use the chat function
  - c. Use polling functions or services to facilitate interactivity
  - d. Consider using the pointer or pen/highlighter
  - e. Have more than one "host" to ensure a back-up in case of connectivity issues
  - f. Limit didactic time & expand discussion time/Q&A.

g. Ask participants to type what they learned in the comment box.

### **FREE VIDEOCONFERENCE SERVICES FROM VENDORS DURING COVID-19 PANDEMIC**

*COPE does not make recommendations of which service to use. Please contact the vendors directly with any questions.*

#### **Google Hangouts**

- Meetings with up to 250 participants per call
- Live streaming for up to 100,000 viewers within a domain
- The ability to record meetings and save them to Google Drive

#### **RingCentral**

- Free access to RingCentral Office, including 100 participants per video meeting
- Existing Office Essential and Standard customers can also benefit from the increased meeting participant limit

#### **AdobeConnect**

- Free 90-day license, up to 25 participants in a virtual room
- Organizations with larger needs should contact them and Adobe will lend support and optimize a plan to their use case

#### **WebEx**

- Up to 100 participants in each meeting (Up from 50)
- Meet as long as you want (Up from 40 min limit)
- Call-in for audio (in addition to existing VoIP capabilities)
- Unlimited number of meetings
- Video conferencing features
- WebEx Teams collaboration features
- Mobile features
- Security features
- Online support

#### **Zoom**

- Host up to 100 participants
- Unlimited 1-to-1 meetings
- 40 mins limit on group meetings
- Unlimited number of meetings
- Online support
- Video Conference Features
- Web Conferencing Features
- Group Collaboration Features
- Security

#### **LogMeIn (GoToWebinar, GoToMeeting, Join.me)**

- Emergency Remote Work Kits
- Site-wide license of GoToMeeting for 3 months for health care providers, educational institutions, municipalities and non-profit organizations