National Center on Deaf-Blindness

NCDB Technical Assistance and Support for OHOA

The information below outlines how state deaf-blind projects, universities, and other entities can request copies of the OHOA modules within the Moodle platform for use in technical assistance, preservice training, and professional development. We suggest that you start the process **4 weeks** prior to the date your training will begin. This will allow adequate time for you to get acquainted with the Moodle system (if you are a first time user) and plan your hosting and related TA activities. This also gives NCDB sufficient time to set up the modules and provide you with technical support.

If you are using the web-version of the OHOA modules, you do not need to follow the steps below, but feel free to contact NCDB if you have questions about how to use them as part of your TA activities.

STEPS:

1. **Initial Request**: Contact Kristi or Shelby by email or phone or complete the [OHOA TA Planning Form Link](#).
   a. Kristi Probst (Technical Assistance Support)

      kristi.probst@hknc.org
   b. Shelby Morgan (Technology Support)

      shelby.morgan@hknc.org

2. **OHOA TA Planning Form:** Completion of the planning form begins the process of obtaining a set of modules for your cohort and allows NCDB to track requests and understand your intended use if the modules and your potential support needs. If you are using the web-version of the OHOA modules, you do not need to complete this form.

   Timeframe: You can expect to hear from NCDB within **3 business days** of submitting the form.

3. **Initial TA & Technology Support Consultation:** NCDB staff will contact you to set up an initial meeting to discuss your intended use of the modules, how they relate to your project's current goals and activities, and the type of TA and technology support you will need from NCDB.

Timeframe: Consultations typically last **1.5 hours** or less.

4. **Host Resources:** If you have not previously hosted modules, you will:
   a. Be enrolled in the "Host Training and Support" and "Host Practice" modules. These modules will help you learn how to use Moodle.

   Timeframe: Access to these resources typically occurs **within 24 hours** of the initial consultation.

5. **Module Copies**: NCDB staff will make copies of the modules you request and enroll you as a teacher.

   Timeframe: This can take up to **2 weeks**, but often occurs more quickly.

6. **Participant Enrollment:** NCDB staff will provide you with a spreadsheet in which you input the names, emails, cities, and states of your cohort participants. NCDB uses this information to enroll users into your copies of the modules.

   Timeframe: Please allow **3 business days** for the enrollment process.

7. **Participant Access**: NCDB staff will send you an email notifying you that your participants have been enrolled, along with a temporary password they should use to sign in. They will be prompted to change their password once they first log in to the system.

Ongoing Technical Support

Please report any problems with the Moodle system to NCDB staff as they occur. In most cases, we can respond to technical support requests (e.g., badges, broken links, login difficulties) within **2 business days**.