Foster Parent College Online Evaluation Findings

Presented to:
Ohio Child Welfare Training Program
Steering Committee
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Overview

The mission of the Ohio Child Welfare Training Program (OCWTP) is to promote the delivery of high quality, family-centered child welfare services to abused and neglected children and their families by assuring individuals in the child welfare system are properly trained.

The OCWTP continues to pilot and evaluate different training strategies, including offering online courses to facilitate just-in-time learning opportunities. This report is a summary of evaluation findings for the online courses offered through Foster Parent College.

About Foster Parent College

Foster Parent College (FPC) offers online courses targeted to foster caregivers. Courses typically take two hours to complete, are self-directed, and asynchronous. The course selections include: ADHD/ADD/ODD, Anger Outbursts, Eating Disorders, Positive Parenting, Reactive Attachment Disorder, Self Harm, Sleep Problems, Sexualized Behavior, Stealing, Wetting and Soiling, Lying, and Running Away. Each self-directed course “costs” one training unit and provides a two-hour training credit. The instructor-led course “costs” four training units and provides a six-hour training credit.

In 2006, the OCWTP purchased 125 training units from Foster Parent College and piloted them for foster parents around the state. Ninety-nine of the 125 units were used by 77 participants; some participants took more than one course.

Goals for Evaluating the Foster Parent College Pilot

The evaluation of the Foster Parent College pilot was designed to:

1) Provide data on the extent to which the FPC online courses met the current learning needs of Ohio’s foster parents
2) Provide data about the strengths and limitations of web-based training, from the perspective of foster parents
3) Provide data on administering the online pilot

Evaluation data was collected from foster parents who completed FPC online courses, as well as from staff at the Institute for Human Services (IHS) and the Regional Training Centers (RTC) who administered the program. In total:

- 77 participants were sent an online survey; 42 participants returned the survey
- Staff from IHS and seven RTCs provided administrative data

To see an overview of the evaluation information, called At-a-Glance, go to page three. The remainder of the report contains detailed evaluation findings. All data in this report are from the evaluation surveys, except where noted.
Most Participants Were:

Family Foster Parents .......... 18
Foster and Adoptive Parents .... 11
RTC Staff .......................... 3
Adoptive Parents ............... 3

Top 3 Reasons for Taking
FPC Online Course

- Can take course when it is best for me (83%)
- Don’t have to arrange for child care (50%)
- Can do a little coursework at a time (31%)

Knowledge of Topic Before and After

<table>
<thead>
<tr>
<th></th>
<th>Before</th>
<th>After</th>
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<tbody>
<tr>
<td>Very Good</td>
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<tr>
<td>Good</td>
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<tr>
<td>Below Average</td>
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<tr>
<td>Poor</td>
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</table>

Top 10 Courses Taken

1. ADHD/ADD/ODD .................. 12
2. Positive Parenting I ........... 10
3. Positive Parenting III .......... 10
4. Self Harm ...................... 8
5. Sleep Problems ................ 7
6. Stealing ...................... 6
7. Anger Outbursts .............. 6
8. Lying ......................... 6
9. Eating Disorders .............. 5
10. Reactive Attachment Disorder .... 5

21 participants had taken (21 had not taken) an online course before
Most participants would take another online course
Average time to complete a course: 1 hour (range: 25 minutes to 6 hours)

Top 10 Courses Taken

- ADHD/ADD/ODD (12 courses)
- Positive Parenting I (10 courses)
- Self Harm (8 courses)
- Sleep Problems (7 courses)
- Stealing (6 courses)
- Anger Outbursts (6 courses)
- Lying (6 courses)
- Eating Disorders (5 courses)
- Reactive Attachment Disorder (5 courses)

Administering the Program

- All RTCs would continue to provide support to future FPC online courses; some RTCs may need additional assistance to do so.
- RTC staff spent from 1 hour to 10 hours per week (in the beginning) on administering the courses.
- 6 of 8 RTC staff reported hearing positive feedback from most participants; 2 RTC staff reported hearing that the courses were too elementary.
- 2 IHS staff administered the program – including contracting with FPC, developing a handbook for RTC staff; training RTC staff; assigning and revoking credits.
- IHS staff spent approximately 2 hours per week administering the program after it was up-and-running; one IHS staff person spent approx. 40 – 60 hours on evaluation activities.

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1 This information is from the IHS administrator.

2 Includes all courses taken by participants who returned evaluation surveys.
Primary position of participants:

<table>
<thead>
<tr>
<th>Position</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Foster Home</td>
<td>18</td>
</tr>
<tr>
<td>Family Foster and Adoptive Parent</td>
<td>11</td>
</tr>
<tr>
<td>Treatment Foster Home and Adoptive Parent</td>
<td>1</td>
</tr>
<tr>
<td>Adoptive Parent</td>
<td>3</td>
</tr>
<tr>
<td>Administrator</td>
<td>3</td>
</tr>
<tr>
<td>Family Foster Parent Medically Fragile</td>
<td>2</td>
</tr>
<tr>
<td>Family Foster and Foster to Adopt Parent</td>
<td>2</td>
</tr>
<tr>
<td>Family Foster, Treatment Foster, and Adoptive Parent</td>
<td>1</td>
</tr>
<tr>
<td>Hopeful Adoptive Parent</td>
<td>1</td>
</tr>
</tbody>
</table>

How long have you been in your current position?

*Mean 4.2 years* • *Median 2.25 years* • *Mode 2 years* • *Range 6 months – 26 years*

Why did you take this online course? (please check all that apply)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>I can take the class at the time best for me</td>
<td>43</td>
</tr>
<tr>
<td>I don't have to arrange childcare</td>
<td>26</td>
</tr>
<tr>
<td>I can do the class a little at a time</td>
<td>16</td>
</tr>
<tr>
<td>I don't have to do activities such as role-plays</td>
<td>4</td>
</tr>
<tr>
<td>Too far to drive for classroom training</td>
<td>2</td>
</tr>
<tr>
<td>Other</td>
<td>5</td>
</tr>
</tbody>
</table>

Other Comments

- Convenient for me
- Fit my work schedule
- Free training offer
- Enjoy using the computer
Reason participant took a particular course:

- 69% Applies to current foster child
- 25% Interesting
- 6% Convenient

Navigating the course was: \(^3\)

<table>
<thead>
<tr>
<th>Easy</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>Missing</th>
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</thead>
<tbody>
<tr>
<td>0</td>
<td>5</td>
<td>3</td>
<td>6</td>
<td>1</td>
<td>0</td>
<td>2</td>
</tr>
</tbody>
</table>

- 41 of the 42 participants who returned the evaluation successfully completed a course; 5 participants completed 15 courses
- 21 participants had taken an online course before; the number of previous courses taken ranged from 1 - 20
- 49 participants indicated the emailed instructions on how to access the course were clear
- 51 participants stated the online course log-in was easy to follow
- Only 4 of the 31 participants reported needing technical support

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Course Title and Number of Times Taken

<table>
<thead>
<tr>
<th>Course Title and Number of Times Taken</th>
<th>Delivery Method</th>
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<tbody>
<tr>
<td>ADHD/ADD/ODD</td>
<td>12</td>
</tr>
<tr>
<td>Anger Outbursts</td>
<td></td>
</tr>
<tr>
<td>Eating Disorders</td>
<td></td>
</tr>
<tr>
<td>Lying (SD)</td>
<td></td>
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<tr>
<td>Lying (IL)</td>
<td></td>
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<tr>
<td>PP I</td>
<td></td>
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<tr>
<td>PP II</td>
<td></td>
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<td>PP III</td>
<td></td>
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<tr>
<td>RAD</td>
<td></td>
</tr>
<tr>
<td>Running Away</td>
<td></td>
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<tr>
<td>Self Harm</td>
<td></td>
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<tr>
<td>Sexualized Behavior</td>
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<tr>
<td>Sleep Problems</td>
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<tr>
<td>Stealing</td>
<td></td>
</tr>
<tr>
<td>Wetting</td>
<td></td>
</tr>
<tr>
<td>Missing</td>
<td></td>
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</tbody>
</table>

Course Delivery

- Self Directed • 47
- Instructor Led • 1
- Missing • 4

\(^3\) Includes all courses taken by participants who returned evaluation surveys.
Please identify two of the most important things you learned from taking the course and how you will apply what you learned to your work with children and families.

- Foster Parent College is easy to use and informative.
- It takes time for dreams to ease up, and to let another person sleep in the room until the child feels safe.
- Children can't help but hide food, and it is a surviving issue for them.
- In case we have a child that steals, I will know how to handle the situation, and I can offer my knowledge of the topic to other foster parents.
- Not to ask too many questions to corner the child into lying. Get them to be assertive and talk. Build their self-esteem and self-worth.
- Hyper vigilance versus emotional promiscuity: how to respond to these different ways that children respond when they have RAD.
- I had not considered that my child could have developed a trauma bond with her abuser. That gives me some insight. It will be helpful in parenting to understand which behaviors are related to sexual abuse to address them appropriately.
- Identifying oppositional disorder. If ADHD is not treated I may encounter Oppositional Disorder.
- That ADHD, if not addressed correctly, could develop into Oppositional Disorder behavior. I am more aware of the signs of ADD/ADHD and Oppositional Behavior Disorders and methods of dealing with them.
- Not only being consistent but never make a request if you are angry. Stop and think before setting the stage for cooperation.
- I've never experienced a child hiding/sleeping behind furniture as opposed to sleeping in their designated bed. This course enhanced my understanding and prepared me for this situation if it should arise in future placements. I knew veterans returning from war were sometimes stricken with PTSD and I never thought to apply such an ailment to civilian living in a supposedly civilized land. This course made me realize that post-traumatic stress disorder can be a reality for foster children also.
- What the clinical terms mean and how to deal with or work with persons dealing with the affliction.
- What the clinical terms were and what the most significant affects are.
- Tracking and Encouragement. I can use tracking to better identify what's going on with a child and his/her negative behavior. I may have over used encouragement, but this course helped me understand that some situations require more subtle forms of encouragement.
- If you have ADHD most likely a child will have ODD. Trying more than one medication in combination with each other may work.
- Structure and supervision.
- I didn't know that there were three types of ADHD. I also didn't know that symptoms had to be present for six months. Very interesting.
- Be able to understand and diagnose ADHD.

\(^4\) Includes all courses taken by participants who returned evaluation surveys.
Continued

- Different reasons for stealing and how to
differentiate between them. How to apply
correct disciplinary actions to the reason why
the action was performed.
- Supervision, supervision.
- One case sounded just like what I
experienced. It helped to give expectation
for improvements (they won't be quick). I
am questioning now, if my foster child had
previously been sexually abused. Urination
around the bed, and urinating under certain
situations in public.
- Yes – lying for self protection, though not
needed in new home. Limited questioning
and direct results wanted communication.
- Stimulated thoughts about reasons behind
lies, reminded me that the lies of foster
children should not be taken personally.
- It helped to know that boys can have these
problems as well as girls. The food saving
has always been touched on but the
information in this course approached it in a
different way.
- Takes time for changes. More communi-
cation that they are safe in house.
- How to know what the signs are and how to
begin to deal with the behavior.
- I felt the course was very weak in content
and was poor substitute for the real
classroom. I have taken unrelated on-line
courses for my job and have been very
happy with them.

Continued

- Intervention problem scenarios, RAD, focus
on understanding, build a partnership,
empower them to feel more in control,
encourage communication, avoid blaming
child, focus on positive relationships,
understand your own attachment issues, get
professional help.
- Better understanding that current disruption
of adoption was probably the best decision,
due to having small infant in home. Even
though I love my foster son, his behaviors
definitely fit into case scenarios where
professional help and protection of other
children is needed.
- Direct communication about discussing later,
but actions that must occur now.
- Communicated information to case worker
about previous placement.
- That ADHD/ADD/ODD are not passing phases
and present long term. Drugs can be
effective even though they have received
much negative press.
- There are some anger issues that can not be
handled except by a qualified therapist.
Patience and understanding are still a key.
- Need to be consistent; and don't ask a lot of
questions because it promotes lying. I will
try to do this for all my children.
- I learned several different reasons kids might
run away. I learned that it's not always good
to tell kids you love them too often because
it may make them uncomfortable. I will use
these tools in dealing with our daughter as
she assimilates herself into our family. I can
identify stressors and reduce them before
she feels the need to run, and I can show
her love without telling her all the time.
In what ways did this course meet your needs?

- Helped me to understand better how I can help foster parents if they have questions about this online course.
- It helped me understand why someone can have bad dreams often and not remember.
- I now know that it isn't necessarily because they are hungry that they hide food; it can be because they don't trust there will be more when they need it.
- Satisfied my credit hours for training and being an online training course was better than just reading material as in the past online training.
- I found it to be very relaxing to take this course in my home and it provided me with some time to think about each question before answering. I also did not feel pressure to agree with someone else and could provide you with my sole opinion.
- I am more aware of the signs of ADD/ADHD and Oppositional Behavior Disorders and methods of dealing with them.
- We did not have to travel or take time off of work to take this class.
- It was very convenient and very easy taking the course from my computer at home.
- It was a refresher course for me.
- I felt that children ages 7 and 8 knew it was wrong to steal but was deliberately doing it anyway.
- It helped me to earn credit hours while not having to leave our home. We are in the process of adopting a medically fragile child who requires skilled care 24/7.
- Educational and CEUs.
- Help me to come to better terms with decision that was encouraged from husband for child removal. (Helped my marriage and possibly save my other children.)
- Provided credits and stimulating thoughts on the topic.
- Provided me with needed training hours to maintain license as well as information that can be used when working with foster and adoptive children (as well as others).
- Gave me other ways to deal with different situations.
- It was convenient and quick.
- I will be able to apply new knowledge to future situations.
- It was good to have the video recordings of each scenario.
- I need several hours of training before our half-recertification, and there aren't many courses offered in our county. Most of all, baby-sitting is very hard to find, and we take as many online courses as possible.
- The idea of tracking helped me to think about the deeper reason of when and why children respond in certain ways, and how to figure out what they really need.
- While the training did provide some useful information, I am interested in more in-depth information on this topic.
- I could schedule this at a convenient time for me and cover the material at my own pace.
- We needed to know what to expect with these afflictions and we didn’t want the hassle of trying to find a class in our time frame that would have worked. We didn’t want to take time off of work or drive any great distance to do it. We also would have had to find a sitter. That is most difficult to do these days.
- Helped me learn and be at home.
- I know so much more about ADHD/ADD and how to recognize it. I also learned that it is a chemical imbalance and not a ‘bad’ child.
- Wanted to know more about it.
- I understand more of what to do.
- Will definitely help with future placements. Recommended my husband take course to have a better understanding and set more realistic expectations of child in our home. Some of our behaviors where reinforcing his wetting, though we thought we were giving him thoughts on why not to wet.
- Informed me in 4 different situations.
- Skills for assisting children who have developed certain patterns for being able to sleep (i.e., hiding).
- Directly related to child in my placement.
- Left a wide gap in what I needed/expected.
- Self paced home study. My schedule makes it difficult to attend in residence courses.
What did you like best about the online course?

- Information and learning at my finger tips.
- I could go back and re-listen until I was comfortable.
- It was easy to do on my schedule.
- Do in my own time.
- My own time schedule after the kids are in bed.
- Thorough, convenient and fast. Everything was right there.
- Able to complete on my own time at my pace.
- The convenience
- The information was easy to follow. Presenting the situations along with the recommended method for addressing it was very helpful.
- I could complete it when I had time at home.
- Able to work from home
- I liked that I could do it late at night after the 8 kids were in bed
- My own time, my own place
- The feedback of others were interesting
- The ease of doing on my own time
- Could pause between sections.
- Easy to do. Very good presentation.
- Case scenarios
- Easy to schedule!!
- Doing it at home.
- Convenience
- I like moving at my own pace and I like not having to travel to get the information.
- The scenarios
- Work at my own pace.
- The different voices held my interest. Most of the scenarios were realistic.
- It made clear points that will stick with me because of its short to the point presentation.
- The convenience
- Convenience and cost
- Being able to take it in our home and not rushed and without interruptions.
- Conversation vs. lecture
- I was able to do it in my own home, at my own time.
- That I was in no hurry and could take my time and also if I had trouble understanding I could click back until I did understand.
- I could do it leisurely.
- Case scenarios
- Stop and go method; case scenarios.
- Format – case scenarios with frequent stop and go sections.
- Taking it when I had time.
- Convenience.
- Well organized and fit my schedule.
- The convenience of doing it from home.
- Complete on your own time.

What did you like least about the online course?

- Voices can be a bit monotonous.
- Takes a lot of time between the adults talking about what the child was doing and the Dr. response back.
- Just getting started and doing it for the first time. It was a little confusing because it was new. Printing the certificate was the hardest (I am not very computer literate). It did not fit on the page at first.
- I prefer interaction with the instructor and others in the class.
- That there will be a cost associated later and that more hours aren’t available at this time. I had to go to a friends house and use their computer because I can not get the video software to load on my computer.
- It wasn’t long enough.
- Time it took to load each section.
- Slow down load time between sections.
- The amount of time I had to invest.
- Graphics were slow.
- The content of the poetry between downloads was somewhat inappropriate.
- The directions in using the site.
- Evaluation
- Slow Narration
- The unspoken expectation that foster parents can always respond perfectly to the children. The course acknowledged that parents didn’t know what to do or how to respond and that it was frustrating for them. Generally, I think many training courses make it seem like parents should be able to give endlessly. Most people do not have adequate support groups.
- I felt that it could have been longer length.
- No idea on how to stop part way through
- Printing the certificate was slow – not sure if it was just our computer/printer.
- A lot of the courses were geared toward younger children. There wasn’t a lot of course directed towards teenage girls.
What improvements would you make to this course?

- None. Well done. (11 comments were made similar to this.)
- More case scenarios. (6 comments were made similar to this.)
- Have links to good doctors that may be able to help small children with night terrors.
- I enjoyed it.
- Seem to be fine the way it is.
- A speed control for the narrator’s voice would be nice. The narrator speaks too slowly for my taste.
- It was a little strange to watch the speaker's mouth movements not coordinate with their words. It would be an improvement if the technology of presentation could be refined.
- An outline of the material would be helpful.
- More info on what the minimum and maximum interventions are when these disorders are encountered.
- Make the course longer in length.
- I would have explained the ‘helpful ideas’ a bit more. Give specific examples of what those things were.
- I would like to see more defined or detailed solutions to specific issues relating to this topic. Such as what specifically should you do during an instance when the child is acting out.
- More intermittent quizzes to make sure the material is being understood.
- In the courses I took some of the reenactments seem to be geared toward younger foster parents. I’ve had children and foster children and have dealt with some of the things in the course. I already know when a child cuts themselves to take her to counseling. Maybe there could be a ‘new foster parent’ course, a more in depth course for experienced foster parents and a ‘here is what worked for me’ course with actual foster parents that have dealt with cutting, banging head, etc.
- I liked to read and reread information. This course was spoken for the most part and didn’t seem to offer a written version of the information taught. Printable information should be made available also for retention purposes. I really don’t like waiting for downloads and a print version would eliminate this problem for me. While waiting for the downloads, poetry was made available to the student. Instead of poetry while we wait I would like to see something like profiles of children waiting to be adopted. About ½ of the posted poetry was sexually explicit and close to pornographic. One poem spoke about first kisses and another one talked about changing men (sex partners). I am directly quoting the following lines from some of the poems - - ‘I want you so bad…’ ‘you have not idea how it feels, you will’ ‘I spend my whole life watching porn’ ” ‘I stroke it thinking of you’ I found myself wondering if these poems were written by the children with sleep problems, perverts who have molested children, or maybe they were downloaded into the lesson by mistake. Whatever the case, it was too much information.
- Add a few more topics.
- Faster load time of each component.
- Faster download time.
- More content in more detail.
- Possibly some examples of failed attempts at correcting the problems.
- It was very good.
- I thought it was presented well. There are always ways to improve but I think it was well done.
**How did you get your questions answered about course content?**

- Didn’t have question about content (this response was given several time.)
- Reading about the topics online.
- Looked it up.
- Interaction with Dr. Delaney and the foster parents.
- The questionnaire was also helpful.
- I listened!
- The questions at the end of the session gave clear explanations if I answered incorrectly. I didn’t feel a need for more information because the course was long enough and thorough.
- Reread the information over again if I needed to.
- The instruction was very thorough in giving different scenarios and the reasoning behind each action.
- I could see a clearer path and result, how to avoid power struggle.
- Contact for clarification was available if needed.
- I was immediately corrected when I made a wrong choice and further explanation accompanied the correction. This method of instant correction and clarification boosted my learning/retention potential.
- If a question was answered incorrectly, a message box popped up and informed me of the right answer.
- I went back over my test and reread the questions and answers again and thought about each one. I feel that the clarification was made during the instruction.
- The course was very clear on the concepts. I didn’t have any questions.
- Listening to Q and A.
- It was very informational.
- Feedback from instructor.
- The review questions
- Discussion board.
- The concepts were repeated several times. Clarification wasn’t needed.

**Were you able to interact with other participants using the discussion board? If yes, was this helpful? If you were not able to interact using the discussion board would you like this ability in future online courses?**

- I did not interact this time but probably will later.
- I didn’t try to. I don’t have that type of time.
- I have not yet tried to interact with other participants as we were leaving on vacation when I took the course.
- I did not but I know that I would use it in the future if available.
- It would be interesting to have this, yet I cannot imagine this working as several people would have had to start the course at the same time. Perhaps there could be a set of possible starting time that would provide great flexibility yet force blocks of users to take the course simultaneously.
- I haven’t tried this yet.
- I didn’t use the discussion board.
- I was not able to but would like to have the opportunity to participate in the future if I can take more courses.
- I did not use interactions with other participants.
- I did post a message. Yes, I like the feature very much.
- I did not use the discussion board. Next time I think I would like to use it.
- No, but I did read the boards. They don’t look like they were used much.
- Yes, it has a lot of information.
- Yes, it explained a lot.
- Yes, good information.
- Yes, easy, convenient and fast.
- Yes, I learned some valuable information to apply to future experiences.
- Yes, you can work it into your schedule when you have time available.
- Yes, especially for those who learn by listening instead of reading. It was interesting to hear the scenarios acted out by children and adults. The course kept my interest.
- Yes, because it was efficient and helpful.
- Yes, it contained information important for parenting.
- Yes. I found it very enjoyable. I would recommend it.
- Yes, I already did. ADHD is common and more people need to be aware of this.
- Absolutely – this is so convenient and easy. It's no fuss!
- Yes. The content was very useful and well presented. It was easy to understand; and the methods suggested are very easy to implement.
- Yes – it was quick and to the point.
- No, lack of substance.
- Yes. Thought it was very good.
- Yes, easy to take at my own time; course was logically constructed; easy to follow; interesting.
- Yes, good information.
- Yes. You can do it in your own time
- Yes. It is informative and convenient.

- Yes, good material.
- Absolutely and have recommended it. You can really concentrate on what the instructor is saying and if you have trouble grasping something you can go back and listen and re-listen until you understand it.
- Yes, was able to learn and convenient.
- Yes. It was easy to access and very clear in the content. I also liked that you could print out the course material to look back over.
- Yes, it was educational.
- Yes, easy to understand.
- Yes – definitely. Already have. Good format easy to follow, very applicable to parenting. Nice start and stop format.
- Yes – good case studies.
- Yes – good case review, help give you a better understanding.
- I would recommend it to people who are able to spend lots of time on the computer. I would not recommend it to people that are too busy or don’t like to spend hours at a time on the computer.
- Yes it is very informative.
- Yes – good case scenarios.
- Yes – continual learning and review is always beneficial.
- Yes – easy format.
- Yes. Good information, easy to follow and provides much needed hours for licensure.
- Being a single foster parent it is easier to do some trainings online, but the interaction with other foster parents in a classroom setting is also helpful.
What tips would you give to people who are going to take this online course to maximize their learning?

- Do it all at once, it only takes 30 minutes.
- Take the course at a quiet time and print it off to put in a file for future reference.
- Take your time listening so you don't miss anything that's being said.
- Take notes.
- Be prepared for some shocking, eye opening poetry. Be prepared to spend a little time waiting for downloads.
- Print out the training material after the course is completed to refresh learning experience.
- A quiet place with no interruptions is a good suggestion. It took me two hours but I had many interruptions.
- Just use the review button if you miss something.
- Plan time alone.
- Print out the course material for future reference. Definitely a quiet place is needed.
- Print material, no time to take notes.
- Be prepared to invest time in the course.
- The choices to start the class aren’t exactly clear. I pressed preview course in an attempt to start the course. I had to poke around before I realized how to get the course to start.
- Have a printer available. Know where the volume control is on your computer.
- To take the course when you have time away from everyone so there are few interruptions.
- Got to a quiet place, and also go back to the material if you do not fully understand it.
- Put your children to bed and sit and enjoy!
- Wait until everyone else is doing something else so that you are not interrupted.
- Take your time and enjoy it.
- Make sure you have a good internet connection (high speed).
- Set aside a block of time and have a good internet connection.
- Pay attention to what is being said.
- A quiet place is the best place to do this, especially when all of the children are asleep or doing something else.

Additional Comments from Participants

- Would like to see training on Bipolar disorder.
- Thanks so much for this opportunity; it was very relaxing and helpful way to receive training.
- I enjoyed the course very much and it was very informative.
- I hope and pray that this program continues for all. I am pleased and excited at the prospect of learning in this manner. We saved time and expense. We didn’t have to take time from work or family to do this. We didn’t have to wait for a class to come to our area or wait for a schedule.
- Good program.
- Great program.
- I think these classes should continue to be offered online. It makes it so much easier for us parents to learn without making sacrifices to our kids and work.
- I enjoyed it tremendously and recommend it highly.
- Very well done.
- I couldn’t log in the first or second time I tried. My husband also was signed up to take the course. When he handed me his certificate he told me how easy it was. If this hadn’t happened I don’t know if I would have tried again to get on.
- Excellent learning tool. Thank you.
- Excellent format. I did 2 other courses that I paid for as a result. Husband has done one and plans to do a couple more this week.
- Please keep doing this. I used all the credits available to me and would do more online if I could. I didn’t realize it was a pilot and I haven’t completed all the course evaluation for the other classes. I thought they were, however, all very good and useful. The only thing I would change is to try to speed up the loading of each segment and get rid of the poetry.
- It was great, thanks. I’d do more.
RTC Implementation Feedback

- All RTCs would continue to provide support to future FPC online courses.
- RTC staff spent from 1 hour to 10 hours per week (in the beginning) administering the FPC. Most RTC administrators (7) indicated they would need help from other staff in order to handle more foster parents’ participating.
  - I was able to absorb the work into my ongoing responsibilities (this response was given 4 times).
  - It was not overly burdensome for the limited number that participated in the pilot.
  - In the beginning, the time administering and managing the FPC was overwhelming, but as time went on, it appeared more manageable. Because the foster parents enjoyed the training so much, it was worth the time spent.
  - It was a little more time consuming than I thought it would be but honestly it was not that hard, just a lot of time playing phone tag with families. I also had to explain the program and the fact that each family member had to have their own email address. At time it took away from what I was working on but again it was not a huge burden.
  - I wouldn’t say it was overly burdensome, but it became very time consuming as time went on.
- All RTCs indicated the IHS administrators training manual was helpful; there were no suggestions on kinds of or types of additional support or help from IHS administration.
- Most of the RTC administrators indicated the phone-in training was helpful (6); two RTC administrators left this question blank.
- All RTC administrators indicated the Foster Parent College Administrator Guide was helpful.
- RTC administrators who were asked by participants to provide technical support were able to do so.
- All RTC administrators would recommend FPC courses to others.
- All RTC administrators reported they had not heard any recommendations or suggestions from foster parents on how to improve the FPC experience.
If your technical knowledge and skills are not sufficient to provide technical support, what can IHS do to help you become technically proficient?

- I think it just comes with time and practice.
- The more you use it the more proficient you can become. Having a help desk would be helpful.
- Whenever I needed help, I was able to e-mail my questions to you, and you responded in a very timely manner with the information I needed.
- I feel that my technical knowledge and skills are sufficient.
- I don’t have a clue. It would probably take some work!
- Nothing, I’ll get tech support from our computer department.
- N/A. I can handle this format, wasn’t hard at all but I am not as good at explaining the process or steps needed for families to get around the site.

What feedback have you received from foster parents about the FPC pilot?

- All of the participants I spoke with really enjoyed the flexibility of taking the courses in their own home, on their own time. Participants reported they learned new, helpful, useful information. Overall...participants enjoyed the training and all have inquired about future offerings of the program.
- The only feedback was from on foster parent who has fostered for about 5 years. He felt that the courses were very elementary.
- The only direct feedback that I have received was that the course was really simplistic (this coming from an exceptional and very experienced foster parent.
- I’ve received reports that it was very helpful for foster parents who work irregular hours to get training hours, and that the info was good.
- Everyone that I have talked to loved it. They liked having this available since so many of them have jobs that made it difficult to attend traditional training. I didn’t hear any complaints.
- They thoroughly enjoyed it! Their experiences were positive in nature. They cannot wait to take more classes on-line with foster parent college. The classes were very informative in nature for even our more seasoned foster parents. It gave them new insights to recurring problems they have experiences with the children placed in their care.
- The foster parents enjoyed it and wish this training could be offered on going.
- Most liked the convenience. Some wanted more hours.