Moderating Simulations- FAQ

General Simulation FAQ

- Do all participants know how simulations run?

    Module 2 will always be the first-time participants simulate, and the instructor guide provides more support to get participants ready to simulate than the guides for 4, 6, and 7. With the variation in delivery for the groups going through Foundations right now, there may be groups who are experiencing simulation for the first time in Modules 4, 6, or 7. Here are some things that could come up:

    - Where are the simulation reflection forms?
        http://www.pacwrc.pitt.edu/forms.htm
    - What is a standardized client?
        A SC is an individual trained in role portrayal and feedback to provide a realistic, skills-based learning opportunity for learners.
        SC are trained to always remain in role and should only be communicated with during simulations, except for interactions with the instructor and moderator.
        SC provide feedback from the perspective of the client and should not be asked hypothetical questions during the feedback session. Feedback is designed to be presented by the SC as a narrative

- Are participants required to have a microphone and camera for simulation?

    Yes. At minimum, participants should have a functioning microphone for all training sessions. In the event they do not, they should be asked to log onto the zoom meeting using a device (such as a phone or tablet) that has a functional microphone and camera.

- Where do the simulations occur- in the main room or in a breakout room?

    All simulations will occur in the main room. The SC will have audio and video off unless simulating or providing feedback so it will be as if they are not there. A breakout room should be created, which can be named "SC Room" so that the SC and instructor can consult as needed.

- When do simulations occur?

    Module 2: Afternoon

    Module 4: Day 1 Afternoon, Day 2 Morning

    Module 6: Day 2

Module 7: Day 2

- Are SC/SA required to attend the prep call with the instructor?

  No, we have provided this as an option for that, but it is not required.

Standardized Clients

- Am I in charge of supporting the SC?

  The SC are trained to virtually navigate their portrayal and feedback. If a SC experiences technology issues, they may message you to let you know or to request additional support.

  If a SC needs support with role portrayal or feedback- please contact Amber Snyder or Tyler Chick

- What is the simulation process for the SC?

  During the simulation section of the training, they will always remain in the main zoom room
  Prior to each participant simulating, while the learners prepare their strategy for the simulation, they will remain muted and with video off
  As soon as they transition to the simulation, all learners will turn off their videos, leaving the simulation participant as the only active video
      a. For simulations with a knock on the door, learner will knock on their desk or say "knock knock" at which point they will turn their video on
      b. For simulations where the conversation is continuing, as soon as all other learner videos are off, they will turn on their video.

- Why is the SC in the room with a different name?

  The SC will use different names throughout sessions. The SC are never in sessions with their real name.
  Name options are as follows:
      If they are observing the first half of a day in which they are participating, their name will be: User #
      If they are an observer of the whole training, their name will be: Observer:FirstInitialLastName (ex: Observer: ASnyder)
      If they are portraying and it is time for the simulation, their name will be the case name.

Standardized Attorneys

- What is the difference between a Standardized Attorney and Client?

  Standardized Attorneys are individuals who work in the field of family law and support learners in experiencing court. They are not employed by the

CWRC, and provide feedback in a different way than SC. They use their real names and may leave their cameras on throughout the module.

- What support does a SA need from me?

    SA should have all the materials they need and have been trained for virtual portrayal. They may reach out to you if they are experiencing technology issues.

    If the SA has any additional questions or needs, contact Amber Snyder or Tyler Chick.