

Training for District Interpreters

February 13-18, 2011

Training Syllabus



William Penn Mott Jr. Training Center



State of California

Memorandum

Date: February 1, 2011

To: Supervisor

From: **Department of Parks and Recreation**
William Penn Mott Jr. Training Center

Subject: Employee Attendance at Formal Training
Training for District Interpreters Group 6

An employee from your office will soon be attending the formal training program described in the attached. Please insure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work.

You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Prior to Three Months Following Training

1. Employee, after discussion with supervisor, must login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and logs in to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Tina L. Williams
Department Training Officer

Attachment

cc: Participant

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***Mission Statement
Training Section***

***The mission of the Training Section is to improve
organizational and individual performance through
consulting, collaboration, training, and development.***

MOTT TRAINING CENTER STAFF

Tina L. Williams Department Training Officer

Pat Bost Office Manager

Chuck Combs..... Training Specialist

Dave Galanti Training Specialist

Karyn Lombard..... Training Specialist

Sara M. Skinner Training Specialist

Matt Cardinet..... Cadet Training Officer

Dan Kraft..... Cadet Training Officer

Pamela Yaeger Assistant Program Coordinator

Bill Spencer Assistant Program Coordinator

Edith Alhambra..... Assistant Program Coordinator

Rogers Williams Program Assistant

THE MISSION

of the California State Parks is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center and, most recently, the Two Rivers Training Facility in Sacramento. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** Your copy of this syllabus is an important part of your training experience and should be brought with you to Training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.
3. **TRAVEL:** Arrange your travel to and from the training site through your District or Office. (No reimbursement for travel expense – including per diem costs –

will be approved for travel not specifically authorized in advance by the District Superintendent). Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6.

4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 10:00 a.m. on the date of departure. The Department provides your room and board expenses at the Marconi Conference Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. In the event of an emergency, staff must know your room assignment; therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless registered beforehand at the front desk in the Marconi Conference Center Administration Building.
5. **ENROLLMENT OR HOUSING CANCELLATION POLICY:** To cancel participation in a course, the participant must have their District Superintendent or Section/Office Manager send an email to the Training Specialist assigned to the course requesting to remove participants. If you do not need lodging or must change or cancel your reservation for lodging, you must contact the Mott Training Center or Training Specialist assigned to the course at least 72 hours prior to your date of arrival. Lodging, registration, and associated fees will be charged to the employee's District or Section/Office if a training cancellation is received with less than 72 hours notice.

The Training Center is committed to ensuring that the reservation that has been made for you is accurate and needed.

6. MEALS: Meals will be provided from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:00 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, notify the Marconi Conference Center no later than one week before your scheduled arrival.
7. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniformed Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees should wear apparel normally worn on the job. Appropriate attire includes apparel suitable for casual office dress. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the conference grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

8. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.
9. **TRAINING SECTION STAFF:** Sara M. Skinner is your Training Specialist and has been assigned the responsibility for your training group. The staff member usually serves as a Course Leader as well as Coordinator. During the program, you may be asked to assist Training Section Staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Training Section Staff will do all within their power to make your training experience pleasant and meaningful.
10. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to the success of this training. An absence of more than 10% of the course hours constitutes grounds for dropping a participant from a course. The Department Training Officer may modify this requirement based upon participant knowledge level and/or the portion of the course missed. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
11. **TRAINING MATERIALS:** May be made available to you at both your unit and at the Marconi Conference Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Please bring your own pens and pencils.
12. **CELL PHONES:** As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Please limit those calls to your breaks.

Please remember that cell reception is poor at Marconi. There is a payphone which takes prepaid phone cards or coins. If you have a phone in your room you can also use a prepaid calling card. There is one computer available for checking email in the Administration Building. There is also wi-fi access, which requires a pre-established account for a fee for use which cannot be charged to your room.

13. **TELEPHONE:** Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (415) 663-9020.

14. COLLEGE CREDIT: Most Training Section programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.

15. **MPC STUDENT ID:** If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their secure website and providing your SSN number (no name required) and birthdate.

- To obtain the number, logon at: <http://www.mpc.edu>
- In the column on the left side of the screen, click on Registration (WebReg).
- In the form that comes up and is titled: Have you applied for a BOG Fee Waiver, enter your Social Security Number in the box titled MPC/ID, and Enter your birthdate in the second box.
- Click on Login
- The system will then come back with your MPC Student Identifier (SID).

You can store your MPC ID number in your ETMS Profile for future reference.

Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available by following the instructions.

16. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.

◆ **Marconi Conference Center**
 ◆ **PLANNING INFORMATION**

To make your visit as comfortable and satisfying as possible, please take a few moments to read the following.

◆ **CHECK-IN/CHECK-OUT**

Please check in at the Front Desk. Follow the signs for Check-in.

Check-in: 3 p.m. to 11 p.m.
 Check-out: 7 a.m. to 10 a.m.
 (Bring your key)

Late check-out (after 10 a.m.) will incur an additional day's charge.

◆ **DINING**

Meals are served in Redwood Dining Hall.

Breakfast buffet: 7 a.m. to 9 a.m.
 Lunch buffet: 11:30 a.m. to 1:30 p.m.
 Full service dinner: 6 p.m. to 8 p.m.

◆ **LODGING**

You may wish to bring: shampoo, flashlight, comfortable shoes for hilly trails. Please note cooking and other appliances, candles and incense are not allowed, and food should not be kept in your room as it attracts insects.

◆ **PARKING**

Please park in designated parking spaces only and observe the law regarding spaces for the handicapped. Campers, recreational vehicles and motor homes are not permitted.

◆ **DRIVING**

Please drive slowly and carefully, yielding to pedestrians, bicyclists and animals. The speed limit is 15 mph, and all signs and barriers must be observed.

◆ **GAS STATIONS**

The closest gas station is located in Point Reyes Station, 15 minutes to the south.

◆ **TELEPHONES**

Your guestroom has a private telephone number which you can give callers after you check in, as well as a port for your modem. All outbound telephone and modem calls require a toll-free 800 number. Bring your calling card for phone calls; check with your ISP for 800-number access. Most cellular phones DO NOT work at Marconi Conference Center.

◆ **MESSAGES, FAXES, MAIL**

If your callers would like to leave a message, give them this number:

Front Desk Telephone: (415) 663-9020

You may also want to give them your lodging building, room number and name of conference, to expedite receiving emergency messages.

We post messages for guests on the message board. We'll also post a notice if you receive mail or a package. *Emergency messages will be delivered.*

If you wish to receive a fax, use this number:

Front Desk Fax: (415) 663-1731

We will post a notice on the message board when your fax arrives and collect the service charge when you pick it up.

If you wish to receive mail, use this address:

(your name), (conference name)
 c/o Marconi Conference Center
 P.O. Box 789, 18500 State Route 1
 Marshall, CA 94940

We will post a notice on the message board and hold your mail at the Front Desk.

no charge. Our commissary sells snacks, cold drinks, personal hygiene items, flashlights/batteries, writing supplies, stamps. We have a selection of Marconi souvenirs such as shirts, hats, mugs and other items that make wonderful remembrances of your stay with us. Our Front Desk staff can also help you with local information.

◆ **BUSINESS CENTER**

The Business Center is located in the Pelican Building lounge and is open 7 am to 11 pm. For your convenience, we are pleased to provide **free of charge**, the following services:

- ◆ Internet / E-mail
- ◆ Computer with MS Office
- ◆ LaserJet Printer
- ◆ Photocopier

◆ **WALKING & EXPLORING**

Marconi Conference Center is a unit of the California State Park system and all natural elements such as branches, pine cones, mushrooms and flowers are protected by state law and may not be removed. Camping and campfires are not permitted.

We suggest walking on designated footpaths to avoid poison oak. The pine needles can be slippery—please use caution. We recommend flashlights at night.

◆ **SMOKING**

State law prohibits smoking in or within 50 feet of Marconi Conference Center buildings. Ashtrays are located at entrances, on decks and on patios. Smoke only in paved areas and please use extreme caution when smoking on the property.

◆ **PETS**

With the exception of guide dogs for the handicapped, *pets are not permitted* in Marconi

Conference Center buildings and cannot remain on the property overnight. Dogs must be on a leash at all times.

◆ **ENJOY!**

We hope that between highly productive meetings you'll have some time to appreciate the rich human and natural history that surrounds us here. Please let us know if there is anything we can do to enhance your stay.



Marconi Conference Center's guestrooms overlook Tomales Bay

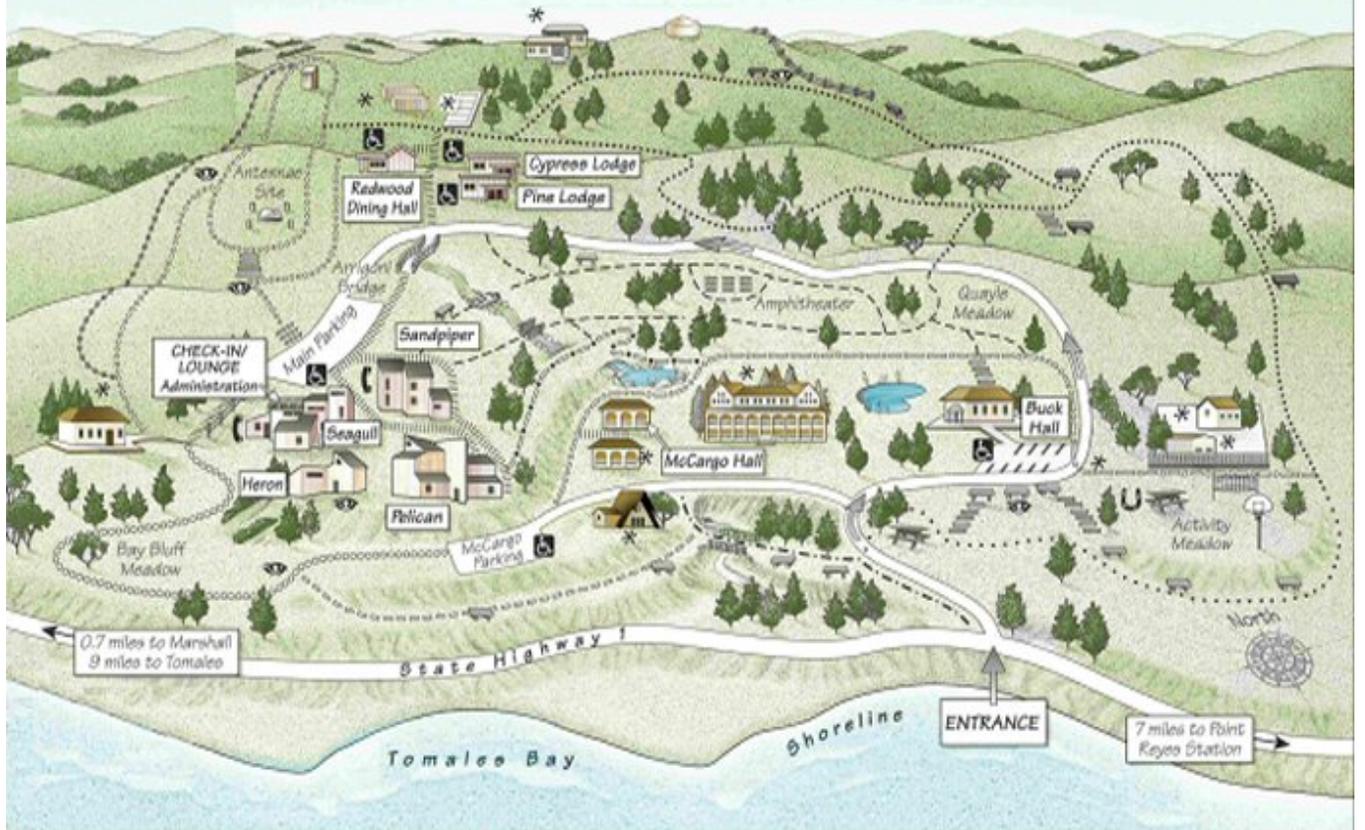
◆ **EMERGENCIES**

Between 11 p.m. and 7 a.m., the recorded message on (415) 663-9020 tells callers how to contact a guest or Marconi staff member in an emergency.

◆ **GUEST SERVICES**

In the front desk area we have games, reading material and a VCR with a selection of movie videos; volleyball, badminton and horseshoe equipment; ice, irons and ironing boards, all at

Marconi Conference Center



◆ **Marconi Conference Center**
 ◆ **GETTING TO MARCONI**
 ◆ **(415) 663-9020**



◆ **FROM SANTA ROSA**

Highway 101 South to Petaluma. Exit at East Washington Street. Turn right (west) on Washington Street, continue about 1.5 miles. Washington Street becomes Bodega Avenue. Continue on Bodega Avenue for about 7 miles. At Coast Guard sign, turn left (west) on Petaluma/Tomales Road. Continue on Petaluma/Tomales Road for about 7 miles to Highway 1 (Shoreline Highway). Turn left (south) on Highway 1, continue about 7-1/2 miles through Marshall until you see Marconi on the left.

◆ **FROM SACRAMENTO**

Take Interstate 80 West. Just before Vallejo, take Highway 37 west toward San Rafael. Continue west on Highway 37 over Highway 101 (stay to the right). Take South Novato Boulevard exit. Continue north on Novato Boulevard for about 8-1/2 miles through Novato. When Novato Boulevard ends turn right, continue about 1000 feet. Turn left (west) on Hicks Valley Road (sign indicates "To Marshall"). Continue on Hicks Valley/Wilson Hill Road about 2-1/2 miles until it ends. Turn left (south/west) on Marshall Petaluma Road. Continue for about 11 miles until it ends at Highway 1 (Shoreline Highway). Turn left on Highway 1 and continue about 1 mile to Marconi on the left.

◆ **FROM OAKLAND/EAST BAY:**

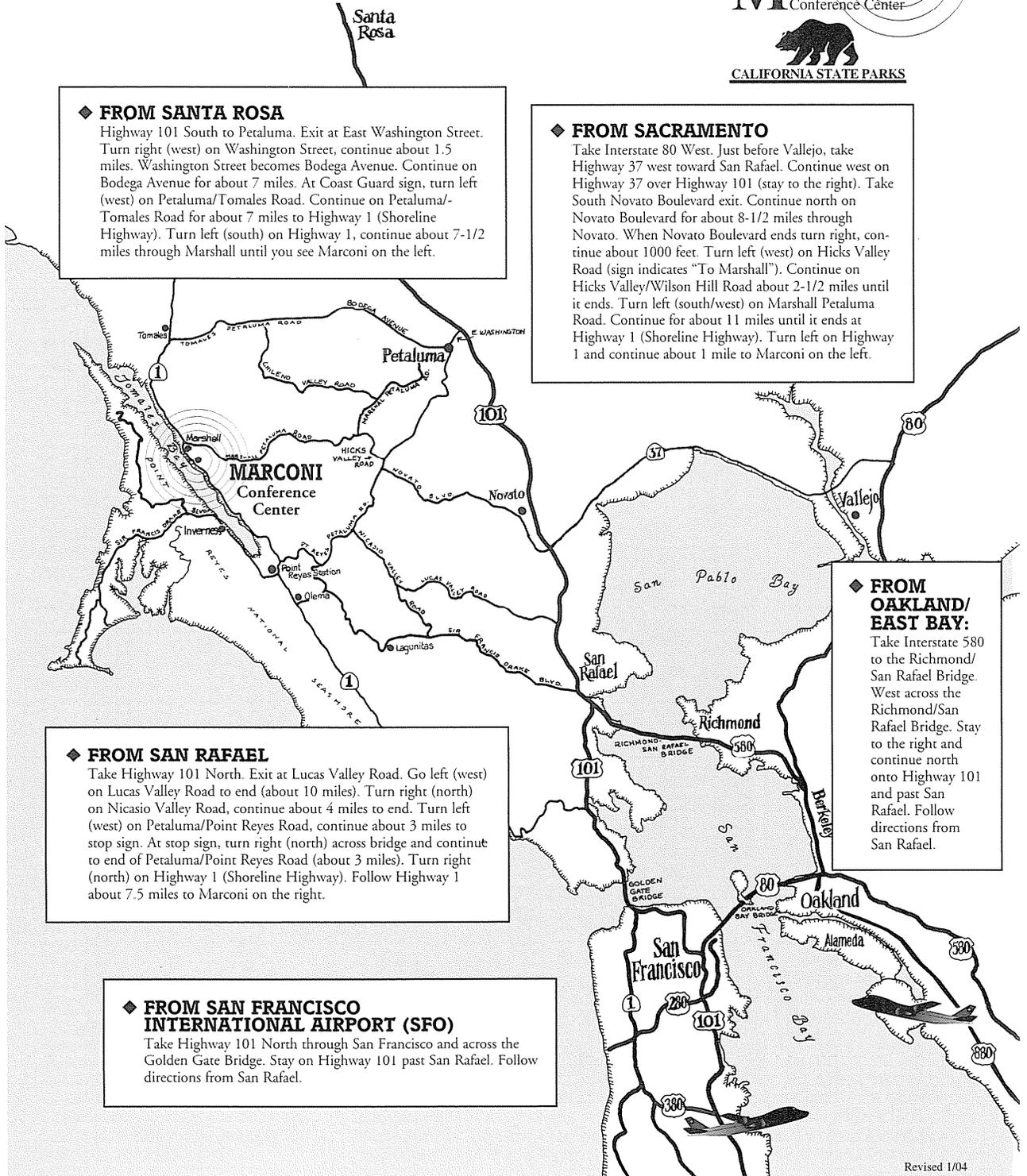
Take Interstate 580 to the Richmond/San Rafael Bridge. West across the Richmond/San Rafael Bridge. Stay to the right and continue north onto Highway 101 and past San Rafael. Follow directions from San Rafael.

◆ **FROM SAN RAFAEL**

Take Highway 101 North. Exit at Lucas Valley Road. Go left (west) on Lucas Valley Road to end (about 10 miles). Turn right (north) on Nicasio Valley Road, continue about 4 miles to end. Turn left (west) on Petaluma/Point Reyes Road, continue about 3 miles to stop sign. At stop sign, turn right (north) across bridge and continue to end of Petaluma/Point Reyes Road (about 3 miles). Turn right (north) on Highway 1 (Shoreline Highway). Follow Highway 1 about 7.5 miles to Marconi on the right.

◆ **FROM SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)**

Take Highway 101 North through San Francisco and across the Golden Gate Bridge. Stay on Highway 101 past San Rafael. Follow directions from San Rafael.



Revised 1/04

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at Marconi Conference Center, the following list is provided:

- _____1. Read and understand the program syllabus prior to your arrival at Marconi Conference Center.
- _____2. Complete the following pre-training assignments on page 9.
- _____3. Arrange travel through your District/Section Office.
- _____4. Bring the following with you to training:
 - Program syllabus.
 - Pre-training assignments.
 - Uniforms are not required – please wear suitable office attire (this does not include shorts, flip flops, sandals, or tank tops).
 - Foul weather gear (due to the possibility of rain during this time of year).
 - Reusable coffee cup and refillable water bottle.
 - Pens, pencils, writing paper, a binder/folder to store materials in, and an alarm clock.

If you have any questions or need assistance, contact Training Specialist Sara M. Skinner at (831) 649-2961 or sskinner@parks.ca.gov.

PRE-TRAINING ASSIGNMENTS

1. Please bring hand lens, magnifying glass, and/or binoculars for John Werminski's participatory workshop entitled "Guide to Appreciating the Ordinary".
2. Bring copies of brochures, maps, trail guides, and other print media that have been produced in your district.
3. Optional: If you have access to a state video camera, please bring it.
4. Optional: If videos have been created for your park (everything from professional work done by contractors to amateur You Tube material), bring them on a DVD to share.

Social Media:

5. Visit <http://www.parks.ca.gov/socialnetwork> and <http://castateparks.wordpress.com> and look at the general Department social media accounts.
6. Visit the general Parks Facebook page at <http://www.facebook.com/californiastateparks> and view the "favorites" link on the lower left. These are approved, Department-run pages. Look at one or more pages and make note of what you like or don't like. Are there features that would work for your park? Why or why not?
7. Use the search toolbar on Facebook (or Twitter, YouTube, or any other social media site) to look up the name of one of our parks. Does something other than a Department-run page come up? How can you tell? (Bonus point: what's a Facebook "Places" page?).
8. Read the Department Social Media Handbook and DN-2010-03. N:\DeptNoti\2010\2010-03 Social Media (DN will be sent via email to participants).
9. Do you have any questions about the policies?

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.

TRAINING FOR DISTRICT INTERPRETERS GROUP 6
February 13-18, 2011

Sunday

February 13

1500-	Registration (check-in at the Marconi Conference Center Administration Building)	All
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Monday

February 14

1300-1315	Introduction to Marconi Conference Center and MPC Registration	Skinner
1315-1345	Welcome; Introductions; Overview of Agenda	Pozzi
1345-1530	Communicating the Value of Interpretation	Liles
1530-1700	Implementing New Training Policies and Other Resources from the Interpretive Performance Improvement Team (IPIT)	Krueper/Pass/ Skinner

Tuesday

February 15

0800-0900	Interpretation Planning Overview	Schulz/Schimandle/ Pozzi
0900-0930	Interpretation Planning Overview (continued)	Smith/Hartzell
0930-1000	Identifying Goals, Objectives, Strategies, and Tasks	Schulz/Mendez/Smith/ Liles/Schimandle/ Metraux
1000-1010	Break	
1010-1030	California State Parks Planning Terminology	McCummins
1030-1200	Speakers Panel – “Recent Adventures in Planning”	Schimandle/Barrett/ Absher/Rodriguez/ Chapin/Mendez/Dolton
1200-1300	Lunch	
1300-1400	Hot Issues in Interpretation Planning; Small Group/ Round Robin Question and Answer	AM Panel/Liles/ Metraux/Hartzell
1400-1530	El Presidio de Santa Barbara State Historic Park - Visitor Experience Plan	Petersen
1530-1545	Break	
1545-1630	Implementing the Planning Process	Liles/Clark-Gray
1630-1700	Next Steps and Wrap-up	Smith/Mendez

TRAINING FOR DISTRICT INTERPRETERS GROUP 6
February 13-18, 2011

Wednesday
February 16

0800-0900	Trading Cards – Pilot Program	Kemper
0900-0945	Bionomic Printing Practices	Kemper
0945-1000	Break	
1000-1200	California State Parks’ Role with the Education and the Environment Initiative (EEI); Environmental Education Program Updates	Stokes/Lee
1200-1300	Lunch	
1300-1450	Guide to Appreciating the Ordinary	Werminski
1450-1510	Break	
1510-1700	Social Networking Tools for Interpreters	Oxford/Hales/Graham
1930-2100	Evening Session (optional)	Werminski

Thursday
February 17

0800-0900	Geocaching at Ocotillo Wells State Vehicular Recreation Area (SVRA)	Quartieri
0900-0930	Cell Phones as Interpretive Tools: Bird Calls	Andrews
0930-0945	Break	
0945-1100	Smart Phone Interpretive Applications and Cell Phone Tours	Schimandle/ Clark-Gray
1100-1200	Use of QR Codes on Interpretive Signs and Exhibits	Sexton
1200-1300	Lunch	
1300-1430	Parks Online Resources for Teachers and Students (PORTS) - Latest and Greatest Innovations	Krey/Stolfi
1430-1445	Break	
1445-1700	Using Videos to Enhance Interpretive Programs	Perry

Friday
February 18

0800-0900	Outreach Using Interpretation in State Vehicle Recreation Area’s (SVRA)	Clark
0900-1000	Implementation of PRC 513 and your Cooperating Associations	Breece
1000-1015	Break	
1015-1130	Open Discussion	All
1130-1200	Wrap-up; Evaluations	Skinner
1200-	Adjourn; Lunch (optional)	

TRAINING FOR DISTRICT INTERPRETERS

32 HOURS

PROGRAM OUTLINE

INTRODUCTION AND CLOSING 2.0
Welcome and Registration
Closing

INTERPRETIVE REPORTS AND TRAINING 15.0
Training Policies and Resources from the Interpretive Performance Improvement Team (IPIT)
Interpretation Planning Overview
Identifying Goals, Objectives, Strategies, and Tasks
California State Parks Planning Terminology
Speakers Panel – “Recent Adventures in Planning”
Hot Issues in Interpretation Planning.....
El Presidio de Santa Barbara State Historic Park – Visitor Experience Plan.....
Implementing the Planning Process
Outreach Using Interpretation in State Vehicular Recreation Areas.....
Implementation of PRC 513 and your Cooperating Associations

COLLABORATIONS AND DEMONSTRATIONS 15.0
Communicating the Value of Interpretation
Trading Cards – Pilot Program.....
Bionomic Printing Practices.....
California State Parks’ Role with the Education and the Environment Initiative (EEI)
Guide to Appreciating the Ordinary
Social Networking Tools for Interpreters
Geocaching at Ocotillo Wells State Vehicle and Recreation Area.....
Cell Phones as Interpretive Tools: Bird Calls
Smart Phone Interpretive Applications and Cell Phone Tours
Use of QR Codes on Interpretive Signs and Exhibits
Parks Online Resources for Teachers and Students (PORTS) – Latest and
Greatest Innovations
Using Videos to Enhance Interpretive Programs.....

TOTAL HOURS **32**

TRAINING FOR DISTRICT INTERPRETERS

PURPOSE: The overall purpose of this course is to introduce current District Interpretive Coordinators to interpretive reports, trends, manuals, training, collaboration, and demonstration relevant to the fields of Natural and Cultural Interpretation in California State Parks. The course meets the initial requirements of DOM 0901.7 District Interpretive Coordinator and will provide materials to the District Interpretive Coordinators to take back to their districts and train staff providing interpretive services.

OBJECTIVES: By the close of the training session participants will

1. Identify the value of the Interpretive Performance Improvement Team. Describe training policies and resources within the Department. Brainstorm and give feedback to the Interpretive Performance Improvement Team on opportunities for improvement based on situations in their specific districts.
2. Recognize the importance of interpretation planning and describe how to implement the new process in their Districts.
3. Identify potential resources (funds and people) that may be available for interpretive planning.
4. Assess the Visitor Experience Plan for El Presidio de Santa Barbara State Historic Park.
5. Describe how the Off Highway Motor Vehicle Recreation Division (OHMVR) is doing Outreach using interpretation in State Vehicular Recreation Area's (SVRA).
6. Demonstrate how to implement PRC 513 with cooperating associations.
7. Describe California State Parks' role with the Education and the Environment Initiative (EEI).
8. Explain the different types of technology being used in interpretation today; including social networking, smart phone applications, Geocaching, QR codes, and videos.
9. Discuss the latest Parks Online Resources for Teachers and Students (PORTS) innovations being used in classrooms.
10. Participate in a discussion on appreciating the ordinary.
11. Identify the uses for trading cards and bionomic printing practices.