

## A Scoping Review: Examining the Research on Blended Learning and Online Delivery for Effective National Coaching Certification Program (NCCP) Delivery

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### Facilitator Roles and Skills - Summary

Instructors in online education are viewed more as managers, rather than teachers, with students valuing an online instructor's organizations, compared to valuing a Face to Face instructor's knowledge. Instructors play different Roles in an online environment, spending less time teaching and more time facilitating discussions.

The instructor's self-efficacy and attitude play a major role in their success, as it has been found that instructors must have a strong sense of readiness before delivering online, and must think of online delivery in a positive light. Instructor's must be onboarded properly, and receive continuous support through training and development, where the focus must be on andragogical principals, and the process of teaching online, rather than just technology. Instructors are also more successful if they are involved in the program development.

Further, instructors must connect with one another to build their skills and feel confident. The instructor's impact on the students in course delivery online was more effective when multiple types of instructor presence were demonstrated (e.g., asking a question, complimenting a participant). Timely feedback was seen as crucial, and the instructor's support was seen as a critical element in ensuring the participant was able to complete the tasks.

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