

E-TRAINING: FREQUENTLY ASKED QUESTIONS



More and more agencies are turning to cost-effective online learning options to ensure training mandates are met while saving ever-tightening government budget dollars.

Whether blended with face-to-face classes or as a modality on its own, **TwentyEighty Strategy Execution's** online training has proven to be an impressively impactful learning method, especially when contemporary technology provides for a collaborative, effective, and enjoyable experience.

Question: Will I receive a course completion certificate?

A.: A certificate is sent to participants who complete all course requirements within the required six-week course period. You will receive your certificate within four to six weeks after successfully completing the course.

Q.: Who should I contact if I don't receive a completion certificate?

A.: Certificates are delivered within four to six weeks after successfully completing the course. Contact e-Training customer service at (800) 374-1556 or frontline@strategyex.com.

Q.: Are course materials sent to me as part of my course?

A.: Most of the materials participants need for our e-Training courses are provided online as part of the courseware. However, some courses require supplemental material that is only available in printed format. After registering for a course, check the syllabus to see if you should receive any supplemental material.

Q.: If my course requires supplemental materials, when will I receive them?

A.: If applicable to your specific course, supplemental material is shipped on your indicated start date and may take between five to ten business days to arrive, depending upon your location. International shipments may take as long as two weeks depending upon customs. You will receive an e-mail notification once your materials have been shipped, which includes method of shipment and a tracking number. You may also receive some supplemental digital materials, depending on the course.

Q.: If my course requires supplemental materials, should I wait to receive them before beginning the course?

A.: No. You may access the lessons and complete many of the assignments online while waiting to receive any supplemental materials.

Q.: What kind of hardware and software do I need to access Adobe® Flash®-based e-Training courses?

A.: You need at least a 56 kbps Internet connection and a supported Internet browser, a 200 MHz processor, a monitor set to 800 x 600 display resolution, and 32 MB of RAM to take our Adobe® Flash® based courses. The required plug-ins-Adobe® Flash® Player and Adobe® Acrobat® Reader 5.0-come preloaded with most computers, but, if necessary, are free and easily downloaded. Students must have IE8/9, Java, QuickTime, and Flash. Technical specifications are listed at: www.strategyex.com/courses-and-certifications/individual-learning-modalities/E-Training/system-requirements

Q.: What is "instructor-facilitated" web-based training?

A.: Our Adobe® Flash®-based e-Training courses allow participants to interact with the instructor by submitting assignments, posting responses in the online discussion area, and asking questions by e-mail. In return, they receive effective and personalized instructor feedback within 24 hours.

Q.: How do e-Training courses facilitate collaboration between participants?

A.: In our Adobe® Flash®-based e-Training courses, participants form collaborative online learning communities through an online bulletin board. This threaded

"The course contains good information, the interface is good, and is very convenient."

—National Oceanic and Atmospheric Administration student on How to Gather and Document User Requirements (e-Training)

"Though I have been practicing Project Management for a while, some of the PM terminologies were new to me. The course brought everything together. It was great!"

—California Dept. of Transportation student on PMP® Exam Preparation (e-Training)

discussion allows participants to discuss a topic, without having to be online simultaneously. In some courses, participants work together in small teams to produce project deliverables.

Q.: Which course should I take first?

A.: There are no prerequisites, but we recommend that participants start with our foundational courses first. For example, Managing Projects is the first of the Project Management Core Courses.

Q.: When are the courses available?

A.: Registered participants may access our instructor-facilitated, interactive, web-based training 24 hours a day, seven days a week.

Q.: What are e-Training courses like?

A.: Our Adobe® Flash®-based e-Training courses provide extensive content resources and numerous assessment opportunities within the context of fictional, but realistic, case studies. The instructor is always accessible for questions through e-mail, and individual assignments receive instructor feedback. Our e-Training courses also offer peer-to-

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peer discussion opportunities through online discussions.

Q.: How do I log in to my course after I receive course access?

A.: You will receive an e-mail message from TwentyEighty Strategy Execution providing detailed access instructions.

Q.: How much time do I have to complete an e-Training course?

A.: Once your registration has been approved and course access has been granted, you have 42 calendar days from your chosen start date to complete all course requirements. However, it typically takes about 30 hours to complete an e-Training course. The access period includes weekends and holidays. Beyond a 42-day time frame, the course instructor has a discretionary period of up to 28 days to grant you an extension. After 70 days of course access, you will be withdrawn from the course.

Q.: How many hours of coursework can I expect?

A.: On average, it takes about 30 hours of focused effort to complete one of our courses. Time spent to complete an e-Training course is similar to that of the classroom courses, but conducted at your own pace. Depending on experience, many participants complete courses in significantly less time.

Q.: What if I fail the final exam?

A.: You must pass the final exam to receive course credit. If you fail the final exam, you will have an opportunity to retake the exam one time if you choose, up until the day that your course access expires.

Q.: What must I do to receive course credit?

A.: Each of our e-Training courses has a slightly different set of requirements for course completion — but may include a self-assessment, assignments, online problems and discussion questions, and a final exam.

Q.: What should I expect as a participant in an e-Training course?

A.: All of our Adobe® Flash®-based e-Training courses (except the exam preparation courses) have a threaded case study, including exercises and review questions to test participants' knowledge and apply key concepts throughout the course. Each lesson presents a portion of the case study, a set of resources, and a problem. Participants use the resources provided to solve the problem. Completion of all online activities, including threaded discussion contributions, is required for course credit.

Q.: How can I obtain a copy of a receipt for course payment?

A.: You may contact the Accounting Department at receipts@strategyex.com. Please include your first and last name, company (if applicable), course name, and fax number to receive your request.

Q.: What are the payment guidelines for registration?

A.: We accept credit cards or purchase orders as payment for e-Training courses. Accepted credit cards include: American Express, Discover, Diners Club, Master Card, and Visa.

Q.: What is your refund policy?

A.: We must receive notice of cancellations within seven calendar days of enrollment to issue refunds. No refunds are granted after the first seven calendar days of enrollment. TwentyEighty Strategy Execution charges an administrative fee of 10 percent of the list price for refunds.

Q.: Can I apply e-Training or classroom courses toward an Associate's or Master's Certificate in Project Management?

A.: Yes, you may apply any qualifying course towards an Associate's or Master's Certificate, whether it's an e-Training or classroom course.

Q.: I would like to obtain a transcript for my university that shows the ACE credits I've earned for TwentyEighty Strategy Execution courses. How do I do this?

A.: Some courses qualify for ACE Credit. If you are pursuing a college degree and would like academic credit recognition for your courses, you must obtain your official transcript denoting ACE credits from the ACE Council on Education (ACE/CREDIT) College Credit Recommendation Service student registry. If you would like a transcript showing your training history, including pass/fail grade, course title, date and CEUs earned, contact Customer Service at +1 (888) 374-8884.

Q.: I need help selecting courses. Are there course counselors at TwentyEighty Strategy Execution?

A.: Yes, our course counselors are available to help you determine a strategy for specific career training or the appropriate course sequence to meet your needs.

Q.: Will I earn Continuing Education Units (CEU) for e-Training courses?

A.: The International Association for Continuing Education and Training awards CEUs for each of our e-Training courses. To earn CEUs, you must complete all course requirements and pass the final exam (where applicable).

Q.: Will I earn professional development units (PDUs) for e-Training courses?

A.: Yes, TwentyEighty Strategy Execution e-Training courses have PDUs associated with them. Please see the specific course page for specific PDU information about that course.

Q.: How long does it take after I register to gain access to the course?

A.: You will receive access to the course within one business day of your indicated start date.

Q.: How will I know when I have access to the course?

A.: You will receive access to the course within one business day of your indicated start date, at which time you will receive a new student e-mail message at the e-mail address you provided during registration that confirms your course "clock" has begun.

Q.: I've registered but I don't have access. Why?

A.: You should receive access to the course within one business day of your indicated start date. If you do not receive access within this time period, you may not have completed the registration process successfully. Upon completing registration, you must click the complete registration button at the bottom of the page. Or, you may be taking the program through your company and your company has requested that its employees receive company approval before accessing courses online.

Q.: Who should I contact if I have technical questions or have problems accessing courses? Or, if I forgot my password, how do I find out what it is?

A.: You can contact Customer Service at +1 (888) 374-8884 or frontline@strategyex.com between 9 a.m. and 5 p.m. Eastern Time. You can also call our technical support line at +1 (800) 352-8459 or +1 (703) 558-4450. A technician answers the phone from 6 a.m. to 12 midnight Eastern Time on business days.

Technical Note: Our e-mail server does not accept compressed ("zipped") file attachments. Any compressed files sent to instructors will be removed from the e-mail body. This should not be an issue, given the size of files that are required.

