Online Course Policies & Requirements

for courses hosted by

**Equipped for the Future and
The Center for Literacy Studies**

*Equipped for the Future, as a part of the Center for Literacy Studies
is proud to offer an array of online professional development courses
via the AEPro online learning management system.*

To facilitate a positive online learning experience, please read the following before you register.

Online Course Enrollment

⮡ Course registration remains open until **two weeks before the course start date** or until maximum enrollment is reached, whichever occurs first.

⮡ In the event that an EFF online course is canceled or rescheduled:
  o Full refunds will be processed for all paid registrants.
  OR
  o The course registrant may request enrollment in the rescheduled course.

⮡ Equipped for the Future staff will contact course registrants about their enrollment using the information provided on the course registration form. Staff will make reasonable attempts to contact registrants via email (primary method) or telephone (secondary method).

Payment for Online Courses

⮡ After submitting the online registration form, registrants will receive a confirmation e-mail followed by a second e-mail with an invoice for the full course amount attached. **If you do not receive these e-mails within 2 business days**, please contact us immediately: eff@utk.edu.

⮡ At this time, accepted forms of payment are **check, money order, or company/organization purchase order.**

⮡ Payment must be *received* **no later than 5 business days** prior to the course start date. Registrants whose payment has not been received by that date will be dropped from the course, and their seats offered to those on the waiting list.

⮡ If payment is received **within the 5 business days** prior to the course start date, participants will be enrolled in the course on a space available basis, or their payment returned in full. Payments received after the course start date will be returned in full.

Refund Policies

⮡ Registrants requesting withdrawal from the course **no later than 5 business days** prior to the course start date will receive a refund of the full amount less a $25 cancellation fee.

⮡ Registrants requesting withdrawal from the course **fewer than 5 business days** before the course start date will receive a 50% refund.

⮡ **No refunds or credit will be given** in response to requests made **after the course start date.**

⮡ Full refunds or credit will be given to registrants who meet the online course minimum technical requirements and yet still have technical problems significantly impacting the delivery of the course content which CLS technical support are not able to resolve (see Minimal Technical Requirements on page 3). These refunds/credits will be processed at the recommendation of Equipped for the Future technical support staff.

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Online Course Completion Policies

➲ Specific course completion requirements are published along with the Course Outline and Schedule within each course.

➲ **Participants must meet all course requirements in order to receive a Certificate of Completion.** The course facilitator has the sole authority to determine if the participant has met the minimum requirements for course completion.

➲ The term "Course completion" refers to the professional development hours associated with the course, as listed in the course description; it does not indicate the actual hours the course participant spent doing coursework. **Completion time is the estimated time participants should expect to spend with a course.** The actual number of hours each participant spends on coursework, however, may vary depending upon a number of factors including level of participation and comfort with technology.

➲ In order to receive a Certificate of Completion the participant **must meet the course completion requirements listed by the final course deadline posted.**

➲ **Participants may negotiate a one-time extension for final course completion at the sole discretion of the course facilitator.** If the participant fails to meet the extended deadline, no further extensions will be allowed. Equipped for the Future reserves the right to limit course extensions on a case by case basis,

➲ Upon satisfactory completion of all course requirements, course participants will receive a Certificate of Completion via e-mail or US mail within 2-4 weeks of the course end date.

➲ **Course content is only available for the duration of the course.** After the course has closed, course content and any information or documents participants have uploaded to AEPro (the online course management system) will not be available.

Continuing Education Credit (CEUs)

➲ Some courses are eligible for Continuing Education credit (CEUs) issued by the University of Tennessee. See page 4 for more information regarding requirements for receiving CEUs.

Course Communications Policies

➲ Online course communications can include group e-mails, AEPro discussion posts, and direct correspondence between facilitators or technical support and individual participants. Only course participants, facilitators, and Center for Literacy Studies staff may access and use AEPro course communication tools.

➲ **Course facilitators and technical support staff will primarily use e-mail and discussion posts to communicate with course participants.** E-mail will be directed to the e-mail address provided at the time of registration unless otherwise requested by the participant.

➲ Equipped for the Future and the Center for Literacy Studies considers all online course communications to be private information, to be shared only as negotiated in writing with the paying participant and/or the participant's funder(s).

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Minimum Technical Requirements *as of 9-1-10*

Equipped for the Future's online courses are offered via the AEPro online course management system. **To participate in courses, you must have access to a reliable computer with a reliable Internet connection** (*high speed Internet connection strongly recommended*).

System Requirements

PC:	Macintosh:
Windows Vista, Windows XP, 2000, or 7	Macintosh OS X (10.5+)
Internet Explorer 6.0+, Firefox 3.0+	Mozilla Firefox 3.0+, Safari 4.0+
Adobe Acrobat Reader 8.0+	Adobe Acrobat Reader 8.0+

We also recommend a screen resolution 800x600 or higher.

Note: AEPro has not been tested with Google Chrome and Equipped for the Future cannot guarantee support for this software.

General Requirements for HTML-compliant Browsers

- ➲ Supports JavaScript 1.x and Java 1.6.x
- ➲ Allows Pop Ups for address: *.cls.utk.edu
- ➲ Supports XML
- ➲ Supports style sheets

Note: The AOL browser is not compatible with the course management software. If you use AOL to connect to the Internet, you will also need a compatible browser (see above) to use for these courses. You can connect to the Internet via AOL, and then open a second browser window to access your courses.

About Pop Ups, Security Settings, and Additional Plug-ins

In order to participate in this course, you must have the ability to set or adjust any security settings and/or to download and install plug-ins on your computer; or have access to a technical support staff person who can do this for you. **In particular, please note the following:**

- ➲ All course content will appear in a new browser window, which many security tools will interpret as a "pop-up" window. ALL security tools on your computer should be set to allow pop-ups for address *.cls.utk.edu or have pop-up blocking disabled.

- ➲ Some courses may require you to download and install updates, or additional plug-ins to access media and course resources (e.g., Shockwave, Windows Media Player, Adobe Acrobat, WebEx media players).

- ➲ In order to access course content, some system security settings may need to be set to allow additional plug-ins or scripting to run without prompting.

Continuing Education Credits
for Online Professional Development
provided by
**Equipped for the Future and the
University of Tennessee Center for Literacy Studies**

We are pleased to offer Continuing Education Credits, issued by the University of Tennessee, for our online professional development courses.   Listed below are the requirements and procedures to obtain these credits.

Requirements to Obtain Continuing Education Credit

Online Course participants must:

1. Inform the online course facilitator or other EFF staff, via e-mail, that they wish CEU credit for their participation. **Written notice requesting CEU credit must be received by EFF staff on or before the course end date.**

2. **Complete all online course assignments**, including surveys, as indicated by the course schedule, online course facilitator, and/or EFF staff. A certificate of completion will be issued at this time, documenting 8 hours of professional development.

3. **During the month after the course**, **follow through with the post-course learning plan**, implementing at least one component they listed (try a tool/technique out with learners, read additional resources, share information with peers, etc.). *We know plans often change – if you applied what you learned in the course in ways other than what you planned, that will also be acceptable.*

4. **Return the one-month follow-up survey to EFF staff via e-mail by the indicated due date.** Follow up survey will ask participants to briefly report on how the course has impacted their instructional practice, their progress implementing their learning plan, and any issues/questions that have come up in the interim.

CEU Issuance Procedures

Once all above requirements are met…

➢ **Participant will be e-mailed a notice that they have met CEU requirements and asked to CALL EFF offices** (865-974-8426) to provide personal information necessary to complete the credit issuing process. Please DO NOT send sensitive personal information via e-mail. *Be sure to contact us if our e-mail notice does not appear within one week of sending your survey reply.*

➢ **Participant should receive official documentation of CEU credit within 2 weeks of their phone call.** *Be sure to contact us if you do not receive your CEU documentation as expected.*