dyslexia training institute
Education Changes Everything

FREQUENTLY ASKED QUESTIONS

FOR USING THE ONLINE VIRTUAL CLASSROOM

When and how often do I need to log in?

The course is available to you 24 hours per day / 7 days a week for the duration of the course. You are not required to sign on as soon as the class begins. You can log in and out at any time, but do not need to stay logged on for prolonged periods of time unless you are actively engaged in the coursework for the class. You determine the amount of time you spend online to complete the course content – there is not a minimum or maximum time requirement.

What does an online course include?

We use an online instructional management system (iCohere.com) that includes discussion threads, live chats, webinars, announcements, email capacity and networking opportunities. The content of each course is available to you in syllabus form in the discussion thread and on our website (www.dyslexiatraininginstitute.org) under the class description.

What is a webinar?

A webinar is a live conference that takes place on the internet in real time. You can see and hear the presenters via the presenter's webcam for most webinars. You will have the opportunity to ask questions of the presenters via your keyboard or microphone.

How is the class organized?

Each course has a specified start and end date. You will have continual access to the course content beginning at 10:00 a.m. PST on the first day of course through 5:00 p.m. PST the last day of the course. We will post discussion threads throughout the duration of the course. We do not post all the discussion threads at one time. After you click on a discussion thread you will have access to the topics for that thread. Please complete the discussion threads and their topics in the order they are presented. Like a live class, discussions usually build on one another so it is important for your learning to complete them in the order they are presented.

Do I need special technology or equipment?

You can access the class site from any regular computer that has internet access. Webinars require the ability to watch streaming video on your computer and a headset with microphone if you want to ask questions orally, otherwise you can submit your question via the chat function on the webinar.

What should I do after I log in the first time?

Before logging in the first time, please thoroughly read the emails you received before the start of class. The email(s) contain important information, including your username, initial password, and the website to access the class site. Once you have logged in the first time, you will be prompted to set up your personal account and accept the Terms of Agreement. Once you have completed that, you will come to the Welcome screen. You will then click on the Announcements *tab on the left hand side of your screen. In the Announcements section there will be a* Welcome & What to Do First Message *that outlines the information you need to proceed through the class.*

Do I always have to login on the same computer?

No. You can access the site from any computer that has internet access.

What if I forget my login ID or password?

*Click the "*Forgot your Login ID or password?*" on the Login page. A pop-up box will appear for you to fill in. A temporary password will be sent to your email after you submit the information in the pop-up box.*

How often are the instructors online?

Dr. Kelli and Tracy are on the class site periodically throughout the day between 9:00 a.m. - 4:00 p.m. PST. The site is available 24 hours/day, 7 days/week, however the instructors will be on only sporadically during evenings and weekends. You can send the instructors a message on the site or call 619-517-0683 with any urgent questions you may have.

What if I cannot download an attachment?

We have uploaded most documents as PPT, PDF or WORD documents. If you are unable to download any of these documents, email us and we will either upload it in another format to the class site or send them to you via your private email address.

What if I need technical support?

Technical support is available to you during business hours and technical problems are solved as quickly as possible and usually within an hour (during business hours). You can email tech support any time of day or night, however responses for evening and weekend requests will appear during regular business

hours the following business day. To submit your request for technical support while on the site, please click on the Help Desk *tab on the left hand side of the screen and type in your question.*

Will I be provided with additional materials?

All of the materials you need will be uploaded to the site for you to download for your convenience. Any books required for the course are listed on the class syllabus. Please review the syllabus. You can access the syllabus by clicking on "Click here for syllabus" *under the class descriptions on our website at* www.dyslexiatraininginstitute.org.

How can I determine which are new posts on the discussion boards?

All new posts from the last time you logged on will be marked with a star. You can see all the discussion thread topics on the Discussions *main page if you click on the* Expand *button in the top left corner of the* Discussions *main page. All topics with new posts will be marked with a star and a number indicating the number of new posts in that discussion topic. Once in the discussion topic, new posts will have a star between the number on the post and the poster's name.*

Will I receive a certificate of completion?

Upon successful completion of all class requirements, including both the pre-test and post-test, you will receive a certificate of completion either by email and/or mail depending on your request.

What do I need to do if I want the Graduate Level Extension Credits offered through USD?

Information for registering for the graduate level extension credits will be available to you once you are on the class site. There will be a specific discussion thread outlining the requirements to receive the graduate level extension credits and link for registering. You do not need to officially apply to the University of San Diego. You will only register for the specific course you are taking. Please note there is an additional fee paid directly to the University of San Diego for the credits. The current fee is $65 per credit. All of our courses are two credits, so the total fee will be $130 paid to USD.