

Dyslexia Certificate Program

FAQs for Using the Virtual Classroom

When and how often do I need to log in?

Each course in the certificate program has a beginning and ending date. The course content is available to you 24 hours per day / 7 days a week for the duration of each course. You are not required to sign on as soon as a course 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. You are required to spend a minimum of 20 hours per course (30 hours for graduate credit participants), but that includes your online time and your independent study time. You are not required to log and report your independent study time.

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. What content will be covered in each course is outlined in the syllabus for each course. There is a syllabus for each course in the binder you will receive and will be posted on the class site for each course. Not all course content is posted on the first day of the course. We post new content each week.

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. You will have the opportunity to ask questions of the presenters via your keyboard or microphone.

We will schedule the webinars based on when the most participants are available. If you are unable to join the live webinar, you can view the archived version of the webinar and submit a brief write-up of what you learned from the webinar.

After the live version of the webinar is completed, we will post a discussion thread on the class site where you can continue to post your questions and reflections to the webinar content. You can also review the webinar anytime after it has been presented.

How is the class organized?

You will have from the first day to the last day of the course to complete the course content. We will post new content for the course each week. We do not post all the discussion threads at the beginning of the course. 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.

Once a class is posted it will stay on the class site through the last day of the certificate program. So, you can go back and review any content as we progress through the program.

Do I need special technology or equipment?

You can access your site from any computer that has internet access. The webinars only require the ability to watch streaming video on your computer.

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 9:00-4:00 PST. We are on intermittently during off hours. The site is available during the weekend, however the instructors will be on only sporadically. You can send the instructors a message anytime on the class site via the Messages tab, by emailing dyslexiaspec@gmail.com or calling 619-517-0683.

What if I cannot download an attachment?

We have uploaded most documents as PowerPoint (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 personal email address.

Please make sure you have a current version of a pdf reader (such as Adobe) and PowerPoint viewer. You can download free software for PCs or Macs to be able to access these documents. Visit the Microsoft Download Center, Adobe Reader and/or Google Chrome for free software. Or, using your search engine type in free pdf reader or free PowerPoint viewer for links to download free software.

What if I need technical support?

Technical support is available to you during business hours. Technical problems are solved as quickly as possible and usually within an hour (during business hours). If you have any technical problems 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 and add to your binder. You do not need to download and print every document. You can choose which documents you would like to print and add to your binder.

*At this time the only book you will need to purchase is for the first course. The book you will need is *Overcoming Dyslexia* by Sally Shaywitz. You can purchase through an online supplier or through your local bookstore. We will give you advance notice if any additional books will be needed for the coursework.*

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.

Because there are several participants in the certification program you are not required to read every single post by your cohorts. That may become overwhelming and some of the posts will be very similar because you are all required to answer specific questions we post. So, when reading posts from cohorts, look for ones that have a question or are sharing information. When you are creating a post there is an option for selecting a heading for your posting. If you are posting a question or sharing information that may benefit other participants, please select one of the pre-designed headings offered when you are creating the post. (Some examples of pre-designed headings: I have a question, building on that idea, here's a resource). There is also the option of creating your own heading. If you create your own heading please use a label that will help your cohorts be able to determine if this is something they would benefit from reading. A lot of this will make more sense as you become more familiar with the virtual classroom.

Will I receive a certificate of completion?

Upon successful completion of all program requirements, including the pre-test, midterm, final and practicum you will receive a certificate with your name and stating you have completed the Dyslexia Certificate Program. You do not receive a certificate for each individual course, but a full certification upon completion of all the requirements.

What do I need to do if I want the graduate level extension credits?

Graduate level extension credits are optional and not required for participation in the certificate program. Each course in the certificate program is two graduate level extension credits. You can register for credits for any of the courses, but do not have to register for credits for all the courses.

*For each course in the program there is a discussion post on the class site that will give you all the information you need for registering for the graduate level extension credits. **Please do not register for the credits before the course begins.** You will need to register for a specific course and it usually is not posted on the University of San Diego's website until the course begins. You have 10 days after the course begins to register for the graduate level extension credits. The 10 days includes the first day of the course and weekends.*

Please note there is an additional fee charged by the University of San Diego (\$65 per credit) for the credits. All courses are two credits, so the total fee for graduate level extension credits is \$130 per course.