

## ***Frequently Asked Questions about ACC’s Online Courses***

*Welcome and thanks for considering an online Continuing Education course at ACC.  
For information on orientation and registration, see the separate “**ONLINE ORI & REG**” document.*

1. “How do I find the online course web site?”	Go to <a href="http://www.ed2go.com/alamance">www.ed2go.com/alamance</a> . This web site is your main source of information about the online courses, so I encourage you to bookmark it.
2. “How do online courses work?”	<ul style="list-style-type: none"> <li>• All of the online courses begin monthly on a designated Wednesday.</li> <li>• Each online course has twelve lessons; two per week for six weeks.</li> <li>• You may take each lesson any day of the week and any time of the day or night <b>within a ten-day period from the day the lesson is first available.</b></li> </ul> <p><u>Lessons are available on the following schedule:</u></p> <p style="padding-left: 40px;"><i>1<sup>st</sup> lesson</i> is available on a specified Wednesday and for <b>ten days</b> after at anytime</p> <p style="padding-left: 40px;"><i>2<sup>nd</sup> lesson</i> is available on the following Friday and for <b>ten days</b> after at anytime</p> <p style="padding-left: 40px;"><i>3<sup>rd</sup> lesson</i> is available on the following Wednesday and for <b>ten days</b> after at anytime</p> <p style="padding-left: 40px;"><i>4<sup>th</sup> lesson</i> is available on the following Friday and for <b>ten days</b> after at anytime</p> <p style="padding-left: 40px;">...etc. on Wednesdays &amp; Fridays through all twelve lessons.</p> <ul style="list-style-type: none"> <li>• Each lesson takes about two hours to complete and includes interactive quizzes, assignments, tutorials, and online discussion areas. (Hint: The Discussion area for each lesson is full of useful information.)</li> <li>• <b><i>You are expected to take the quizzes at the end of each lesson and the final exam for the course.</i></b></li> </ul>
3. “What do I need to take an online course?”	Internet access, e-mail, a web browser, and the appropriate software (e.g., Word or Photoshop). To verify that you have the correct software, from the HOME page select the appropriate category, and then click the course title for a detailed list of requirements of what is needed.
4. “How do I know if I can do an online course?”	If you have email, the appropriate software, and can find the web site, you can do an online course. It is very user-friendly. In addition, if you click on DEMO at the web site, you can take a free demonstration course just to get comfortable with how these online courses work.
5. “How do I know which courses you offer and which I want to take?”	At the HOME page, choose a category and you can see a listing of all the courses under that category. If you want to know more about a course, simply click on the course title. This will take you to the course syllabus, which will describe what is covered in the course and will give you other important information. This is very helpful when, for example, you have some experience using Microsoft Word and are trying to decide between <i>Word</i> and <i>Word: Intermediate</i> . Be sure to note any prerequisites or software requirements.
6. “When do the online courses begin?”	Wednesday on the designated start date.
7. “How do I begin my course?”	When you’re ready to take your course, go to <a href="http://www.ed2go.com/alamance">www.ed2go.com/alamance</a> , click on MY CLASSROOM and follow the instructions. It’s as easy as that.

8. “Do I need a password?”	Not from us. You will create your own as instructed in the Orientation.
9. “Can I take my course from more than one computer?”	Yes – You can access your course from any number of computers and from anywhere on the planet with reliable Internet access.
10. “What if I register and take the Orientation but still can’t get in?”	There may be a problem with your registration or Orientation, the online program, or your computer. Contact me (info at the bottom).
11. “Can I take more than one course at a time?”	Yes. You must remember, however, that each lesson takes approximately two hours, so you need to schedule about <i>four hours per week per course</i> to allow time to do your lessons.
12. “What happens if I go on vacation or get behind?”	No problem. Reread #2 above about the <b>ten-day period</b> . Also, you can request a <b>ten-day extension</b> from your instructor if you fall behind. You will be given instructions in your Orientation on how to request an extension.
13. “Will I get a certificate?”	Once you have completed the final exam, it is <u>your responsibility</u> to print the online “Letter of Completion” before the classroom closes. The online completion letter can be found two different ways depending on the course you are taking. In some courses a COMPLETION button is located at the top right of the main page. Click this button to access the final, completion letter, and evaluation. In other courses you must access this information at the end of Lesson 12. The online “letter of completion” is far more detailed than any other certificate we could send you and should meet your needs. However, if you need a separate certificate, please request it from me <u>via email</u> when your course is over. <b><i>To be eligible for a certificate, you will need to complete all twelve lessons/quizzes and score <u>at least 80% on the final exam</u> (this is different from the Ed2Go requirement). You may only take the final one time.</i></b>
14. “What if I need a certificate for teacher recertification?”	Request it from me <u>via email</u> when your course is over. Be sure to state that you are a teacher and include the name of the course, start date, and your address if you have moved. Each online course awards 2.4 teacher recertification credits for the 24-hour course. <b><i>You will be expected to complete all twelve lessons/quizzes and score <u>at least 80% on the final exam</u> (this is different from the Ed2Go requirement) in order to receive renewal credit. Also, please note that if you are currently employed, most school systems require prior approval for you to take a course for renewal credit. You may only take the final one time.</i></b>
15. “Will you have other courses?”	We now have close to 300 and are adding new courses all the time. Check our web site at least once a month for updates and additions.
16. “What if I have other questions?”	If you need help or have general questions before your course begins, you can find me by clicking on the “Contact” button at the web site or by looking below. However, once your course has begun, please follow the instructions in your Orientation for questions about course materials.

*Thanks for your interest in our online courses!*