Frequently Asked Questions:

1. **How many contact hours do I earn in this course?**
   Answer: There are 16 contact hours, which is equal to 1.6 CEUs.

2. **Is this course synchronous, do I have to take it at the same time every day?**
   Answer: This course is open for a full 3-week period. There are no synchronous course times (existing or occurring at the same time). Each student is allowed to work in the course at their own rate and pace. The course must, however, be completed at the end of the three-week session.

3. **Is there a test in this course?**
   Answer: There are quizzes in this course that are taken at the end of each module. Our governing boards require that all online courses have a means of establishing competency. Each quiz can be taken until a desired score of at least 80% is achieved.

4. **I only want to take part of this course, can I do that?**
   Answer: No, in order to receive all 16 contact hours and pass this course at 80%, you must read and complete all learning materials. A certificate will not be issued until all learning tasks are completed.

5. **I have an old computer, will I be able to take this course?**
   Answer: Most likely, yes. We have computer support from a Technical Specialist at all times during the course.

6. **Do I need to study in advance for this course?**
   Answer: No, this course provides all information you will need.

7. **Do I need to buy any books or other materials?**
   Answer: No, all materials needed to take this course are provided in an online format.

8. **I have never experienced an online discussion before, what if I don't know what to do?**
   Answer: Each module provides very clear and detailed instruction on how to proceed through an online discussion. In addition, an online video tutorial for the Moodle-based learning format is available at all times. If you are still struggling, both the instructor and an IT specialist are available throughout the course.

9. **What do I do if I don't understand a concept?**
   Answer: There are forums to discuss questions with peers taking the course, forums to ask the instructor, and many links to reference data throughout the course.

10. **What if I have an emergency and can't finish the course in time?**
    Answer: Please contact your instructor immediately for instructions on what to do if emergencies should occur.