

Frequently Asked Questions (FAQs)

General Training Information

Q. What course materials are required?

A. Each participant accesses a workbook that may be used online or printed out for taking notes during the course.

Q. How much of the training is face-to-face and how much is online?

A. Participant Teachers have 2 hours of online prework before the course begins, 12 hours in the face-to-face environment, and 22 hours of online work. Master Trainers have 2 hours of online prework before the course begins, 14-20 hours of face-to-face training, and 20-24 hours of online work, depending on your state agenda

Q. What is the duration of the online course component?

A. One week prior to the face-to-face training, participants have access to the Orientation materials. Working through the Orientation materials takes approximately two hours of online learning. After the face-to-face training, participants have eight weeks to complete the course, averaging approximately two to three hours of work per week.

Q. Do I have to be online during all of the online components?

A. Throughout the modules, the curriculum identifies points where participants can complete work offline. Offline time includes working in an application. You need to be online to review activities and engage in discussions.

Q. Are required online meeting times scheduled for chat sessions or other activities?

A. No. All coursework is completed at the pace set by each participant. The course facilitator will specify office hours. You can chat or ask questions during office hours and know that the facilitator is available online to respond to your comments or questions.

Q. What kinds of activities will I participate in?

A. During both the face-to-face and online components of the training, you develop a unit plan that includes Curriculum-Framing Questions, standards/syllabus outcomes, an assessment plan and accommodations for diverse learners. You use a variety of self-assessments to reflect on the quality of what you produce and to provide feedback to your peers during Pair and Share discussions. You participate in discussions with your colleagues on pedagogical practices. You develop a variety of assessments and other support materials to assess and support students' 21st century learning. You create a publication, a blog, a multimedia presentation and a wiki, and then use one of these formats to create a student sample to go with your unit. Finally, you showcase your unit and supporting materials by sharing what you have created with your colleagues.

Q. Who sees a users work in the course?

A. Every participant that is enrolled in the course can see the discussion postings of all users. The course facilitator(s) can view and give feedback on work submitted by a user that is found in the My Work tab. In addition the course facilitator can review the end of module survey data. At times there may be site level administrators and evaluators that may view the course. These users have full access to the course and can review work, discussions and survey data.

Q. Who facilitates the training?

A. Participant Teacher training is facilitated by a Master Trainer, and Master Trainer training is facilitated by a Senior Trainer. Facilitators have successfully completed coursework related to the face-to-face and online facilitation of the course. Facilitators also have access to the Essentials Online Training Community to support them through their courses.

Q. How can I communicate my questions and concerns to my facilitator?

A. Course facilitators respond to participant messages or e-mails within 48 hours (2 days). In addition, each facilitator has set office hours. You can chat or ask questions during office hours and know that the facilitator is available online to respond to your comments or questions.

Q. I do not recall my Login ID. What should I do?

A. After enrollment, you can retrieve your Login ID using the automated method from the course Login Page. When you use this method, your information is sent to your e-mail address. To use this method:

1. Visit the course Login Page: <http://teachonline.intel.com/au/login/>
2. Find the **Yes, help me log in** button.
3. Enter your e-mail address, and then click **OK**.

NOTE: If you tried the automated Login ID and password retrieval method and you are still experiencing problems logging on, contact the [RTA](#) for help.

Q. I do not recall my password. What should I do?

A. After enrollment, you can retrieve your password using the automated method from the course Login Page. To use this method:

1. Visit the course Login Page: <http://teachonline.intel.com/au/login/>
2. Find the **Yes, help me log in** button.
3. Enter your Login ID, and then click **OK**.
4. If you do not know your Login ID, you can enter your e-mail address.

NOTE: If you tried the automated Login ID and password retrieval method and you are still experiencing problems logging on, contact the [RTA](#) for help.

Q. Can I change my password and Login ID?

A. You can change your password in your profile setting at any time. Proceed to the **Home Page** and click on the **Update Profile** link. Please note that you will be asked to make sure the description field is filled in; you may want to include information about the year level in which you teach. To change your Login ID, contact the [RTA](#).

Q. What course management system (CMS) is used for this course?

A. This course uses the Moodle* course management system. The widely used Moodle system is a complete online environment for Internet-based courses, designed using sound pedagogical principles, to help educators create effective online learning communities.

Course Requirements and Accessing Your Course

Q. What basic computer knowledge and performance prerequisites should I meet before participating in this online course?

A. Before participating in this course, you should be comfortable performing the following tasks on a computer:

- ⌚ Accessing the Internet and using a web browser
- ⌚ Creating and editing documents in a word processing program
- ⌚ Copying and pasting text from one document to another
- ⌚ Receiving and sending e-mail messages with attachments
- ⌚ Downloading and opening attached files

Furthermore, if you have never taken an online course, you should be open to a new learning process.

Q. What are the minimum and recommended hardware and software requirements for the course?

A. The following software and system settings are recommended for satisfactory participant experience and the performance of Essentials Online Course resources, such as the Help Guide. Variations from the recommended software or settings may offer adequate experience and performance with modifications.

Apple Macintosh*	Microsoft Windows*
<p>Operating System</p> <ul style="list-style-type: none"> ⌚ Apple System Software version OS X v.10.4* or later <p>Hardware</p> <ul style="list-style-type: none"> ⌚ PowerPC* based or Intel based Macintosh for each participant ⌚ 256 MB or higher of RAM ⌚ 100 MB free hard disk space ⌚ Audio system with speakers or headphones ⌚ CD-ROM drives on all systems or access to a server where CDs can be loaded ⌚ Internet access on every system ⌚ Access to a printer for course ⌚ One computer in the course lab for each Participant Teacher ⌚ One computer in the course lab for Master Trainer ⌚ Projection system available for Master Trainer's computer 	<p>Operating System</p> <ul style="list-style-type: none"> ⌚ Microsoft Windows 2000* or XP* <p>Hardware</p> <ul style="list-style-type: none"> ⌚ Intel® Pentium® processor 200 MHz (performance level or better) or compatible processor ⌚ 256 MB or higher of RAM ⌚ 100 MB free hard disk space ⌚ Audio system with speakers or headphones ⌚ CD-ROM drives on all systems or access to a server where CDs can be loaded ⌚ Internet access on every system ⌚ Access to a printer for course ⌚ One computer in the course lab for each Participant Teacher ⌚ One computer in the course lab for Master Trainer ⌚ Projection system available for Master Trainer's computer
<p>Internet Connection</p> <ul style="list-style-type: none"> ⌚ Cable, DSL, or satellite connection 	<p>Internet Connection</p> <ul style="list-style-type: none"> ⌚ Cable, DSL, or satellite connection