Frequently Asked Questions (FAQs)

How do the courses work?

Here's what you can expect to do each week:

- **Discussion** – Post written comments in the online discussion with your fellow participants and the Instructor
- **Readings** – Courses have online readings, PDFs, and/or links to outside articles and resources
- **Presentations** – View slides and listen to audio lectures recorded by your Instructor
- **Self-Quizzes** – Each Unit has a self-quiz to test yourself.

How do I navigate the classroom?

Each Monday you'll want to review the Welcome Page, which will be the first page you see upon logging into the classroom. Next, we recommend that you move through Readings and Presentations for the corresponding Unit, and then participate in Discussion and attempt the Self-Quiz for the Unit. You may re-take the quizzes as many times as you'd like without penalty.

For a 3-minute tour of the UGotClass online course, please watch this video: https://www.youtube.com/watch?v=0HvexE4sbx4

Is there a set time that I must be online?

No. Our courses are asynchronous, meaning you may login to the classroom anytime, day or night, 24/7. There will be no live chats, nor live discussion.

Are the lessons released all at once allowing me to work through the content at my own pace?

Yes. You will have access to all material in the classroom at the start of the course. The Welcome Page (first page you will see after logging into the classroom) will change each Monday, at the start of a new Unit. It is suggested that the student follow each Unit in the classroom for maximum learning.

How do I participate in the Discussion area?

Please start by clicking on a Discussion thread. For example, the "Introduction" thread. On the following page, you will see discussion posts made by students and the instructor. Posts which are new to you will be shown in red, and once you view the posts within a particular thread, the posts will be shown in blue.

Under the "Search Messages" box, you will see the condensed versions of posts. The condensed versions will include: subject, student name, date, and time. Under the condensed posts, you should see a green "New Message" button. If you scroll down or click on the condensed post title, you will be directed to the full post.

To add a new message, please be sure to include the post subject. You may also want to consider typing your response in a Word document, and then copying and pasting to the classroom from there. You may submit an attachment, or modify the font, color, etc. Please hit submit once ready.

How do I get in touch with the Instructor during class?

Each classroom contains an interactive discussion area. Our instructors login to the discussion area at least three times per week, and will respond to any questions or inquiries at that time. You may also communicate with other students in your class through the discussion area.

What if I'm going to be away for some time while the class is being held?

You are welcome to work ahead, or make up any missing material upon your return. There will be an additional 10 days after the course end date to make any final completions, or to finish reviewing the course material. If you need to extend this deadline, please contact info@ugotclass.org.

What are the completion requirements for your courses?

Unless otherwise specified, these are the completion requirements if you're taking our courses and Certificates for recognition (CEUs/ILUs, Certificate of completion):
   1. Make at least one comment every week in the discussion.
   2. Take every Unit self-quiz.
   - You may retake any self-quiz as often as you need to get to the 80% level.

Is there a final exam?

There is no required final exam, but there will be one Unit self-quiz each week. All Unit quizzes will be online, and students may re-take any self-quiz as often as they need to reach the 80% level.

When will I receive my document of completion?

UGotClass will check student completions approximately two weeks after the course end date. We offer two types of recognition for students requiring a document of completion.

   1. **Certificate**: In order to be eligible to receive a certificate, you'll need to have enrolled in a certificate program, usually consisting of multiple courses. A Certificate will be automatically issued to you approximately 2 weeks after completion of the last course in

the series. We do not issue transcript forms for individual courses completed when a student has registered for a Certificate program.

2. **Transcript Form**: If you meet the completion requirements for an individual course and need proof of completion, please ask. You can request a transcript form approximately two weeks after your course has ended. You can contact us at info@ugotclass.org

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My Certificate of completion is blank.

We apologize for this inconvenience! You may need to download Adobe Reader in order to view the completed fields (your name, partnering organization, etc.): http://get.adobe.com/reader/