

## Distance Learning Continuing Education FAQs

Getting the necessary coursework to fulfill one's professional development and meet the requirements for continuing education can be a daunting endeavor for many working adults. Distance learning programs are designed to provide working adults with the ability to get additional education quickly, conveniently and affordably. Online distance learning is now one of the fastest and most common forms of higher education and career training for adults.

### 1. What is a Distance Learning

Distance learning courses can be exciting, challenging, enriching and convenient, but they are not for everyone. They should not be considered an easy way to earn credits. In fact, this learning environment requires a high level of self-motivation, discipline and independence. Distance learning may involve home studies, online ecourses, webinars, or telecourses.

### 2. What is a Self Study Reading Course?

A home study course consists of a carefully chosen book, articles or videos by leading thinkers in the field that, read together, provide an in-depth examination of subject matter of the course. You are able to complete the course on your own time and on your own schedule. Unlike the online ecourse or telecourse, you are not required to participate in any discussions. Upon completion of reading the materials and, in some cases, completing the exercises, you will be ready to complete the post test.

### 3. What is an Online eCourse?

An eCourse is an electronic version of a class that meets. The difference between an in person classroom meeting type and an online course is that the meeting takes place in virtual time and space. The instructor and course participants can go online at their own convenient times – making it very desirable for adult learners. This model makes learning across time zones and continents very convenient.

In an eCourse, participants watch videos, listen to podcasts, and read articles within a certain time frame. They interact with others by posting comments and respond to the posting of others. In some courses, they are required to complete a project or assignments. A post test is required.

### 4. What is a Webinar?

Webinars, video conferencing, and webcasts are different terms used for web-based courses. It is a presentation, lecture, or seminar that is transmitted over the web. Attending a webinar is like attending any lecture or seminar apart from the place where the event takes place.

Webinars are typically one-way from the speaker to the audience with limited audience interaction. It can also be collaborative and include polling and question & answer sessions to allow participation between the audience and the presenter. In some cases, the presenter may speak over a standard telephone line, while pointing out information being presented onscreen, and the audience can respond over their own telephones, speaker phones allowing the greatest

comfort and convenience. Some web conferencing technologies incorporate the use of VoIP audio technology, to allow for a completely web-based communication.

## **5. What is a Telecourse?**

Telecourses, like other distance learning courses, are an ideal learning method for some students. They provide educational opportunities to many people who, for a variety of reasons, cannot participate in regularly scheduled classes on campus.

A telecourse is a series of live classes conducted over the telephone, with participants from around the world. (Upon registration, you will be given a phone bridge telephone number and Pin number to call in for each class. Please note that the number is not toll free.) You are expected to participate in discussions during the call and subsequent to the call, just as in an in-person course.

## **6. What computer and internet expertise must I have to participate?**

The requirements are basic. You must be able to send and receive e-mails and download course materials from this website. Be sure to save the e-mail we send you confirming your registration for a course. It has all the links to the course materials. Some of the materials are in PDF (Adobe Acrobat) format. Most computers have Adobe Acrobat Reader, but if yours doesn't, you can easily install it for free.

Some courses require very little if any work on the computer. Let us know if this is a concern for you and we will see what we can do to help.

## **7. How are Continuing Education (CE) credits assigned?**

Credit is awarded according to distance education standards. The exact number of credits offered is based on contact hours and is indicated in each course description. Different professions use a different formula for calculating CEUs. For example, a 3-hour face-to-face workshop or teleconference qualifies for 3 CEUs for Social Workers. Reading a 30,000 word book also qualifies for 3 hours of credit.

## **8. What happens once I register for CE course? How will I receive course materials?**

You will receive confirmation of your registration by email. Be sure to save this email! It has the registration code for online courses. For home studies, this email will include instructions for taking the course, and all the links to course materials, the CE post test and other necessary information. Sometimes servers filter the confirmation e-mail and put it in your Junk Mail folder. If you don't receive it, please check there.

## **9. How much homework is expected for a course?**

There are no hand-in assignments for distance learning courses. However, each course comes with an expectation to participate. A telecourse might require you to have offline conversations with other members in the course whereas an eCourse will expect you to post comments.

#### **10. What do I need to do to pass?**

You must meet the requirements of the course in order to pass. The requirements are specific to each course. For example, the 6-credit home study requires that you successfully complete a post test to pass. Once you pass the post test with a score of at least 70%, you will receive a Certificate of Completion via email. An 8-credit eCourse requires that you participate in a weekly discussion and complete a post test.

#### **11. What if I fail the test?**

The test can be taken three times -- at no additional cost.

#### **12. I am taking a Telecourse for CE credits. Is there a post test at the end of the course?**

Because it is a live class, attendance is required, but not a post test.

#### **13. Can I take the CE Post test as I move through the course?**

Yes. After you've registered for a Distance Learning Course, you will be able to access the CE post test. Then you can print out the test and mark the answers as you go through the course. When you have finished the course, go to the CE post test again, and enter your answers online.

#### **14. How do I get my certificate?**

You will receive a CE Certificate by email when you pass the post test. You can use the certificate to complete the CE paperwork required by your board. Kaizen Solutions does not submit any documentation to licensing boards.

#### **15. Can I cancel my registration and get a refund?**

For all online or telecourse courses, you will receive a refund as long as you notify us two weeks before the class begins. Please note that a \$50 processing fee applies. No refunds will be given for textbooks. Simply e-mail [info@kaizensolutions.org](mailto:info@kaizensolutions.org) 2 weeks prior to the beginning of the course. No refund is available for home studies once the material has been made available.

#### **16. Do I need to complete an EVALUATION for every course?**

After you complete the post test we ask that you fill out an online Course Evaluation. It is our only way to obtain feedback so we can continue improving the quality of our course material. Thank you, in advance, for sharing your comments with us regarding the courses offered on this site. If you have additional questions, comments, complaints or recommendations, please contact us at [info@kaizensolutions.org](mailto:info@kaizensolutions.org)

#### **17. I have a question about distance learning that is not included on this list. What should I do?**

If you need more help, send an e-mail to [info@kaizensolutions.org](mailto:info@kaizensolutions.org)