

## Online University FAQ's

**Q. When will courses be available?**

**A.** Our target release date is April 1, 2008.

**Q. Do I need to have a lot of computer skills to take this course?**

**A.** No. We provide you with step-by-step instructions, guiding you through the log on process and course navigation.

**Q. What requirements does my computer need to support the online training?**

**A.** The minimum requirement is a computer with Internet Explorer 5.0 or Netscape 6.0 browser. Courses are best viewed at a screen resolution of 1024 x 768 or higher.

**Q. Does my computer require any special applications to support the online courses?**

**A.** The great majority of PCs will require no additional software to play the courses. Occasionally, Adobe Flash or Java may have to be installed on your PC in order for some of the courses to run correctly. If you experience problems with any of the courses, the first step is to download these free programs from our website.

Audio is an enhancement for some courses. You will hear sound in the course if your computer supports audio and speakers are attached and turned on. Sound is not required to complete the courses.

**Q. How do we decide what courses to take?**

**A.** VML Insurance Programs staff has organized the university into five campuses for Public Safety, Public Works, Parks & Recreation, Office and Schools. Within each campus, courses are designated as Core, Continuing Education and Elective and noted as being for all employees or only applicable to management staff.

**Q. Who determines which Core courses each employee should be taking?**

**A.** Each member's management team should choose the courses most appropriate for their employees. VML Insurance Programs will be glad to assist you upon request.

**Q. Are the courses designated as "Core" courses going to be required training?**

**A.** VML Insurance Programs is not requiring that members utilize web based training nor are any of the Core courses required. Core courses are those that are likely to be most directly related to the employees in an operational area. Continuing Education classes could be considered optional courses, depending on the functions of the individual participating in the training. Some courses have been identified as OSHA approved for those individuals seeking to obtain the required annual or periodic training as required by OSHA.

**Q. Can we preview courses before assigning employees to take a session?**

**A.** VML Insurance Programs staff has reviewed all courses offered through the Online University for suitability; however, the person designated as the administrator for the member may preview courses to determine their suitability for employees if they wish to do so. In addition, anyone can preview portions of select courses on the VML Insurance Programs website at [www.vmlins.org](http://www.vmlins.org).

**Q. Can employees retake courses in which they have not obtained a passing score?**

**A.** Employees may retake a course as many times as necessary within three (3) months of initiating a course. A limited time to re-take courses encourages employees to finish started courses, and work with a subject matter until a passing score can be obtained.

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**Q. Does the session take the employee back to the section where questions have been answered incorrectly?**

**A.** No, but questions are asked along the way to gauge the employee's understanding of concepts being presented. At any time during the session the employee may review previously presented materials before progressing to the post exam. Once the employee is in the examination phase of the course they may not go back into the program to seek the correct answer.

**Q. Can the test be printed for those not comfortable taking online exams?**

**A.** No, as a protection of the course and exam taker, the course materials or exams cannot be printed to minimize sharing of responses with other employees who may not have yet taken the session.

**Q. How long will it take to complete a course?**

**A.** It takes approximately 30-120 minutes to complete each course, depending on your Internet connection speed and the course selected.

**Q. What if I don't have time to finish after I start a course?**

**A.** You can stop and start a course as often as necessary. Your progress will be saved.

**Q. What is the term of course uses once purchased?**

**A.** Employees will have one year from the time the number of course "uses" are purchased by the member use them. However, once an employee enrolls in a specific course, they will have 3 months in which to complete that course.

**Q. What if we add course uses during the course of the calendar/fund year, are there different expiration dates?**

**A.** A member purchases a block of uses – not courses. Uses expire one year after purchase.

**Q. When is payment due?**

**A.** At the time the member purchases a block of uses. Once payment is received by VML Insurance Programs your block of uses will be available.

**Q. What if I have additional questions?**

**A.** We encourage you to review the materials available via the VML Insurance Programs website at [www.vmlins.org](http://www.vmlins.org). For further information, please contact Tina Stevens at 1-800-963-6800.