Frequently Asked Questions (FAQs)

General Training Information

Q. What course materials are required?

A. Each participant receives a folder with an overview document and key assessments used in 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 46 hours of online work. Master Teachers have 2 hours of online prework before the course begins, 14 hours of face-to-face training, and 48 hours of online work.

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 nine weeks to complete the course, averaging approximately 5 to 7 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, reviewing activities, or completing the readings. You need to be online to 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 and objectives, an assessment plan, accommodations for diverse learners, and instructional procedures. 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 Portfolio (the unit and supporting materials) by sharing what you have created with your colleagues.

Q. Who facilitates the training?

A. Participant Teacher training is facilitated by a Master Teacher, and Master Teacher 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 Facilitation tab 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/us/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 your ITA 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/us/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 your ITA 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 tab** 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 grade level in which you teach. To change your Login ID, contact your ITA.

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.

Q. Who has access to my work in the course?

A. Every participant enrolled in the course has access to the discussions of all users in the Sharing Tab and the course blog and wiki. The course facilitator(s) can view and give feedback on work 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 viewing the course. These users have full access to the course and can review work, discussions and survey data.

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*
Operating System • Apple System Software version OS X v.10.4* or later **Hardware** • 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 Teacher • Projection system available for Master Teacher's computer	**Operating System** • Microsoft Windows 2000* or XP* **Hardware** • 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 Teacher • Projection system available for Master Teacher's computer
Internet Connection • Cable, DSL, or satellite connection	**Internet Connection** • Cable, DSL, or satellite connection

(continued)

Apple Macintosh*	Microsoft Windows*
Internet Browser • Mozilla Firefox 1.5 * or later version OR • Microsoft Internet Explorer 5.2.3* or later version NOTE : Currently the Safari* browser is not fully supported. If you use Safari you may experience some anomalies. We are striving to have full support for Safari* in future releases. We recommend installing and using the latest Mozilla Firefox* browser in the interim. Download from http://www.mozilla.com/firefox/.	**Internet Browser** • Mozilla Firefox 1.5* or later version OR • Microsoft Internet Explorer 6.0* or later version (download from: http://windowsupdate.microsoft.com*)
Software Requirements • Word processing software (Microsoft Word 2004 for Mac* or later version, or OpenOffice.org 2.0 Write* or later version) • Spreadsheet software (Microsoft Excel 2004 for Mac* or later version, or OpenOffice.org 2.0 Calc* or later version) • Presentation software (Microsoft PowerPoint 2004 for Mac* or later version, or OpenOffice.org 2.0 Impress* or later version) • Adobe Reader 7.0* or above • Archive or file compression software	**Software Requirements** • Word processing software (Microsoft Word 2000* or later version, or OpenOffice.org 2.0 Write or later version) • Spreadsheet software (Microsoft Excel 2000* or later version, or OpenOffice.org 2.0 Calc or later version) • Presentation software (Microsoft PowerPoint 2000* or later version, or OpenOffice.org 2.0 Impress or later version) • Adobe Reader 7.0* or above • Archive or file compression software
Plug-ins • Adobe Flash Player 7.0* or later version (download*) • Microsoft Media Player 7.1* or later version (download*)	**Plug-ins** • Adobe Flash Player 7.0 or later version (download*) • Microsoft Media Player 7.1 or later version (download*)

Q. Are any configuration settings required?

A. Yes. The course requires the following configuration:
- **Enable cookies.** The online course uses the following two cookies:
    - The session cookie is essential. You must allow this cookie to provide continuity and maintain your log on status from page to page. When you log out or close the browser, this cookie is destroyed (in your browser and on the server).
    - The other cookie is purely for convenience. This cookie remembers your Login ID. When you return to the course, the **Login ID** field on the course Login Page will be filled in for you. You can safely refuse this cookie—you will just have to retype your Login ID each time you log on.

- **Turn off pop-up blockers.** Pop-up blockers might affect your ability to read some of the course content. To turn off pop-up blockers in Internet Explorer, follow these steps:
    1. Open your browser.

2. On the Tools menu, click **Pop-up Blocker**, and use either of the following two options:
   - **Turn Off Pop-up Blocker**—Click this option to turn off the blocker function for all sites with pop-ups.
   - **Select Pop-up Blocker Settings**—Click this option to allow pop-ups from the course only; if you choose this option, paste the course URL into the text box that asks for the address of the Web site to allow.
3. Turn off any pop-up blockers included in toolbars you have installed, such as Yahoo!* or Google* toolbars.
4. Another way to override your pop-up blocker is to hold down the **Ctrl** key as you click the link. **Macintosh* users:** You may be able to override a pop-up blocker by holding down the **Command** key as you click the link.

- **Configure e-mail blockers.** Some e-mail providers classify messages sent to more than three recipients as spam and then automatically delete those messages. You need to ensure that you can receive messages from your course facilitator.

Q. What if I get an error message when I try to access the course?

A. If you are using Google Browser Sync, it may cause an error message to appear. Please take the following steps to edit the settings in Google Browser Sync:

1. Select Tools
2. Hover over Google Browser Sync,
3. Select Settings…,
4. Select the Sync Settings tab,
5. Uncheck Cookies,
6. Select OK

Once you have done this, you will also need to delete your cookies (or only remove the teachonline.intel.com cookies), and restart your browser.

Q. What course materials are required?

A. After the face-to-face training, you must have any files created available while you work. You also have the option of downloading and printing the course Notebook. Access to a computer with an Internet connection and word processing, multimedia, and presentation software is essential.

Q. When can I first access my course?

A. The online portion of the course is available when you receive notification from your facilitator.

Q. What if I have trouble logging on the first time?

A. If you have trouble logging on, check the following:
- Have you typed your Login ID and password correctly (passwords are case sensitive)?

- Are the Caps Lock and the Num Lock keys off?
- Are cookies turned on in your browser?

If you still have trouble, contact your ITA.

Q. What can I do when my web browser does not work properly with the course environment?

A. If you have enabled cookies and pop-ups, and continue to experience difficulties, contact your ITA, and provide an exact description of the difficulties you are experiencing.

After Logging On: Course Settings

Q. What are the Terms of Use for this course?

A. The Terms of Use for this course are as follows:

Terms of Use
Acceptance of Terms

Read these Terms and Conditions ("Terms") carefully before You ("You") accept these Terms by (a) clicking to accept this agreement, or (b) otherwise using the Intel® Teach Essentials Online Course ("Service"). If You do not agree to these Terms do not use the Service. The following describes the Terms under which Intel welcomes You to the Service. Please read these Terms carefully so that You fully understand Your rights and responsibilities as a member of the Service. Please note that Intel may change these Terms from time to time and will let You know by posting a modified copy of these Terms on the Service, or by otherwise notifying You.

These Terms are entered into by and between Intel Corporation ("Intel") and You. Intel provides the Service to You, subject to these Terms. Unless explicitly stated otherwise, these

Terms will govern Your use of any new features that augment or enhance the current Service, including the release of new Intel resources. By joining the Intel® Teach Essentials Online Course, you are allowing Intel Corporation to uphold the policies and guidelines outlined below.

Privacy Policy

In order to register as a member of the Service, we ask You to supply us with some basic personal information like name, email address, etc. during the registration process and, occasionally, at other times while using the Service. We collect the information needed to provide the Service to You. We will not share the information with third parties without obtaining Your permission. These requests will be in accordance with Intel Corporation's Privacy Policy.

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Your Obligations

In consideration of Your use of the Service, You agree to be solely responsible for: (a) providing true, accurate, current, and complete information about You as prompted by the Service's registration for (the "Registration Data"), and (b) maintaining and promptly updating the Registration Data to keep it true, accurate, current, and complete. You are solely responsible for the security of Your password. If You provide any information that is false, inaccurate, out of date, or incomplete, or Intel has reasonable grounds to believe that such information is false, inaccurate, out of date, or incomplete, Intel may suspend or terminate Your account and refuse any and all current or future use of the Service (or any portion thereof).

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I accept that the temporary storage of course materials I load and share is for the course(s) in which I am enrolled and will not be available at the completion of the course. Furthermore, I hold Intel harmless for the loss of such material.

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Termination

Intel may terminate this Agreement, the Service, or any portion thereof at any time. Upon termination, You will immediately cease using the Service.

Q. What if I do not agree to the Terms of Use for this course?

A. If you do not accept the Terms of Use, you will be denied access to the online course environment.

Q. What do I do after I log on and click the course title?

A. Follow the directions and proceed to the Orientation section. The Orientation section provides step-by-step instructions to guide you through the course. If you experience difficulties at any time, contact your facilitator.

Q. What are *messages*?

A. A *message* is a tool that participants can use to communicate with others in the online course environment. The messaging feature is similar to regular e-mail, with the exception that the messages reside in the online environment. On each course Home tab, you can send a message by clicking on the envelope icon next to a user's name. You view messages sent to you by clicking on the discussion icon next to the sender's name in the Messages area of the Home tab. Messages are asynchronous. Unlike instant messaging, you will not be notified as soon as a new message arrives, but you will see the message the next time you visit the Home tab or refresh the Home tab. If you have messages waiting, you are notified when you log in to the course.

Q. Can I send a message through the course to another participant in the course?

A. Yes. From the course Home tab, click the mail icon next to the participant you want to contact. A new window will open. You can send a message, and the recipient will be able to reply to your message or send you a new message.

Q. Why do I not see an envelope by my name on the Home tab?

A. The person logged in will not see an envelope for themselves because it is used

to message another person in the course. There is no reason to message you. However, other people in the course will see your envelope.

Q. Why do I only see envelopes for certain people when I know more people are online currently?

A. The numbers of envelopes you see represent the people online when you first loaded your page. You will need to refresh your **Home tab** to see an updated list of people online.

Q. Can I send a message to more than one participant at once?

A. Only one participant can be messaged at a time. If you have a question or item to share with the entire class, please start a new discussion topic in the Teachers' Lounge or course blog.

Q. How do I receive course messages?

A. Course messages will appear on the course Home tab and will open when you click the message, indicated by the envelope icon. The message disappears after you read it. You can find and review any previous messages you received by clicking on the envelope next to the name of the person in the class list who sent the message and then clicking on the Message History link.

Q. Can I send a personal e-mail through the course to another participant in the course?

A. No. Messaging is the preferred course communication. To e-mail another participant in the course, you would need to ask the person for a personal e-mail address and use your own e-mail application.

Q. How long until I "time out" in the course due to inactivity? How can I avoid timing out?

A. If you are logged on to the course but your system is idle for 90 minutes (for example, you have not clicked any links), then you will be automatically logged out for security reasons. You will lose any work that has not been posted or sent. Please be aware of this limit. One way to safeguard against losing information is to compose your comments and feedback in a word processor and then paste them into the online course.

Q. Can I update an end of module survey more than once?

A. Yes, the most current submitted survey will override the previous one.

Q. Why do my course schedule dates not match my facilitator's course schedule dates?

A. Discrepancies in the course schedule dates may be due to changes in the timezone setting in your user profile. Go to the course Home tab and click **Update Profile**. Check the **timezone** setting to make sure it matches your facilitator's timezone setting. If needed, change your timezone setting to match

your facilitator's setting, and then click the **Update profile** button to save changes. If this does not resolve your course schedule date discrepancies, please click the **Contact Customer Support** link at the bottom of any page in the course.

After Logging On: Course Navigation

Q. How can I easily navigate among the pages or sections of the course?

A. The Orientation provides a detailed tour and tips on navigating the course. The tabs at the top of the course provide fly out menus that allow you to link to the key elements of the course in one click. The links in the left navigation pane also guide you through the modules as well as through the activities and steps in each module. The My Recent Pages link at the top of the left navigation pane allows you to see the last 10 course pages visited.

General Questions about the Course

Q. I did not finish the online course. When I tried to reenter the course later, I discovered that it is no longer available to me. How can I complete the course?

A. Let your course facilitator know that you are interested in future course offerings and that you will commit to finishing the course in the future. Contact your LEA/ ITA to explore completion alternatives.

Q. How long will I have access to the course material?

A. The course material is available for nine months after your course section closes You are required to finish the course exercises, assignments, and readings by your course end date.

Q. Will I receive a certificate of completion?

A. The facilitator for each class provides to the ITA updated rosters of participants who have successfully completed the course. The rosters are used to generate certificates of completion, which are mailed or e-mailed to participants.