

Frequently Asked Questions: ADCC Webinar Series

REGISTRATION

Q: How do I register for the new Adult Day Webinar Series?

If you have attended training through VCU's Department of Gerontology before, it is the same process! If not, you will want to go to the website training.vcu.edu and Select "Gerontology" from the sponsor drop down menu. When you hit "submit" you will find a listing of all training programs offered through the VCU Department of Gerontology. "ADCC Webinar Series" will be included in the title of the training you are wishing to register for. Simply click the title and then the "Register" button on the next page. Once you fill out the form you will be required to submit your credit card payment on the next screen.

Q: How much does this webinar series cost and what do I get for the price?

The entire four-part series is \$15 per person. You will have access to this webinar series for an entire year from the date of the live webinar. Upon successful completion of all four webinars in the series, you will earn your 6-hour certificate of completion.

Q: What if I want to register all of my staff for this series?

There are two ways you may do this. 1) You can change the # of attendees at the time of registration or 2) you can register each person individually. If you use the first method to register participants, only one email address will be required. However, if you use the second method to register, you will want to use each individual's email address. The email address provided will be the one which will receive communication regarding the live webinar and other announcements regarding the series as appropriate.

Q: Should I register all of my staff even if I know they can't all be on the live webinar?

If you know that you wish all of your staff to complete this training, it is probably the easiest to register everyone all at one time, however, you can do this however you want. We understand that 100% of individuals will not be able to participate in the live webinar. Therefore, the live webinar will be recorded and uploaded to the webinar hub for viewing at a later time.

Q: What happens if I register someone, but then they no longer work at my center?

As long as you have not requested the certificate for that individual, you will have an open credit to use for another staff person. If you replace that person later, just send Jennifer Pryor (pryorjm@vcu.edu) the name of the individual replacing that spot.

Q: What happens if I hire a new staff member and want them to complete this training?

If you hire another person, simply complete the registration process for that person and send them the link to the webinar hub. The process is the same, they are just jumping in later down the road. Remember, though, each webinar will only be active for one year. If the live webinar occurred on April 25th, 2017 then it will expire on April 24th, 2018.

Q: I would rather submit payment via check or money order. How can I do this?

We do not have a paper registration form for the webinar series. However, if you would like to submit a check or money order with your registration, you can type the names of all whom you wish to register for the webinar series and mail that with your check or money order for \$15 per person to Jennifer Pryor at PO Box 980228, Richmond, VA 23298. Make sure that you include an email address with this registration!

WEBINAR TRAINING

Q: I heard that there are required quizzes that are included with these webinars. Can you tell me more about these?

Per the requirement of the VCU School of Allied Health Professions Dean, quizzes must accompany each webinar to ensure competency of the training material. Each webinar will have a quiz with approximately 4-5 questions. These quizzes are not meant to trick participants or be difficult to complete. They will test competency of the materials. If multiple individuals are viewing the webinar together, each person is responsible for completing the quiz.

Q: Is there a certain time frame for completion of the four parts?

Once you register, you have up to one year from the date of the live webinar to complete the four parts and request a certificate. This training is designed to be flexible and fit into each person's schedule as needed. There are no other strict requirements for completion of the training.

REQUESTING CERTIFICATES

Q: I have completed all four parts of the webinar; how do I get my certificate?

On the webinar hub there will be a link to the Certificate Request Form. This is an online form each person who completes the training must fill out in order to receive their certificate. Once the certificate request form is submitted, the evaluation will appear. There will be a required section for each person to complete which must be done in order to receive the certificate. The longer evaluation is optional, but we do request that each person takes a few moments to fill it out.

Q: What do you do with the evaluation form data?

This evaluation form data is used to understand the effectiveness of the training program in addition to helping us identify the unique training needs of those completing the training. This information can help shape future training offerings for ADCC staff.

Q: How soon will I receive my certificate?

Once the Certificate Request Form and Final Evaluation are submitted, VCU Gerontology staff is notified electronically. Those request forms must be cross checked with the registration rosters to ensure that the individual has paid for the training. No certificates will be issued to those who have not paid for the series. Please allow up to two weeks for certificates to arrive. **They will be mailed to the address supplied on the request form.**

Q: Do you keep a record of my training completion in case I lose my certificate?

As with any of our other training programs, we will have a record of your completion of training. If you have already completed the final certificate request and evaluation procedure, that is evidence of training completion. We always encourage each participant to keep their original certificate of completion in a safe place and to provide your employer with a copy. In the event that you need to request another copy, please contact Jennifer Pryor at pryorjm@vcu.edu.