ISTE U MICROCOURSES AND ONLINE TEACHING BUNDLES

FAQ

Answers to Frequently Asked Questions

2020

COURSE STRUCTURE & INFORMATION

What does a microcourse include?

Microcourses include around two hours of lesson content, videos, interactive activities, discussion boards, and a final quiz. Each microcourse is divided into 4 - 5 modules to break up the content into various sub-topics, starting with a Welcome module to provide important course information.

The four microcourses are:

- Assessing Learning in Online Learning
- Ensuring Equity and Inclusion in Online Learning
- Creating Community in Online Classrooms
- Designing Online Learning Experiences

What does the Online Teaching Bundle include?

Online Teaching Bundle

The **Online Teaching Bundle** includes access to **all four microcourses**. By purchasing the Online Teaching Bundle, you will be enrolled into the **four separate microcourses**. You will see each course under "My Courses" in ISTE's online learning environment and you will be able to earn **four 2-hour certificates of completion** by successfully meeting all requirements.

Online Teaching Academy

The **Online Teaching Academy** provides access to a single learning experience that includes all four microcourses plus seven recorded webinars, each approximately one hour in length. The webinars are recorded from ISTE's Summer Learning Academy, held in July 2020. By purchasing the Online Teaching Academy, you will be enrolled into ONE course in ISTE's online learning environment containing all four microcourses plus the webinars. By successfully meeting all requirements, you will earn **one 15-hour certificate of completion**.

Is all content from ISTE's Summer Learning Academy 2020 included?

No – The Online Teaching Bundle includes only the four microcourses. The Online Teaching Academy includes 7 of the webinar's from ISTE's Summer Learning Academy 2020. These 7 webinars were chosen as the most valuable to participants:

- "Online with Intention: Distance Learning Guided by Access to Action, Creative Expression, and Shared Experience" with Dr. Jennifer Williams and Billy Spicer
- "Chart A New Course: Teaching Essential Skills for Tomorrow's World" with Rachelle Dene Poth & David Lockett
- "The Perfect Blend: Shifting from Remote to Blended" with Michele Eaton & Marcus Vu
- "Engaging Elementary Students in STEM Learning" with Dr. Amanda Thomas & Amy Sokoll Bauer
- "Make Remote Learning Engaging for Students by Focusing on Equity and SEL" with Jorge Valenzuela
- "Blended Learning: Shifting the Paradigm" with Dr. Kimberly Lane Clark and Carla Jefferson
- "Lessons Learned from Remote Teaching: Online Learning that Empowers All Students" with Lynn Giralomo & Liz Simons

Do I need to log in and attend classes at a specific time?

No – the microcourses and bundles are self-paced. You will not be required to attend specific meetings at specific times or to submit assignments at specific calendar moments while the course is open in order to pass the course.

For how long will I have access to the microcourses or Online Teaching Bundles?

If you enroll in an individual microcourse or the Online Teaching Bundle, you will have access to complete all content for **3 months** from your registration date. After that, you will have read-only access for an additional 3 months. No extensions will be given.

If you enroll in the Online Teaching Academy, you will have access to complete all content for **6 months** from your registration date. After that, you will have read-only access for an additional 6 months. No extensions will be given.

Are there instructors for the microcourses or bundles?

No – there are no instructors for the microcourses or Online Teaching Bundles.

How do I successfully complete a microcourse or Online Teaching Bundle?

If you enroll in an individual microcourse or the Online Teaching Bundle:

To earn your certificate of completion and be eligible for graduate-level credit, you must earn a score of 80% or better on the final quiz in each microcourses. Final quizzes are located in the last module of each microcourse.

If you enroll in the Online Teaching Academy:

To earn your certificate of completion and be eligible for graduate-level credit, you must earn a score of **80% or better** on the final quiz of each microcourses **AND** on the final webinar quiz. There are five quizzes total.

Upon meeting the above criteria, your certificate will be automatically generated and you will receive an email notification explaining how to access, download, and share it.

How long will it take to complete a microcourse?

The average time it takes to complete one microcourses is approximately two hours. However, there is much more than two hours of content available in each microcourse. If you choose to explore the provided resources or activities more deeply, you may spend more than two hours in each course.

How do I earn graduate-level credit?

ISTE believes in helping teachers grow in their careers and digital proficiency by offering courses eligible for graduate-level credit. Often, graduate-level credit is obtained for primarily post-baccalaureate purposes. This means that it is primarily used for professional development or salary advancement and is transferable to degree programs *only with the approval of the institution* being petitioned at the request of the individual enrolled in that program. Graduate-level credit will be offered by ISTE U graduate partner(s) at an **additional fee**. These partner(s), not ISTE, will provide the credit.

Only the Online Teaching Academy is eligible for graduate-level credit. Microcourses and the Online Teaching Bundle are NOT eligible.

Participants will receive more information including how to register for graduate-level credit after starting the course. For the 15 hours of professional development time, participants can earn **one graduate-level credit**.

Please note that approval for professional learning and determination of credit (continuing education units, professional development points, etc.) toward licensure renewal are based on individual state and/or school district policies. For more information about your individual professional learning requirements, including the number of hours needed, approved institutions for CEUs or PDPs, and how to apply graduate-level credit toward CEUs or PDPs, **contact your local education agency or state education agency** for approval and submission requirements prior to registering for credit.

Can I get an extension for my course?

No extensions will be granted. You will only be able to complete requirements for a limited amount of time from your registration date (3 or 6 months). See the question on "For how long will I have access" above for more information.

If you do not finish all requirements within that completion timeframe, you will need to register for the course again by re-purchasing it on the ISTE U website.

Is there a limit to the number of courses that I can take at one time?

No, there is no limit to the number of courses that a participant may take at one time.

ACCESSING COURSE CONTENT

What happens after I purchase a course?

After you have registered and paid for your course, you will receive email notification from ISTE with a digital copy of your receipt within 24 hours of your course purchase. If paying with a purchase order, please note that order finalization and course access may be delayed up to 24 business hours for verification purposes. If you do not receive this notification within 24 hours or have questions regarding your order confirmation, please contact **ISTE Customer Service**.

How do I access my course?

After purchasing a course, participants can log in to ISTE's online learning platform at **https://learn.iste.org/**. You will see your purchased course(s) under "My Courses" (if you don't see it, be sure to click "View All Courses"). Click on the name of the course to enter the course.

On the course home page, you will see a Welcome announcement and navigation videos to orient you to the platform. Click into the "Content" tab to access the course modules.

I'm having login issues. What should I do?

If you are having trouble logging in to ISTE's LMS, first be sure that you are using the correct email address with which you registered for the course. It was listed in the confirmation email you received.

How do I report incorrect course content or a technical issue (such as a typo, broken link, problems with graphics, etc.) within my course?

To report a bug or technical issue within your course, please use the ISTE LMS Help/Feedback Form (this form can be found in the top navigation bar after you click into your course).

PURCHASE, REFUNDS AND WITHDRAWALS

What discounts are available?

ISTE Members receive a 25% discount on all ISTE U courses. We also offer a 25% discount to any group of 10 participants or more in a single course.

How do I drop a course and request a refund?

If a participant drops a course within seven days of registering and has not accessed the course in ISTE's learning management system, a refund of 50% will be applied to the method used to pay for course enrollment. No refunds will be granted after the seventh day after registering or if the participant has accessed the course.

If you are past the refund period but wish to withdraw anyway, please contact **isteu@iste.org**.

If you have questions about the ISTE U courses, please contact **isteu@iste.org**. For general ISTE questions or issues with your course purchase please contact **ISTE Customer Service**, visit the webpage here: **https://www.iste.org/about/contact**