



FAQs - Advocacy Core Training online

1. What do I do if I forget my password?

- The training website provides users with the ability to reset their passwords. Go to www.fcasv.org/training/act-training and in the NEED ASSISTANCE section click the link to “reset my password.” On the new page click on the “request new password” tab and then enter the email address that you used for ACT registration. You will receive an email with a login link. Immediately click the link (it expires in 24 hours) and then type in a new password. You will be able to login with the original username and **new** password within 4 hours.

2. Can I register more than once?

- Please do not register more than once. Multiple registrations interfere with the login process. If you are having trouble registering or logging in to the training go to www.fcasv.org/training/act-training and in the NEED ASSISTANCE section click the link for support. Complete and submit the support form.

3. What score do I need to pass the course?

- You must achieve a score of 70% on the **posttest** to pass. The worksheets are designed for assessment and feedback and do not require a specific grade to pass. Other than the posttest, the requirement for passing is determined by your supervisor.

4. Does FCASV plan to give web trainings in the future to satisfy the six hours of ongoing training required annually?

- Yes, the FCASV Training Department has posted several online training covering various topics. Each training unit will be a minimum of one training hour. Centers will be notified by email as the new online trainings become available. To view a list of available training, go to <http://fcasv.org> and click on the training tab.

5. Is it 30 business days or 30 calendar days to complete ACT after hiring?

- Employees are required to complete the ACT within 30 calendar days of starting the position. In addition to the ACT, they must complete 4 hours of on-the-job training before they can provide direct services. Volunteers are not held to the 30 calendar day timeframe, but they must complete the ACT and 4 hours of on-the-job training before they can provide direct services. Contracted service providers must complete the 30-hour ACT training before they can provide direct services.

6. Can people not affiliated with our agencies participate in the training?

- No, ACT online was designed for Florida certified rape crisis centers employees and volunteers. For certification purposes, only staff or volunteers with direct client contact are required to complete ACT.

7. Is there a fee for the training?

- No, the training is free.

8. What is the minimum internet system requirement for watching the training videos?

The minimum system required would be high speed connect (DSL Line or Cable Modem). Also, the computer must be capable of playing videos. If the computer can browse You Tube or similar sites then it should be capable of playing the ACT videos (as long as you have the latest version of Adobe Flash installed). Pop-up blockers, security software and content filters can interfere with watching videos.

9. What do I do if the videos don't play?

1. Make sure you have the latest version of Adobe Flash Player. You can download it for free from <http://get.adobe.com/flashplayer/>, and it's available for Window or Mac users.
2. If you have the latest version of Flash and you still can't watch the video then you may need your IT or resident techie to look into the problem. Sometimes agencies block employees from downloading software to prevent viruses and only allow the IT personnel to add new software.

10. Is there an enrollment time limit to complete the training?

- Once a student registers they have access to the training for approximately one year or until they are manually removed by a FCASV staff member. This gives staff and volunteers ongoing access to review the material and participate in the discussion forum. Supervisors can request FCASV to remove a staff member or volunteer from the center's classroom by sending an email to dbrown@fcasv.org.
- Although students will have ongoing access to the ACT classroom (open enrollment) they should complete the training within 30 calendar days if they are staff members and within the timeframe established by the volunteer coordinator if they are volunteers.

11. What are "messages" for?

The "message" function is an easy way for supervisors and students to send messages to one another through the training.fcasv.org website. To send messages, follow these instructions:

- Make sure you are logged into the website. Once logged in, go into the Course where the student you want to send a message to is enrolled.
- Look for the *Messages* box in the right hand column. If you have any unread messages in your inbox, it will display some of them. If you do not have any messages you will see a note stating "No messages waiting". To open the messaging system, click the link that says "Messages..."
- Once you click on the messages box, a new window will pop up, displaying your contacts. If you do not have any, it will show the list as empty. Adding a new contact is done by using the search tab at the top of the window
- On the search screen, you may search for a person by their name, or search your previous messages for keywords using a variety of options, as shown below.
- When you find the person you are searching for, click on their name to send them a message, which will pop up another new window.
- You may now enter your message, or add this person as a contact to your list, as well as see the previous message history that you have with this person. When your message is complete press "Send message" to send an email to the person.

- You will see a confirmation of your message being sent, as well as a copy of what was sent in the message. When done, close this window to return to the Contacts window.

Students:

12. Can I switch back and forth between a lesson and the worksheet?

ACT uses “Moodle,” a web-based learning management system. Moodle does not support a method of switching back and forth between the lessons and worksheets. You could open two browser windows and try going back and forth, but be careful because it’s easy to accidentally close one window and lose your work so keep saving your work before you navigate to the lesson for review.

13. Can I exit out of a worksheet and save it?

Yes, the new version of Moodle automatically saves your worksheets. If you want to exit a worksheet (1) before you have completed it or (2) before you are ready to submit it then you can simply close the window and the answers you have entered will be saved. When you are ready to return to the worksheet open it up and click on "continue last attempt." When you have completed the worksheet, click the option that says “submit all and finish.” Your supervisor will not be able to see your worksheet until you submit it.

14. How long do I have to wait after registering for ACT before I can start the training?

It may take up to 2 business days before you can login and start the training.

15. . Can you skip a section and go back to it later?

Yes, the main page allows users to skip lessons or move around the modules and units as they

- choose. The only exception is that students must complete the pretest before they begin the training. FCASV recommends that students start at Module 1: Unit 1 and move sequentially through the lessons and worksheets because the training has a linear design, each unit builds on earlier material.

16. How do I check my graded homework?

On the ACT homepage you can click on “grades” in the left side bar under “Administration” The “grades” link will display the results for each completed and submitted unit worksheet. Students only have access to their own grades, and supervisors have access to each student's grades.

17. How many attempts at the post test do I get?

You have 3 attempts to complete the posttest with a score of 70% or better. If a score of 70% is not achieved after the 3rd attempt then you should meet with your supervisor and develop a remedial plan. You will be able to take the posttest again after you’ve completed the plan and the supervisor agrees you are ready to retake the posttest.

Supervisors:

18. Should supervisors send FCASV a copy of each student's certificate of completion?

- Yes, send the certificate to FCASV certification and/or contract manager. Supervisors should also print out a copy of the student's certificate and place it in his or her personnel or volunteer file.
- The student should receive a copy as well. If preferred, the certificate can be emailed directly to the student (and FCASV) using the toolbar on the certificate.

19. Can programs still have face-to-face training for volunteers or does everyone have to complete the ACT training online.

Programs can continue to offer ACT training in the traditional face-to-face meetings offered over a set period of days or weeks. As long as programs use the new ACT materials, any format for delivery is acceptable. The online training was designed primarily to meet the certification requirements for program employees. Volunteers have different needs and a training that does not incorporate group sessions, guest speakers, and relationship building may result in poor retention rates. Please design your volunteer training to meet the needs of your program and community. For additional information volunteer program development, please contact Grace Frances, FCASV Certification and Programs Manager.

20. What ideas do you have for people who have limited computer skills, no computer, an old computer or no email account?

- The ACT training requires basic computer skills. If a student is having difficulty navigating the website it may help if they can be mentored by someone who has completed ACT online. Experience helps with this training because the process is the same for each unit. Skill repetition will quickly build a student's confidence in managing the system.
- For volunteers who do not have access to a computer the rape crisis program should make every attempt to make access to an agency computer available. The training can be accessed from any computer so students could login from computers owned by friends and family or from public computers available at many local libraries, community centers or churches.
- For volunteers with older computers the same suggestions as above apply. Ideally, in order to view the training videos, students should use a high speed internet connection. It's possible to watch the videos using a dial-up connection but the student will experience slow downloading and frequent buffering interruptions.
- An email account is required to register for ACT. If a student has a computer but no email account then he or she can easily create a free email account using Google, Yahoo or many of the other free accounts available. If the student does not have a computer then they can create an email account using someone else's computer and get access to their email and ACT when they can login.

21. Are supervisors notified when student worksheets are completed?

No, in the new version of Moodle, supervisors are no longer notified by email when students complete a worksheet.

22. Are supervisors notified when someone registers?

Supervisors are not notified. It is a limitation of the system.