

LEARNING ALLY POLICIES for OG TRAINING

ALL STUDENTS MUST AGREE TO THE ONLINE TRAINING POLICY PRIOR TO ANY IN-PERSON OR ONLINE PARTICIPATION.

- STUDENTS must download their materials. Materials for download will be made available approximately 1 week prior to class.
- No refunds will be given for cancellations within 7 days of the course.
- No refunds will be given without written notice.
- LEARNING ALLY reserves the right to alter its policy for cancellations within 7 days and refund partial amounts, including charges of a \$40 processing fee and materials fee.
- ONLINE and IN-PERSON Classes are from 9:00 AM to 4 PM - EASTERN TIME
- From 8:00 AM - 9:00 AM, days of the training, your LEARNING ALLY online account is available so that participants who have confirmed payments can login to the online training.
- You may call 609-243-5855 for technical assistance with online training registration.
- An 85% attendance rate is required to qualify for the certification.
- By providing your name and email or joining a LEARNING ALLY sponsored training you have agreed to the terms and policies set forth under the LEARNING ALLY training policy.

UNAUTHORIZED DISTRIBUTION

LEARNING ALLY restricts unauthorized distribution of our online training recordings. LEARNING ALLY does not provide access to online training recordings, nor will they be provided to registrants who fail to show up for online training presentations (see cancellation policy).

Purchases at the individual rate are for the individual's use only and no materials may be shared or stored in libraries or shared as part of educator resources in school. All material presented is copyrighted.

ATTENDEE CANCELLATION

LEARNING ALLY requires at least 72 hours advanced notice of cancellation. Refunds will not be given for any reason, but funds may be transferred to another program of equal or lesser value at the discretion of LEARNING ALLY. Failure to provide the required notice will result in forfeiture of registration fees without credit or refund.

ATTENDANCE MONITORING

To receive LEARNING ALLY continuing education (CE) credit for an online training, attendees are required to comply with a "no walking away" attendance monitoring policy. Online training attendees can't walk away, minimize their screen and work on other projects, or otherwise fail to participate.

To accomplish the attendance monitoring requirements during an online training, the presentation incorporates frequent polls, multiple choice questions, exams and other interactive exercises which require either clicking on a chosen response or texting a response to the instructors. These are "pass/fail" exercises. However, to meet the policy requirements and receive CE credit you must participate in all interactive activities requested of you by the instructor, including the evaluation at the end of the program. Your participation in all these activities is evidence of your attendance.

The policy is designed to:

- Allow webinars to provide a convenient and meaningful learning experience.
- Prevent multi-tasking such as talking on the phone or completing other work.
- Promote a participant's full attention and participation in all of the interactive exercises as well as the evaluation at the end of the presentation.
- Enhance a participant's learning experience.

You are out of compliance with the attendance monitoring, if you do not respond or interact to the exercises during the presentation, you may be texted a series of private warning messages from one of the online moderators /administrators. If you fail to respond to the exercises and/or the text messages, you will be sent a dismissal message, which disables your connection to the presentation, and you will not be granted continuing education credit nor may you sit for any exam, and future registration will not be at an audit fee, or any discounted level.

ATTENDANCE

You must be "in class" at the start of the presentation. Qualification criteria for CE or credit for attendance is a strict requirement for time in class. Certification or credits may not be provided if online attendance does not comply with the rules. The event administrator recommends that you log in 15 to 30 minutes before the online training begins. Attendance of at least 85% in class or online training for the day while class is in session is required for recognition of the full day of attendance

INTERNET PROTOCOL OR IP ADDRESS

To receive credit, internet information must be specific to the registered attendee. Therefore, multiple users cannot attend the online training using only one computer.

NON-REGISTERED ATTENDEE

If a person is logged in using a link that a registered user has shared, the registered attendee will not be able to join the online training and, therefore, will not receive CE credit, and neither will the non-registered attendee. The online training system only allows one registrant per invitation, and it tracks and records a registered attendee via internet protocol, or IP address.

A non-registered attendee may not attend an online training "on behalf" of another party. By doing so means that the individual and the other party are engaging in non-transparent behavior that is in violation of LEARNING ALLY's policies for training attendance. The broadcast system tracks and records individual internet protocol, or IP address. To receive credit it must be associated with the registered attendee.

ONLINE CLASSROOM REQUIREMENTS

Online classroom requirements are the same as regular classroom policies. Students are expected to be "in class" on time, remain in class while it is in session, and come back from breaks on time. Participating students must pay attention and participate in all interactive activities; not misrepresent themselves as someone else; and not expect to receive credit if they did not register. Attendance to the training is not a guarantee that you will receive the certification with the AOGPE, but it is a requirement.

NO SHOWS

LEARNING ALLY reserves the right to retain all fees for all "No Shows," which is defined as a person who registers for a program but who does not cancel registration and does not attend the program.

DISMISSALS

Should LEARNING ALLY determine that a participant must be removed from the class for violations including attendance policy, inappropriate or illegal conduct, no refunds will be given.

LEARNING ALLY CANCELLATION

We apologize in advance for any inconvenience that might occur if an online training or in-person event is cancelled. If the training cannot be rescheduled on the "cancellation" or "weather day" scheduled, full refunds in the amount of the original training class for that day will be refunded to registered attendees only. LEARNING ALLY administrator will

promptly contact participants should a training event cancellation occur.

CHAT/TEXT POSTING

Attendees should recognize that interaction with instructor(s) and/or moderator(s) is through texting questions, comments and responses using the "chat" tool. This interaction is designed to allow students to ask questions and share relevant information.

Policy related to text messaging before, during or after an online training, posting or emailing a question, comment or response is as follows:

- Online instructor(s) and/or moderator(s) may evaluate every text-in post.
- The instructor and/or moderator have the choice to share such interaction and responses with all of the students or to answer privately. If your question or comment is repeated to participants, your name may be used.
- The instructors commonly repeat or paraphrase a student's questions or comments for the group to allow interaction responses.
- Do not assume anonymity in an online post.
- All contributions must be professional. Students posting even one inappropriate, offensive, or rude comment or question, as solely determined by the LEARNING ALLY online administrator, risk immediate dismissal without refund.
- Students may be given a maximum of one notice, unless message is offensive, inappropriate or perceived as unprofessional in any manner, which will result in immediate dismissal without refund.

REFUND POLICY

Registration is official and your place in training is reserved once payment is received. Refunds or training substitutions may be made for good-cause absences and only at LEARNING ALLY's discretion. Refunds will be processed after the conclusion of the program and will require 4-6 weeks. Refunds occurring within 7 days prior to the class may incur a \$40 processing fee and a materials fee of up to 25% of the cost of the course.

TESTING IN-PERSON AND ONLINE

If the student does not pass an exam, they may still proceed to the next session. A student may have a total of three opportunities to pass the exam prior to being required to attend the training again at no charge. The instructor/ administrator may contact the student and engage them in remedial activity. Students must pass all exams to qualify as having completed the course. ONLINE attendance alone, without taking the exam, does not give the attendee a certificate of attendance or any applicable CEU credits.

ONLINE PRESENTATIONS

Our goal is to provide an excellent educational experience. **The presentations have PowerPoint slides but not all information is on the slides.** We use bullet-pointed text, high-impact slides and images that improve retention and satisfy different learning styles. Handouts reinforce the material presented and contain practical, useful information. Pragmatic examples of how to apply the information are given as well as stories to reinforce concepts.

COMPUTER EQUIPMENT OR TECHNICAL SKILLS

It is recommended that a laptop or desktop with a sufficiently sized screen and audio capability be utilized to access the online training. Mobile devices will work, but are not recommended. Internet access online is required during the entire live event.

DISCONNECTION BEFORE OR DURING THE TRAINING

If you happen to get disconnected for any reason before or during our online trainings, simply re-log into your LEARNING ALLY online account and access the training on your Dashboard. There will be online training support phone numbers and emails for technical issues.

ONLINE TRAINING POLICY AGREEMENT PRIOR TO PARTICIPATION

ALL STUDENTS MUST AGREE TO THE ONLINE POLICY PRIOR TO PARTICIPATION.

By providing your name and email or joining a LEARNING ALLY sponsored training you agree to the terms and policies set forth under the LEARNING ALLY policy noted on the LEARNING ALLY website. You also certify that you are the person enrolled as identified in the registration data and that you will personally complete all assigned hours of instruction and all interactive activities. You understand and agree that if you misrepresent your identity or arrange for someone else to represent you at any time during LEARNING ALLY training, you will be immediately removed from the online training and you will not be entitled to any refund. LEARNING ALLY reserves the right to make contacts as necessary to verify the integrity of the participation of the person enrolled in this online training. This contact may be made by phone or computer. You also agree that: 1) Your participation and communication may be monitored or recorded at any time during a presentation, 2) LEARNING ALLY Administrator or instructor(s) will be allowed to contact you to discuss the subject matter presented in a training for varied purposes, including attendance monitoring, and professionalism of responses.