

eSchool and Webinar Frequently Asked Questions

What are the computer and audio requirements to participate in an eSchool or Webinar?

System Requirements for Event Manager for Windows:

Microsoft Windows 95, 98, ME (Millennium Edition), XP, NT, or 2000
Intel Pentium 166 MHz or faster processor
32 MB RAM (64 MB recommended)
Microsoft Internet Explorer 4.x or later, Netscape Navigator 4.x, or AOL 5.0 or later
JavaScript and cookies enabled on the Web browser; ActiveX enabled on Internet Explorer
56K or faster Internet connection

System Requirements for Java Event Manager:

Computers running Microsoft Windows

Microsoft Windows 95, 98, ME (Millennium Edition), XP, NT, or 2000
Intel Pentium 166 MHz or faster processor
32 MB RAM (64 MB recommended)
Microsoft Internet Explorer 4.x or 5.x, or Netscape Communicator 4.x
JavaScript and cookies enabled for the Web browser
56K or faster Internet connection

Computers running Mac OS

MRJ (Macintosh Runtime for Java) 2.1.4 or later
PowerPC (G3 preferred)
64 MB RAM
Microsoft Internet Explorer 4.5 or a later version. Netscape Navigator for Mac OS does not support Java 1.1.
JavaScript and cookies enabled for the Web browser
56K or faster Internet connection

Computers running UNIX (Solaris or Linux)

166 MHz CPU or faster processor
32 MB RAM
Netscape Navigator 4.6 or a later version
JavaScript and cookies enabled for the Web browser
56K or faster Internet connection

Audio Requirements: Separate phone line to receive the audio portion of the program via a conference call format, also known as an audio bridge.

Do I have to do to prepare my computer before an event?

To participate in an event, you must use the Event Center software, called Event Manager. Your event host specifies whether you must use platform-specific Event Manager software or the Java Event Manager.

Event Manager for Windows: Your Event Center Web site automatically installs Meeting Manager for Windows—a plug-in for your Web browser—when you either enroll for or join an event. You can also set up Event Manager at any time, by doing any of the following:

- Direct your Internet Browser to: <https://cuna.webex.com>. Click New User on the navigation bar, and then follow the instructions on your screen.
- Expand Set Up on the navigation bar, click Event Manager, and then follow the instructions on your screen.

- Download the Event Manager Installer: Expand Assistance on the navigation bar, click Support, and then click Download Event Manager Installer for Windows.

Java Event Manager: If the host requires you to use the Java Event Manager, which runs on the Windows, Mac OS, and UNIX platforms, you need not download or set up any software on your computer. Once you join an event, the Java Event Manager automatically runs in your Web browser.

What if I am having technical difficulties?

Should you experience any challenges logging on to your eSchool or Webinar, please contact our live technical support line 24 hours a day, 7 days a week at: 888-782-4301 or 719-325-5356.

What name should I log in with?

You will be working with participants from credit unions around the country. Please log in with your first and last name.

What is an audio bridge?

An audio bridge is the term for the “conference call” you will participate in via the telephone. An audio bridge allows us to connect participants from around the country via the telephone, as well as allowing you to mute your phone and use other features that may not currently be available on your phone. **Shortly before your first virtual session, you will receive an email containing the phone number and password for dialing into the audio bridge as well as the log in information for the online portion.** If you are unsure of the phone number on the day of class, please call us at 1-800-356-9655, extension 4249.

Learning in the Virtual Learning Space: Making the Most of Your Experience

Will I have the opportunity to interact with the speaker and other participants during class?

Class discussion is an important ingredient in the mix of online learning. You will not only have the opportunity to interact with the speaker and other participants during the eSchool/Webinar, it is highly recommended. Opportunities for interaction include a written chat board at the bottom of your screen, group discussions and exercises throughout the session, polling questions that ask your opinion on a variety of topics, and opportunities for posing questions via the audio bridge. You should fully expect to interact during the live session, and you should also be prepared to be called on by the instructor—this is not a passive learning experience!

What measures can I take to increase the effectiveness of my learning environment?

Many participants find the following suggestions helpful in creating an effective learning atmosphere in their office:

- Let your co-workers know that you will be in an eSchool/Webinar to minimize the chances they will interrupt you.
- Post a sign indicating that you are in class and on a conference call.
- Use a telephone headset instead of your handset to assist with your typing capabilities. Speakerphones often cause an echo for other participants.
- Turn off e-mail and instant messaging alerts.
- Remove all other tasks and distractions from your workspace.
- Consider posting a sign indicating the “100 Mile Rule” is in effect. The 100 Mile Rule means that you should not be interrupted for any reason unless it is an important enough issue that you would be called if you were 100 miles away from the credit union.

Will there be pre-work that I need to complete in preparation for the class?

Many courses have pre-work that should be completed prior to attending your first session. All pre-work will be distributed several days prior to your session to give you ample time for completion. The pre-work may take the form of discussions, exercises, reading, or other activities. Plan to spend 3-6 hours on reading, discussion, activities, and independent study for each live eSchool session you participate in. Naturally, the more time you put into these activities, the more you will learn and gain from the eSchool. Because CUNA Webinars usually consist of only one session, pre-work is not a requirement.

How long will the Virtual Sessions last?

The live, synchronous portion of your session will last 90 minutes for Webinars and 2 hours for eSchools.

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Many courses have pre-work that should be completed prior to taking your first session. All pre-work will be distributed several days prior to your session to give you ample time for completion. The pre-work may take the form of discussions, exercises, reading, or other activities.

Plan to spend 3-6 hours on reading, discussion, activities, and independent study for each live eSchool session you participate in. You will enjoy the most personal growth and have the greatest opportunity for additional knowledge if you spend time with these activities. Most participants find that if they set aside a certain day and time each week for course work, they will be the most successful at getting every drop of knowledge out of the eSchool experience.

Are there prerequisites for participating in this eSchool session?

eSchool sessions are open to any affiliated credit union employee or League employee. Many courses have pre-work that we recommend completing prior to taking your first session. All pre-work will be distributed several days prior to your session to give you ample time for completion.

Prior to attending your first eSchool session, you must download the WebEx applet to ensure you can participate when the actual live session begins. We will provide technical assistance to you in the event that you have difficulty downloading the applet. Most participants will have no problem downloading the applet for participation.

Netiquette and Other Ground Rules for Participation

What is “Netiquette” and why is it so important to the eSchool?

Netiquette is the term coined to refer to proper conduct, or etiquette, in a computer environment. Because there will be no face-to-face contact with your instructor and class participants, it is critical that certain basic netiquette guidelines are followed to avoid unnecessary conflict in the eSchool.

Can you give some examples of the netiquette I should be observing?

- Typing comments in all capital letters is considered “shouting” and should be avoided unless you are truly excited or upset about something that has occurred in the eSchool.
- Do not email copyrighted materials of any kind to class participants. The proper way to share useful information with your fellow participants is to post the URL where the information can be viewed to that others can click through to the information. We will be providing an area on the CUNA website for relevant information for the class.

- Remember that the chat area and email messages that you exchange as part of you session are extensions of the eSchool. As such, comments are subject to moderation by a classroom facilitator, just as you would expect comments made in a traditional classroom to be moderated by an instructor.
- Insults, profanity, complaints, political grandstanding, advertising, and other off-topic messages are not appropriate and will be deleted. A note of warning will be sent to the person posting the offending message, just as you would expect an instructor in a traditional classroom to verbally correct similar comments.

What are some of the ground rules I need to be aware of when I'm in an eSchool?

- Turn off e-mail and phones and clear other distractions away from your workspace.
- Participate and prepare to be called on by name.
- Remember that the instructor needs to be able to call on people without physical cues as to who may have a response, so please offer up your comments in the chat when you have something to add.
- Raise your hand if you have an immediate question or comment. The instructor cannot look at you to see if you are confused on a particular point.
- Be patient waiting for a response to your chat message. The instructor may need to finish a point before the answer can be typed.
- If you leave the program, please send a message to the class facilitator when you leave and when you return. The instructor needs to know if you can be called upon, and also needs to know you are not having technical difficulty.
- It is important to mute your phone until you are being called upon to share. This will ensure that cross talk and distracting background noise does not interfere.
- **Do Not** put the phone on hold. This will broadcast your Credit Union's hold music or on-hold messages to everyone and will disrupt the presentation.

CUNA eSchool Guarantee

Is there a guarantee if I am dissatisfied with my eSchool experience?

CUNA CPD programs all carry a 100% Satisfaction Guarantee. If you are dissatisfied with your learning experience with the eSchool, please contact us at elearning@cuna.com. We will ask for your feedback on the session to help us improve the eSchools for future participants.