

Frequently Asked Questions...

Welcome to HS University's In-Person, On-Demand, Live and Recorded Course Trainings! We are pleased you have chosen us to continue your professional development. All HS University training courses are posted as **CENTRAL TIME (CST)** . HS University does not adjust its live course times for the time zone students are viewing it from.

1. HOW DO I REGISTER/ENROLL IN A COURSE?

To register for a course, you can browse our course catalog on our home page, by navigating through topics under the "Find A Course" page at <https://courses.hsuniversity.org/CVSFListgroup.aspx>. On the "Find A Course" page, you can select a "Location" or "Course Groups" or "Course" from the drop-down menu to filter the exact course listing. When you find the course you'd like to view, click on the "More Details" section under the course date and time to find out more information about the course description. To register, click on the "**Enroll Now**" to enroll in a course and submit your payment. Once you've completed the registration, you will receive a confirmation email that your registration has been accepted.

2. HOW DO I PARTICIPATE IN A LIVE ONLINE COURSE?

HS University uses Zoom to host its LIVE dedicated online session. To secure the University's LIVE online environment, we use Zoom's **authentication profiles** for each LIVE session. With Zoom's Authentication Profiles, you must pre-register with your email to authenticate your profile in order to participate in our LIVE dedicated online session. We do not allow "guest accounts" to join our sessions. You must also have an active zoom account to participate. If you do not have a Zoom account, you will not be able to join our course. You can download the FREE zoom client at <https://hsuniversity-org.zoom.us/download>.

Once you have setup a zoom account and pre-registered, you can log into your course at <https://hsuniversity-org.zoom.us>. You can access your course using any device, computer, iPad or Phone. You can join a LIVE dedicated session up to 30 minutes prior to the course start time. To view a live course at the scheduled date and time,

- You can click on the Zoom link provided in your confirmation and reminder emails.
- Or, you can also log into the course by logging into <https://hsuniversity-org.zoom.us>, and use your meeting ID provided in your zoom registration email confirmation (The meeting ID will also be provided in the confirmation that is sent to you from Zoom and is the pre-registration requirement in order to participate in our LIVE course.)

3. HOW DO I PARTICIPATE IN A RECORDED COURSE?

If you purchased a recorded course, your recorded course will be available via our Ecampus. The recorded course will be available two business days after the LIVE

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course has completed. You can view your "**recorded course**" by logging into our Ecampus at <https://hsuniversity.blackboard.com> and use the login and passcode in your email confirmation.

- To view a recorded course, once you have registered for the course and paid, you will be registered in Blackboard Learn. You can then click on "**Student_eCampus**" at the top of the HS University home page (<http://www.hsuniversity.org>) or you can login at <https://hsuniversity.blackboard.com> using your email and passcode in your email confirmation to enroll in your course.
- *About Blackboard Learn...* A registration into our Blackboard eCampus entitles **ONLY** you access to the recorded course by one computer. Blackboard uses your unique session link to help each course identify you. Each link is associated with an individual course and a specific user email address in that course. You must ensure your email address is correct. Recorded course session links expire after 3 months (90 days). Each recorded session has a course room. The course room is an open session dedicated to the recorded course. You can view the recorded course any time, 24 hours a day. The instructor will be available to participants virtually at any time. All communication with instructor must be made within Blackboard Learn.

4. WHAT IF I AM BUSY THE DAY OF THE LIVE COURSE?

All of our courses are available in one of two formats: *live* and *recorded*. If you purchase the live version and are unable to attend the course, you may contact us and we can switch your enrollment to the recording.

5. WHAT ARE THE TERMS AND CONDITIONS FOR PARTICIPATING IN A LIVE/RECORDED COURSE?

- Registrant(s) shall not have multiple concurrent logins for any live or recorded course. A course registration fee for an HS University course entitles you to a single access by one computer/email.
- Registrant(s) or other participants cannot broadcast the recording and shall not make an audio and/or video recording of any portion of the live/recorded course.
- Any registrants that are found to have concurrent logins during a live/recorded version will be invoiced for additional concurrent logins.
- Registrant(s) shall not post the course materials, course audio or visual on any public-facing website or portal or otherwise share HS University's work product (e.g., through email).
- Registrant(s) shall not distribute the course materials to any persons outside registrant.

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6. HOW DO I VIEW A LIVE/RECORDED COURSE?

HS University uses Blackboard Learn (**recorded**) and ZOOM (**live**) as its online training system. A registration entitles you to live web access by one computer. ZOOM uses your *unique member ID link* to help each session identify you. Each link is associated with an individual session and a specific user email address in that session. You must ensure your email address is correct. This means that the *unique member ID link* only works for you in that moment. You are not able to use the link to join another session. To join a live course, go to <https://hsuniversity-org.zoom.us>.

Blackboard Learn is our dedicated learning management system. BB Learn is the before and after session classroom and the recorded classroom environment. Recorded students will have to setup an avatar using the login information in their recorded confirmation email. BB Learn environment will hold the discussion board, the class download center and email access to the instructor of your recorded class. This gives you expert one-on-one advice for a full 90 days. It also provides peer-to-peer network support with your recorded classmates. Follow the instructions on your recorded/live email confirmation. To join a recorded course, go to <https://hsuniversity.blackboard.com>.

7. DO I HAVE TO COMPLETE A RECORDED COURSE IN ONE SITTING?

No, you do not need to complete recorded webinars in a single sitting; you can review the course material at your own speed any time before the recorded course expiration date (90 days). However, if you are in the middle of a recording and hit pause, then log out, our system will not save your exact location in the recorded video.

8. IS THERE A LIMIT TO HOW MANY TIMES I WATCH A RECORDED COURSE?

Yes and no. When you purchase the recorded version of a course, you are purchasing access to it for a set period of time, but you can watch it as many times as you like during that time. Our recorded courses provide you with 90 days of access. The length of time will be listed on the course page and in your confirmation email; it will run from the date that the course is opened to you in your confirmation email and throughout 90 days later. Regardless of when you purchase a recorded course, the access period for the recording will not begin until the live course runs. If your access period ends and you need more time to view the recording, please contact your instructor inside your Blackboard course.

Once your email confirmation is sent, you can view anytime on-demand during the access period identified in your email confirmation and in your Blackboard course account. We typically retire our recordings after six months, but we may archive materials sooner if there are major regulatory changes that impact the substantive content of the recorded course.

9. HOW DO I REQUEST A CANCELLATION OR TRANSFER?

All cancellation or transfer requests must be received in writing at mdavis@hsuniversity.org or evaughn@hsuniversity.org.

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10. WHAT IS THE CANCELLATION/TRANSFER POLICY FOR LIVE/IN PERSON COURSE TRAININGS?

All cancellation or transfer requests must be received in writing at mdavis@hsuniversity.org or evaughn@hsuniversity.org. Requests for refunds or transfers for Live/In-Person courses will be granted according to the following schedule:

- **30 or more days prior to the course**, requests for a full refund or a transfer, minus a \$75 administrative fee, will be granted.
- **Between 11 to 29 days prior to the event**, requests for cancellations will be granted a 50% refund and requests for transfers will be granted, space permitting and subject to a transfer fee.
- **Within 10 days of the event start date**, no requests for refunds or credits will be granted. At HS University's discretion, late transfers may be granted, space permitting and subject to a transfer fee.

11. FOR HYBRID EVENTS, CAN I TRANSFER FROM IN-PERSON TO THE LIVE/RECORDED ONLINE COURSE?

Yes, you can transfer from attending in-person to live/recorded. Please note that no refunds of the price difference, if any, will be given. All transfer requests must be submitted in writing.

12. FOR HYBRID EVENTS, CAN I TRANSFER FROM THE LIVE/RECORDED ONLINE TO ATTEND IN-PERSON?

Yes, you can transfer from an online course to attend in-person, providing there is an open seat. Any additional registration amount is due at the time of transfer. All transfer requests must be submitted in writing.

13. CAN YOU TRANSFER TRAININGS?

Yes. If you wish to transfer to another HS University training, you must select a new session that is scheduled within 12 months of your original training. We ask that you select your replacement session within 30 days of making the transfer request.

14. IS IT FREE TO TRANSFER TO A DIFFERENT HS UNIVERSITY EVENT?

It depends on when you make the request. All transfers are space permitting and may be subject to a transfer fee based on the timing outlined above. The transfer fee is a minimum of \$75 for Workshops or online classroom, but may be higher depending on the course or for Regional Events held in cities across the country. Where the registration fee for the new course is higher, you must also pay the difference between the original course and the new course registration fee at the time of transfer.

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We understand that you have many commitments and schedules often change last minute. However, we prepare weeks (and months) in advance and do incur costs when reserving your space (e.g., course materials and food for in-person events). Our trainings often sell out and the closer it is to the event, the less likely we are to be able to cancel or adjust catering orders or find someone else to take your spot. We keep our costs as low as possible and use the transfer fee to cover the costs we incurred for the course you originally registered for.

15. CAN SOMEONE ELSE ATTEND IN MY PLACE?

If you can no longer make it to the in-person training you originally registered for and would like to send a colleague in your place, please contact mdavis@hsuniversity.org or evaughn@hsuniversity.org. We always allow substitutions, but if the change is made less than 48 hours in advance of the course's start time, we may not be able to meet any special accommodations.

16. WHAT IS THE CANCELLATION POLICY FOR COURSES?

Live Course: For live course registration cancellations, see the information above. (See question #10 above)

For Recorded Course Cancellations: No refunds will be provided for recorded courses. HS University can transfer a registration to someone else within your organization or, provided you have not already viewed the course, transfer the registration to another on-demand course. Where the registration fee for the new course is higher, you must also pay the difference between the original course and the new course registration fee at the time of transfer. Administrative fees may also apply.

17. WHAT IF THE STAFF MEMBER WHO REGISTERED HAS LEFT THE ORGANIZATION?

We understand that there may be changes in staff from time to time. If a staff member who no longer works for your organization purchased a course or registered for a training under their name, please contact mdavis@hsuniversity.org or evaughn@hsuniversity.org to make any substitutions or transfers.