

FAQ for Live-Online Courses

Behavioral Health Matters remains committed to providing Continuing Education courses through these challenging times. The team at BHM has worked hard the past few weeks to shift courses to an online format. We have identified a service delivery system that offers a milieu conducive to learning that also complies with CE requirements for online courses. In order to answer some anticipated questions, we are providing this FAQ with an overview of the online process including “How to Videos” at the end. Please take a few minutes to review this sheet.

1. How do Live-Online courses work?

You register just as you would for a live in-person course. Once you have registered, you will receive Log-In information for the event via email.

2. Are online courses also approved for CEs?

YES. All ALL BHM courses including online courses are approved for CE credit through NASW-NJ which covers: NJ LCSW, LSW, LPC, LAC, LMFT, LCADC, CADC and most similar PA credentials. BHM is also recognized by the New State Board for Social Work as an approved CE provider #SW-0443.

3. What equipment do I need to be able to access a course online?

Courses can be accessed via computer, laptop or mobile device, with speakers or headphones, and an internet connection.

4. How do I log-in or access the course?

We strongly recommend you LOG IN TO THE COURSE 15 MINUTES BEFORE THE COURSE BEGINS in order to troubleshoot any technical issues you may encounter. This is a particularly good idea if you have never use GoToMeeting or similar platform before.

Click on the link provided in the email that typically looks like this:

<https://www.gotomeet.me/BHMMatters/title-of-course>

You will need to enter the “Access Code” (provided in the same email as link) in order to complete the log-in process.

If you have not installed GoToMeeting before, there is a link included AFTER the Access Code so you can install the App (there is no charge to do so).

Once you log-in to the course, you will have the option to test your computer audio and video (strongly recommended). After you have confirmed your audio and video, you will see and/or hear the presenter and see the presentation slides.

5. What happens if my computer breaks down or I lose my Internet connection during the class?

As long as you have a reliable computer and Internet access, things should run smoothly. You are required to remain connected to the webinar for the duration of the course, therefore you should have a backup plan (i.e. alternate computer or cell phone) just in case. If, however, you

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become disconnected from the course, you can log back in with the same log-in information provided to you via email. You can also switch to a smartphone or other devices such as I-Pads, iPhone, and Android phones. If you become disconnected from the course and do not answer roll calls, you will not get credit for the course. If this were to happen, BHM will allow you to take another course to make up for this one. A make-up course must be completed within 3 months.

6. Am I able to “participate” in the class?

YES. You may submit a question/comment via “chat” function. Presenter will make time throughout the course to address questions/comments so please just wait for that time. We suggest you jot down your question/comment so you have it handy. Instructions for communicating with the presenter and other participants will be reviewed prior to each course.

7. How do I know if I am connected?

If you can see and/or hear presenter and/or slides, you are connected. If you can't see or hear anything you will need to contact GoToMeeting

8. Am I able to earn CE credit if I log-in and just leave my computer on without participating in the course?

NO. Although you are not required to “participate” in discussions, you must be engaged in the course for the duration. You must also answer all roll calls. In addition, you must pass the Post-Test with a score of 80% or more in order to be issued the Certificate of Completion. Therefore, being engaged in the course is essential to passing the test. Our courses are always informative and fun. In order to earn CE's, you will need to show that you have learned something in the process. **Please note that simply listening over the phone in Audio Mode is NOT COMPLIANT with requirements.** You may listen to the audio via phone; but must also **remain connected through a computer or device for attendance and compliance purposes.** Please note, software allows us to track attendance, including when you log in and out of a course.

9. What happens at the end of the course?

When course ends you will close out the window. You will then receive an email with links for the Course Evaluation and Post-Test. You will need to complete both within 48 hours as noted below.

10. Do I need to complete a Course Evaluation?

YES. At the conclusion of the course, you will receive an e-mail with a link for the Course Evaluation. You must complete and submit the evaluation (as well as the Post-Test) in order to receive credit for the course. Once the evaluation form is submitted and you satisfactorily pass the Post-Test, a Certificate of Completion will be sent via email within 2 weeks.

11. Do I need to complete a Post-Test?

YES. At the conclusion of the course, you will receive an e-mail with a link for the Post-Test. You must complete and pass the test with a minimum of 80% correct (and submit the evaluation form) in order to receive credit for the course. Once you satisfactorily pass the Post-Test and submit the course evaluation, a Certificate of Completion will be sent via email within 2 weeks.

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12. Can I take the same course twice for CE credit?

NO. You may not take the same course twice for CE credit during the same license renewal period.

13. Will breaks be offered during the course?

YES. Depending on the length of the course, 1-2 breaks will be provided. There will also be a lunch break for full day courses. Presenter will review this with participants at the beginning of the course.

We hope this information is helpful and we look forward to seeing you online!

If you have any questions or concerns BEFORE a scheduled live course, please call 908.300.8532 or email: Contact@behavioralhealthmatters.com

How to join a course:

<https://support.goto.com/meeting/help/video-how-to-join-a-meeting-1-08>

<https://support.goto.com/meeting/help/how-to-join-a-meeting-g2m030001>

<https://www.youtube.com/watch?v=HaUIVRrFKfE>

Overview of GoToMeeting:

<https://www.youtube.com/watch?v=8VaHHVP0FCU>

<https://www.gotomeeting.com/meeting/resources/gotomeeting-quick-and-helpful-guide-for-attendees>