

Virtual Classroom Best Practices

- Log on 10-15 minutes before each live session
 - Test your audio
 - Participate in the warm up activity (purpose is to connect with your class)
- Have your participant guide with you for each live session
- Do not multitask during the session
 - Turn off email and cell phone and ignore any other distractions
 - Exit other applications to ensure better bandwidth
- Participate and be prepared to be called on by name
- Be on your own computer
 - Do not share a PC or workstation with other colleagues
 - Do not join using a mobile device or tablet as your primary device. OK to use as a secondary screen for your audio.
 - Chromebooks and iPads are not compatible devices to join our training.
- Mute and unmute yourself as needed
 - Click the microphone icon next to your name in the Participant Pane
 - Contact the Facilitator in private chat if you need help
- Participate in exercises in the system

Attendance and Participation Policy

Attendance Policy

- Unable to attend a session? Please reach out to your manager for any changes and accommodations
- To be eligible for completion, you must:
 - actively participate in the session
 - complete the course requirements (i.e., exercises, on-hands practice)
 - pass the proficiency exam with 80% or higher score
 - complete the post-course evaluation

Participation Policy

- This program is a learning event
- CareConnect requires active participation & engagement to receive credit
- Active participation includes, but not limited to:
 - participating in virtual classroom activities,
 - discussions,
 - following along in CareConnect, and
 - breakout sessions

Late Arrival

Learning the foundations of the course material is crucial. Entrance into our class sessions closes 15/30 minutes after the scheduled session start time. Participants attempting to enter a session after this time will not be able to participate and should contact their manager to enroll in a future session.

AD account

An active AD account is required to register for, participate in and successfully complete any virtual class training session. The AD account gives you access to the necessary Epic training environments

to complete required in-class exercises, and to Cornerstone on Demand to complete the course proficiency exam.

Registration Deadline

Registration for our class sessions closes 24 business hours prior to the scheduled class start time. Our trainers prepare training materials, CareConnect environments, and ensure all training content is ready for each employee that is registered for a class. To ensure a quality learning experience, employees that have not registered by the 24-hour deadline must enroll in a future session.

Class Capacity

In order to maintain our culture of CI-CARE and provide a conducive learning environment, our maximum class registration is 10 participants. This allows our trainers to prepare and equip the learners with the proper information, training resources, and tools to successfully use the system during and after training.