

REAL Essentials Advance E- Learning Modules

Frequently Asked Questions

Codes, Passwords and Access

- Q.** Do educators send students the link, username and password that was generated by CRE, or do a link, username and password need to be generated for each student?
- A.** *Each educator will receive one username and password. The educator will communicate that username and password to the students.*
- Q.** Can multiple students be signed in simultaneously on the same code?
- A.** *Yes*
- Q.** When will codes expire?
- A.** *E-learning codes will expire by July 31st, 2020. CRE will continue to monitor the COVID-19 impacts next Fall and will communicate next steps for the virtual learning platform.*
- Q.** Can I review the online lessons before making the recommendation to the school district we are working with?
- A.** *Educators can preview the platform with the code provided before passing links and codes to districts.*

Portal Usage

- Q.** If a student starts the lessons and then resumes them at another time, does the site remember where that particular student left off?
- A.** *The system may remember where a student left off if that student is using the same device and browser that was used originally, however it would be a best practice to have the students finish out the lesson and capture an image of the certificate of completion before stopping a session.*
- Q.** If a student forgot to take a screenshot of the certificate and has exited the application, is it possible to retrieve that certificate, or will the student have to repeat the lesson?
- A.** *Once a student exits the certificate page it is no longer accessible. Students will need to repeat the lesson for access.*

- Q.** As far as I can tell, there isn't really any way to personalize the certificate, meaning that a student could send the screenshot of the certificate to another student who can then send it to the teacher without ever having gone through the lesson. Is that right?
- A.** *Certificates cannot be personalized.*
- Q.** Do I send the link to all the students that I am working with and then they listen and complete the activities as I am on a virtual online meeting with them? How do I stop to discuss?
- A.** *The E-Learning lessons are best utilized separate from a live virtual platform meeting. Assign lessons and due-dates to students ahead of your live meeting platform, and use the time you have with them online for discussion, questions, and application.*
- Q.** Does your center track the students that complete the lessons, or is there a way that I can do so?
- A.** *CRE is only monitoring the number of logins for each educator's account. Educators are responsible for tracking attendance and completion records. We have provided a certificate of completion that students can screenshot and email to teachers as proof of completion.*

Privacy

- Q.** When a student signs in using the same code, is all information and answers of other students who've used the code removed from the platform, or could a student possibly see another student's responses?
- A.** *This would only be possible if the second student was using the same device and browser as the first student, and only if the first student had not finished a lesson. Once a lesson is complete the answers are deleted.*
- Q.** Are the students' responses or any information indicators (such as computer IP or location) stored and/or shared by your platform or CRE?
- A.** *CRE is not tracking usage information other than the number of users accessing the lessons for each username. Please visit the privacy page for the software platform.
<https://articulate.com/privacy>*