

# Frequently Asked Questions

## eLearning

### **Q: What is eLearning?**

A: eLearning is learning via electronic technologies outside of a traditional classroom. The National Safety Council now offers DDC Instructor Development Courses through eLearning (e-IDC) via the NSC Learning Management System known as the NSC University (aka NSCU). Candidate Instructors, first authorized by their local Chapter, Distributor or Training Center, can become authorized to teach our DDC courses including ADD, Alive at 25, Chronic Offender, DDC 4, DDC 8/6, Professional Truck Driver, and SCARR. Classroom-based Instructor Development Courses are not being offered for Alive at 25, PTD, SCARR, or Chronic Offender. NSC will, but does not yet, offer eLearning IDC's for customized state programs like NY 8/6, VA 8/6, OH 8/6, AZ ADD, TX 8/6, etc. Because NSC can reach instructors anywhere in the U.S. through eLearning, as new/updated DDC courses are developed and launched, only eLearning IDC's will be provided.

### **Q: What is the process for enrolling into a DDC e-IDC?**

A: The Training Center (not the Candidate Instructor) will contact NSC Customer Service or their Training Center Coordinator to enroll. NSC will verify the training center agreement then begin the enrollment process. The Candidate Instructor's Name and full contact information must be provided and an Invoice will be created at the time of the enrollment. The enrollment order will then be turned over to the NSC eLearning Administrator who will process the order then email instructions directly to the Candidate Instructor.

### **Q: Does a probationary period still exist with new Instructors that complete an e-IDC?**

A: No, upon completion of an e-IDC NSC considers the Instructor "authorized" and will mail the Instructor Card directly to the training center; therefore, there is no longer a "probationary" period. With that said, NSC highly encourages all Training Centers to have any new instructor watch a seasoned instructor teach the program in its entirety. NSC also highly encourages Training Centers to monitor all new Instructors first two classes.

### **Q: What do Training Centers need to purchase for their Instructor Candidate in order to enroll them in the e-IDC?**

A: NSC requires each instructor to have their own Instructor Resource Kit (IRK). To be clear, Instructors may never share Instructor Course Material, each Instructor must have their own Instructor Kit. Training Centers will need to purchase the eLearning Course **and** an Instructor Resource Kit for each new instructor enrolled in eLearning. There is an exception. If an Instructor leaves a training center and the center had already purchased an Instructor Kit, then the center can reuse that existing IRK with the new Instructor. To further clarify this situation, the TC only has to train the new instructor thru the e-IDC but can provide the new Instructor with the existing IRK.

**Q: Does the eLearning course fee have to be prepaid?**

A: Yes and No. Brand new Training Centers must pay in advance for all Instructor Resource Kits and any e-IDC prior to enrolling their Instructor in an e-IDC. Existing Training Centers, Distributors, and Chapters can continue to be invoiced as long as they are in good standing with NSC Accounting.

**Q: What is the cost of an e-IDC?**

A: Chapters pay a flat fee to NSC for any e-IDC taken by their Instructors. Distributors pay NSC at the published Member/non-Member Catalog pricing minus their discount. Training Centers pay NSC at the published Member/non-Member Catalog pricing.

**Q: Is there an expiration date to complete the e-IDC training?**

A: No, however, after 90 days, refunds will not be available so we strongly encourage training completion as quickly as possible. Additionally, the instructor renewal countdown will begin on the first day of the month 2 months after enrollment and will not be extended even if the training is not completed during that timeframe.

**Q: Is there a discount for Instructors who complete multiple e-IDC's or must they pay full price for all e-IDC's?**

A: Yes, NSC offers a "frequent flyer" discount. Any instructor who has paid *catalog price* and completed a DDC e-IDC is eligible to receive a 50% discount on additional e-IDC's within 12 months of completing their first e-IDC. This discount can only be applied to the instructor who originally completed the e-IDC; the discount is not transferable to other instructors.

**Q: Which DDC Programs still have leases?**

A: DDC 4 and DDC 8/6 are the last two programs that still have leases. NSC is looking for ways to eliminate all leases in the future.

**Q: What if an instructor leaves a training center and takes the Instructor Resource Kit with them?**

A: The Training Center would need to purchase a new Instructor Resource Kit.

**Q: Can a Training Center just purchase a Multimedia disk (English or Spanish) by itself?**

A: NO and YES.

**NO** – Training Centers cannot purchase a Multimedia disk by itself. If a Training Center desires an additional Multimedia disk for whatever reason, they will need to purchase a full Instructor Resource Kit.

**YES** – If a Training Center has purchased either the English or Spanish Instructor Resource Kit (IRK) and they now desire to teach in the other language, the Training Center can purchase the Multimedia disk in the other language by **placing an order with an NSC Training Center Coordinator; the Coordinator will need to validate this transaction prior to submitting the order.**

**Q: Whom should the student contact if they are experiencing technical issues while taking an e-IDC?**

A: If the student is experiencing any technical issues, they should email [ddcelearningadmin@nsc.org](mailto:ddcelearningadmin@nsc.org) or call 315-385-0053 between the hours of 8:30am – 4:30pm ET.

**e-Learning Scenarios for Alive at 25:**

**Q: Alpha Training Center has five Alive at 25 Edition Instructors, all purchased IRKs when they transitioned to the 4<sup>th</sup> Edition. Two instructors retire and Alpha wants to train two new replacements. How many IRKs do they need to purchase?**

A: None. The Training Center will need to put both new instructors through the e-IDC's but since they have 5 Instructor Kits and will have a total of 5 Instructors, they have all the material they need. If for some reason the retired instructors departed and didn't return the IRK, new IRKS must be purchased.

**Q: Beta Training Center has three Alive at 25 4<sup>th</sup> Edition Instructors, all purchased IRKs. One Instructor quit and the TC wants to not only replace this person but also hire three additional Instructors. What do they need to buy?**

A: Beta Training Center will need to put all four new Instructors through the Alive at 25 e-IDC. They will also need to buy three new IRK's for their three NEW Instructors. The replacement Instructor can use the material left by the Instructor who quit.

**E-Learning Scenarios for DDC 4 and DDC 8/6:**

**Q: An existing DDC 4 Training Center has three Instructors with one existing lease and they want to add an additional Instructor. At a minimum, what do they need to purchase?**

A: The new Instructor can attend either a classroom IDC or take the eLearning e-IDC. If they attend a classroom IDC, the TC would pay for the "Instructor Course Registration Fee" which comes with an Instructor Manual. If they attend the e-IDC, the TC would need to purchase an Instructor Manual. IF the training center wanted an additional set of videos, a DDC 4 Instructor Resource Kit could be purchased which contains both the Instructor Manual and the Multimedia disks.

*\* An annual lease will generate for each instructor resource kit ordered*

**Q: A new DDC 8/6 Training Center wants to train (3) new instructors. What do they need to purchase and can they share Instructor Resource Kit?**

A: New DDC 8/6 training centers must send their new instructors through e-IDC's and purchase a DDC 8/6 Instructor Resource Kit for each Instructor. Instructor Resource Kits cannot be shared nor can Instructor Manuals. Any and every DDC Instructor regardless of course must have their own Instructor Course material.

*\* An annual lease will generate for each instructor resource kit ordered*

## **E-Learning Scenarios for Professional Truck Driver (PTD):**

**Q: QRS Company would like to have one of their fleet supervisors train their drivers on PTD but has no desire of having the supervisor be an NSC PTD authorized instructor. Does QRS need to enroll the Instructor in the eLearning IDC? Do they have to buy the PTD Instructor Resource Kit?**

A: PTD is an unusual NSC Product because it's the only one where NSC offers both a "packaged" training program (non-authorized instructors) and a authorized PTD program. To further clarify, the above scenario PTD customer does not have to be a Training Center of NSC, they can simply purchase the "packaged" PTD Instructor Teaching Kit which includes the instructor manual, multimedia presentation, (1) student course guide, and a CD containing a template to print a "PTD Completion Record" for their Learners. Since the Instructor will not be a authorized NSC Instructor, this Instructor's students will not receive an official NSC PTD Instructor Certificate; since the Instructor is not authorized by NSC, the Instructor will simply have a CD containing a template to print a "PTD Completion Record" for their students.

## **Alive at 25 4th Edition DVD's:**

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**Q. I received two disks with my Instructor Resource Kit, which one do I use?**

A. The **GREEN** disk should be used with PC or MAC computer. The RED disk works with a DVD player with an accompanying remote to advance the slides.

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**Q. Can I use the RED disk in my computer?**

A. Maybe, if you have a compatible operating system and video player software. Many later versions of Windows Media Player no longer support the playing of DVD videos and some video players (ie: VLC) will play some DVDs but not others on Windows 8/10. For this reason, we strongly suggest using the Green disk with computers.

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**Q. Do I need a certain version of Windows to use the disks?**

A. No, however, please understand that different versions of Windows operate somewhat differently and some are more prone to issues that could cause playback problems due to issues with underlying software on individual computers.

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**Q. I am using the PC/MAC Green Disk and it just hangs (the media never starts).**

A. We recommend you try the below steps if you are using a Windows 7/ Windows XP operating system:

1. Using Internet Explorer, upgrade Adobe Flash Player here: <http://www.adobe.com/go/getflash>
2. Clear your browser cache. You can do this in Internet Explorer by going to Tools > Internet Options > General > Temporary Internet Files. Select Delete Cookies and Delete Files.

3. Also in Internet Options, on the Security, Privacy, and Advanced tabs, reset everything to its default settings. There is a button on each tab to reset defaults.
4. In Windows Vista / 7, go to Start > All Programs > Accessories > Run. In Windows XP, go to Start > Run.
5. Copy / paste the following line of text (depending on your operating system) into the Run dialog box. Click OK, and delete the entire contents of the window (folder) that opens.

**Windows Vista / 7: "C:\Users\%username%\AppData\Roaming\Macromedia\Flash Player\#SharedObjects"**

**Windows XP: "C:\Documents and Settings\%username%\Application Data\Macromedia\Flash Player\#SharedObjects"**

6. Close all browser windows for the changes to take effect, and then test your content again.

#### **Q. I have a Windows operating system and the disk doesn't auto play when I insert it?**

**A.** When you insert a disk into your computer, Windows will sense that and take a specified action based upon what actions you told it to take in the past. If you indicated, it should "do nothing" or "open the list of files" then the disk will not auto play. You can reset this functionality in Windows, but since it affects other media as well, we don't recommend you do that unless you understand the implications. Instead we recommend launching the software directly. To do this:

- Open file explorer and click the drive with the disk in it
- Double click "Aliveat25.exe"
- If this doesn't work, see the previous question

If you really want the disk to play as soon as you insert it, that's only going to happen on a Windows XP or earlier version. For Windows Vista and later you can launch an auto run program only after interacting with the auto play pop-up (the dialog box that asks you what you want to do now that you've inserted the disk. As long as you have the "ask me every time" setting, one of the options you should get when you insert the disk is something like Install or Launch the Software. Clicking this choice should start the training presentation.

**For additional troubleshooting or more detailed instruction, we recommend the following links:**

<http://www.thewindowsclub.com/faq-what-you-need-to-know-about-the-auto-play-feature-in-windows>

<http://www.thewindowsclub.com/enable-disable-autoplay-windows>

<http://www.thewindowsclub.com/prevent-autoplay-from-remembering-user-choice-windows>

If you continue to have problems, please call 800-621-7219. In order to provide you with the best possible solution, please be prepared to describe your issue in detail.

## **How to Run Alive at 25 DVD's using Various Web Browsers:**

### **Chrome:**

1. Right Click the spinning Circle
2. Click "Global Settings"
3. Click "Global Security Settings panel"
4. In the Flash settings image that appears, click the "Edit Location" dropdown
5. Click "Add Location"
6. Type "<file:///Volumes/Aliveat25>" (don't type the quotes) in the text box
7. Click "Confirm"
8. Close all browser windows and try again

### **Safari:**

1. Right Click the spinning Circle
2. Click "Global Settings"
3. Click the "Advanced" tab
4. Click the "Trusted Locations Settings" button under "Developer Tools"
5. Click the "+" symbol at the lower left
6. Click the "Aliveat25" DVD under "Devices" to the lower left
7. Click "Open"
8. Close all browser windows and try again

### **Firefox:**

1. Right Click the spinning Circle
2. Click "Global Settings"
3. Click the "Advanced" tab
4. Click the "Trusted Locations Settings" button under "Developer Tools"
5. Click the "Add..." button at the lower left
6. Type "<file:///Volumes/Aliveat25>" (don't type the quotes) in the text box
7. Click "Confirm"
8. Close all browser windows and try again

## **SCENARIOS FOR**

**"Instructor is not able to use dvd with windows 10 OS. How do we correct this?"**

- 1) Someone upgraded to Windows 10 which does not come with a default Media Player software... now what?
  - a. Answer: download a VLC player from Microsoft/VideoLAN OR swap out disc for our USB
- 2) Someone bought a new computer that doesn't have a disc/dvd drive... now what?
  - a. Answer: buy an external disc/dvd player OR swap out disc for our USB
- 3) Flash version outdated - update needed
  - a. Answer: update to latest version of Flash