



FAQs about Online Courses in the Graduate Certificate in Psychology Program

What is an online learning course?

In the Graduate Certificate in Psychology online courses are delivered, weekly, fully online, blending synchronous meetings with asynchronous learning activities.

What are the advantages of online course delivery?

In the online delivery of courses, students benefit from the flexibility and convenience of the online format. It is highly convenient for professionals, as students don't have to be physically present on campus to attend classes. Online format, combining weekly synchronous lectures and asynchronous activities, has several learning advantages: Synchronous online meetings consist of 2h lectures where the instructor interacts with students in real time, via Zoom. In weekly asynchronous online activities, everyone actively contributes to, and benefits from online conversations about the course material. The asynchronous learning activities will challenge you to think more deeply about what you are learning while allowing considerable flexibility about when, where and how you do this.

Does online format mean that I am getting less from my instructor?

Instructors will be following you closely throughout your learning path. Before your online course meets for the first time, your instructor has chosen the learning activities and worked with an instructional designer to set up both the synchronous lectures and asynchronous activities, in order to create the best possible learning experience for you. Once the course is running, your instructor will be present in the asynchronous activities - monitoring and participating in online conversations; giving group and individual feedback; and holding online office hours by Zoom or MS Teams. During the synchronous meetings, your instructor obtains a wealth of information about how you are doing, individually and as a group, and what you need next.

What are the technology requirements of this program?

To participate in this program you will need:

- A desktop or laptop computer with sound capability and with Firefox* installed
- A headset with microphone for listening and speaking through your computer
- A broadband Internet connection
- Recommended: Zoom and MS Teams for connecting with your instructor during online class weeks

*Mozilla Firefox is the supported browser software. Other browsers such as Google Chrome and Internet Explorer do not always display online course content correctly. After you register, we will send you information about how to get Firefox, Zoom and MS Teams.

Do I Need to Attend Classes at Specific Times?

Yes. You are expected to attend at least 75% of synchronous online meetings and at least 75% of asynchronous online activities.

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What does it mean to attend an online course?

Attendance in an online course is defined as:

- a. Attending the 2h weekly synchronous online meeting
- b. Active and timely engagement with asynchronous online weekly activities. The asynchronous activities have two deadlines—one in the middle of the week (typically for posting your ideas) and one at the end of the week (typically for responding to colleagues)—but you can set the daily and weekly work schedule that fits best for you.

How are exams administered?

When required, online proctored (supervised) exams are administered through the use of a platform designed for remote proctoring and identity verification.

How Do Students Interact in an Online Course?

Students interact in the synchronous online component of the course where they have the opportunity to get to know classmates and instructors via Zoom. Students also communicate through discussion boards, blogs, wikis and journals.

How will I know what to do in the online classroom?

After you register for an online course, you will receive login information for Blackboard Learn, an easy-to-navigate site (also called a learning management system). All DEREЕ courses, face to face and online, use this system. Online learning activities for your blended courses will be organized by weeks within Blackboard Learn. The Graduate School Orientation will include a special half-hour session for students in online courses about Blackboard Learn.

How can I connect with my instructor?

Your instructor is available to answer questions by email and also can meet online with you in Zoom or MS Teams during his or her online office hour.

What support is available to me?

- Blackboard Learn and all related online course elements are web-based—so if your own computer or connection is down you can use a computer on campus or any other computer that has the required utilities loaded and working.
- If you have questions or need assistance concerning Blackboard Learn, ACG email, or other ACG-supported technologies:
 - On campus, visit the computer labs
 - OR**
 - Send an e-mail to the Blackboard Learn Helpdesk: bbhelpdesk@acg.edu