

## General Tips

- **Best schedule/timing/format for online courses?**  
Some schools do offer classes that run several hours in duration. This is doable, be sure to tell students to plan for this and to schedule breaks each our.
- **How to get students on board with virtual options and not drop class?**  
Name it a “live by computer” class and maintain the face to face qualities they want. Stress that they will have continued access to the instructor and discussions with colleagues, just that it will be from the comfort of their own homes instead of in a classroom.
- **Tip:** don't wait for volunteers for an answer. Just say you will call on them randomly. It keeps everyone on their toes and avoids dead time.
- **Should I record the sessions? How to weigh convenience with privacy?**  
It is recommended that you record the sessions so that students who cannot join the session live can still participate. Load onto your university's website or a private YouTube channel. Be clear that you are recording so students can retain anonymity when discussing personal work issues.
- **How can I communicate the change to virtual to my students? How to spin positively?**  
Communicate often and honestly. We are in uncertain times but assure your students you are committed to helping them continue their studies and pass their exam.
- **Can we still order books?**  
Due to COVID-19 isolation measures, global shipping has been suspended. Purchase your all digital learning system access now and receive printed materials in the mail once normal shipping operations resume. The printed reading materials will be available immediately in a downloadable file format once you assign a license to your participant.
- **For study groups, do you assign groups or let them form organically?**  
Allow study groups to form organically – at the start of class, gather everyone's name, email, phone, location, employer and level of certification and they can naturally drift together.
- **I am hearing people talking about hours and maybe ending earlier but we have PDC hour requirement. How does that work?**  
Just like in a face to face classroom setting, sometimes students start to disengage toward the end of the session or the topic comes to a logical conclusion before the clock reaches the end time. It's OK to cut the session short and add extra time to the next session.
- **Where is the final exam PDF and answer key located?**  
Both can be found on PRC in the Instructor Resources Section under Student Resources:  
<https://partnerrc.com/prc/shrm/instructor-resources/shrm-learning-system-2020/student-resources/>

- **Is there any way that the test be converted into a file that can be uploaded into a LMS?**  
The paper and pencil text can be put into your LMS, but knowledge and SJTs from the Learning System cannot.

### **Certification Exam**

- **Will exam window be extended? Or rescheduled?**  
To better serve you during this period of uncertainty, SHRM has adjusted the dates of the spring testing and application windows. The new exam window is June 1-August 15, 2020. More information can be found at [shrm.org/certification/apply](https://shrm.org/certification/apply).
- **Will there be an online version? If so, how can we maintain the integrity of the exam?**  
Effective June 1, SHRM will offer a remote proctoring option which will facilitate testing from home. Scheduling for remote proctoring opens April 10. Check back soon for details.
- **Can students defer to next testing window?**
- **Will SHRM offer options for students to get deferral if they have paid Prometric because they can't study due to having to work from home and having children at home?**
- **How are the on-site exam venues handling current social distancing measures?**  
Following CDC guidance, Prometric has determined it is necessary and appropriate to temporarily close test centers in the United States and Canada for a period of 30 days, starting March 18. More information can be found at <https://www.prometric.com/corona-virus-update>.

### **Instructors**

- **Tips for online instruction when students expect face-to-face**  
Please review our March 17 webinar titled "The Course Must Go On" to hear from three experienced virtual instructors for their tips. An archive of the webinar can be found [here](#).
- **Can I share slides by email with students?**  
To support increased virtual course offerings, the PowerPoint files created for classroom-based instruction will be temporarily available online for students to download. Please note these slides are protected under the license agreement and should not be copied, sold or distributed in any way.
- **How much of the instructor slides can we delete that will not impact the student learning?**  
This is a personal choice. One of our virtual instructors shared that she never deletes any of the slides in either face to face or virtual courses. If she follows the syllabus, she is able to get through all the material.

- **How do you breakup your sections to get through to a nice ending chapter area?**  
Plan ahead – follow the syllabus you had already laid out. Deliver the content in order as you would if it were in the classroom.
- **How can instructors administer paper & pencil final exam if it's online?**  
An instructor can share the paper and pencil test with students via the platform or via email. The students can take photos or utilize an app such as CamScanner to submit their answers to the instructor.

### Interactivity

- **What's the most effective way to have students ask questions?**  
Generally, unless it's a small group, it's best practice to keep students muted during the presentation – they can “raise hands” or ask a question through chat. They also can communicate with each other. Another suggestion our virtual instructors gave is to have a third party monitor the Q&A box so you can focus on your presentation.
- **How can I continue to do group activities and projects?**  
One option is to utilize platforms such as zoom and set up breakout rooms. Instructors can assign small groups case studies and have them report back to the class.
- **Any resistance to students turning their cameras on?**  
Most of us have become more familiar with video chat technologies over the past few weeks, but you cannot assume all students have access to cameras or microphones, so adapt and help make the class work for everyone.

### Technology Questions

- **Tips for Best Technology to Use (Canvas, Webex, Zoom, Blackboard, etc.)**  
Zoom seems to be the leading technology our experts recommend.
- **Are there benefits to using polls or emojis while teaching?**  
Absolutely – it keeps the students engaged and personalizes the experience.
- **Can a "helper" help remotely? Meaning, if the instructor and educational partner are not in the same room, can both still be "admins"?**  
Yes, in fact it is recommended to have someone else monitor the Q&A so the instructor is able to focus on presenting.
- **Will technical assistance be available after hours for our courses?**  
You can check with your university IT teams for after hours assistance.
- **How do you give a "break"? Is there a "pause" button?**

Put all microphones on mute and put up a “on break” slide. Consider utilizing an app which visually counts down the time until class resumes.

- **Zoom Platform Questions:**
  - **Will SHRM provide Zoom Business Conference to instructors?**  
No, SHRM will not be providing online platforms for Education Partners.
  - **Is there a fee to use Zoom?**  
Zoom basic is free, but there are more complex plans available for a fee. See <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials> for more information.
  - **Is there a capability to create virtual group rooms on Zoom?**  
Yes, our virtual instructors advise to utilize break out rooms for small group work.
  - **Is the ZOOM BASIC limited to 40 mins and how does everyone sign back on?**  
Our virtual instructors all used the Business version of Zoom.
  - **If we change to a Zoom meeting, do we have to change status of program with Re-certification to webinar format?**  
No, you do not need to change the status of your program.
  - **Does the student need to sign up for the ZOOM BASIC or does the university provide the student access?**  
There is no charge for students to access the zoom platform.
- **WebEx/GoToMeeting Questions:**
  - **Do WebEx or GoTo meeting allow the admin to mute participants' mics?**  
Yes, according to our panelists, those platforms do have the functionality to mute participants.