

## FREQUENTLY ASKED QUESTIONS ABOUT CLASS LOGISTICS AND TELECONFERENCE TECHNOLOGY

### ***1. CAN I GET CEUS FOR TAKING LLA?***

A: LLA has been approved for Continuing Education Credits (CEUs) by a variety of professional certification and licensure organizations such as CPDT, IAABC and AAV. To request CEUs when you have completed the course, submit your LLA Certificate and the course syllabus to the relevant organizations in your field.

IAABC have approved the follow CEUs for Part 1 and Part 2:

- **18 CEUs:** Part 1 and Part 2, Attendance

CPDT have approved the following merit-based scale:

- **8 CEUs:** LLA Part I, Certificate of Attendance (attend all 4 classes)
- **10 CEUs:** LLA Part I, Certificate of Completion (submit and finish homework)
- **8 CEUs:** LLA Part II, Certificate of Attendance (attend all 4 classes, combined with Part I will be 16 CEUs)
- **10 CEUs:** LLA Part II, Certificate of Completion (submit & finish homework; combined with Part I, 20 CEUs)
- **12 CEUs:** LLA Part II, Certificate of Excellence (submit and finish homework and complete final exam; combined with Part I will be 22 CEUs)

### ***2A. MY INTERNET IS TOO SLOW TO WATCH THE VIDEOS DURING CLASS. IS THERE ANYTHING I CAN DO?***

A: Try downloading the videos before class each week. Later, when you click on the video during class, it will download from your cache, which is faster than streaming the video directly from the Internet. Here's how it works: When you start playing a video, your web browser "reads ahead" and streams the video data into a temporary file that's stored in the web browser's cache on your hard drive. That "read ahead" operation occurs even after you pause the video. The stored videos will remain in your cache until it is full, at which time the computer will delete files in the order in which they were cached.

### ***2B. THE FIRST VIDEO PLAYS FINE BUT WHEN I CLICK ON PLAY FOR ANY OTHER VIDEO IT TAKES ME BACK TO THE FIRST VIDEO!***

A: This is a symptom of have an out-of-date Adobe Flash Player. Just download the current version here: <http://get.adobe.com/flashplayer/> This link will auto-detect what operating system you use (WIN or MAC).

### ***3. WHY DO WE NEED YAHOO MESSENGER CHAT IF WE ARE ON THE PHONE TOGETHER?***

A: Using Messenger chat during class is optional; you are welcome to ask questions and make comments over

the phone. However, Messenger live chat is especially useful for when I ask the class a question and several people try to answer at the same time. Since we can't see each other, it's hard to know when to speak or when you will be interrupting someone else. With chat, no one sees your questions or responses but me! **Be sure to let me know your name, if your "handle" is obscure!**

Your Yahoo ID is also your Yahoo Messenger ID. Messenger is located within your Yahoo webmail inbox. You can use Messenger even if you don't use Yahoo webmail. A convenient shortcut to Messenger is located at the top right screen on the LLA yahoo list homepage (<http://tech.groups.yahoo.com/group/LLATELE-Professional/>). Once you've signed on to the LLA yahoo email list, just right click on the MAIL Icon at the top of the Yahoo page (see red arrow and circle in Figure 3a below). You may be prompted to pick "Open New Tab" or "Open New Window." From the Yahoo webmail Inbox, click Compose Message > Instant Message. The Messenger window will open to the right of the Inbox. Enter my **handle, behavior101** in the Messenger ID box and hit enter. A window will pop-up for you to add **behavior101** as a new Contact. As soon as I see your request to be added to my Buddy List, I will accept the request.

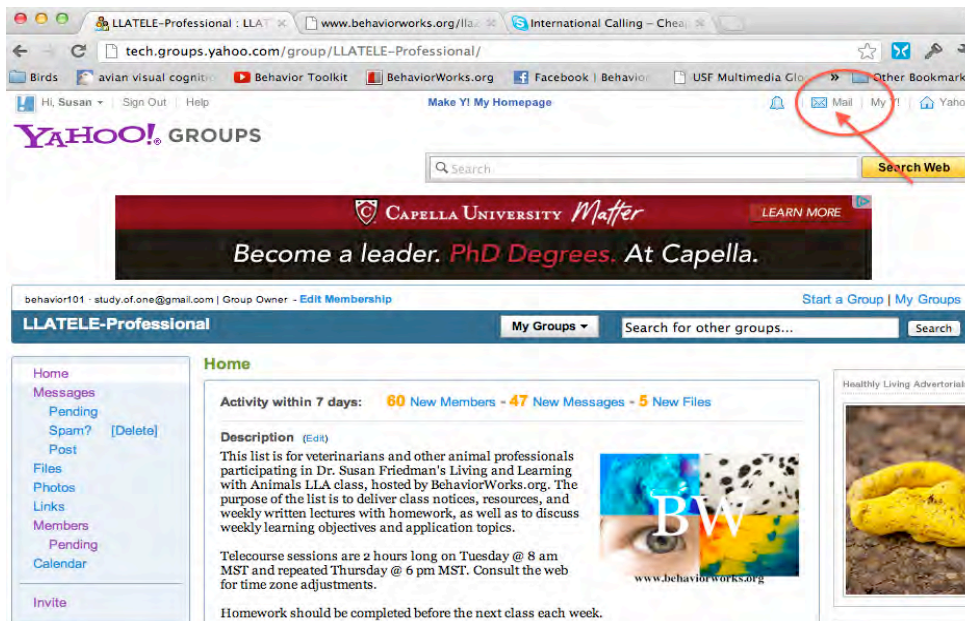


Figure 3a. Mail Icon – indicated with red arrow in upper right of LLA email list page

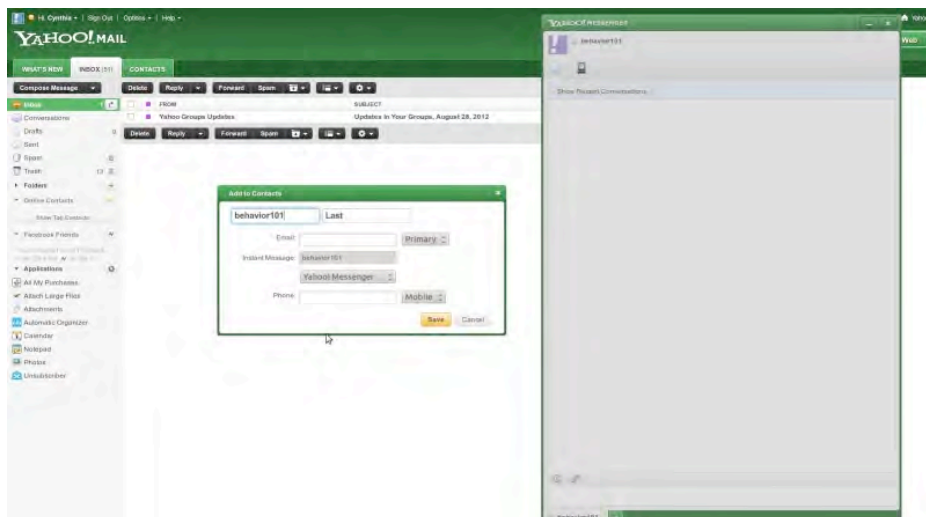


Figure 3b. Yahoo! Mail to use Messenger.

Windows Live Messenger and many other chat programs are compatible with Yahoo Messenger. Yahoo Messenger is also available as a mobile app or a desktop download (see list below). Instructional videos are available with most download options.

- Mac: <http://messenger.yahoo.com/platform/mac/>
- Windows: <http://messenger.yahoo.com/win/>
- Mobile: <http://mobile.yahoo.com/messenger?refer=a00477>
- iPhone: <http://messenger.yahoo.com/platform/iphone>
- iPad: <http://mobile.yahoo.com/ipad#messenger>

**4. HOW WILL I USE YAHOO MESSENGER CHAT AT THE SAME TIME I'M VIEWING THE SLIDES?**

A: With the slides on the screen (or Messenger), go to File -> New Window, to open another Internet browser window where you can go to Messenger (or the slides site). Then size the two windows so that both fit your screen. See screen shots below.

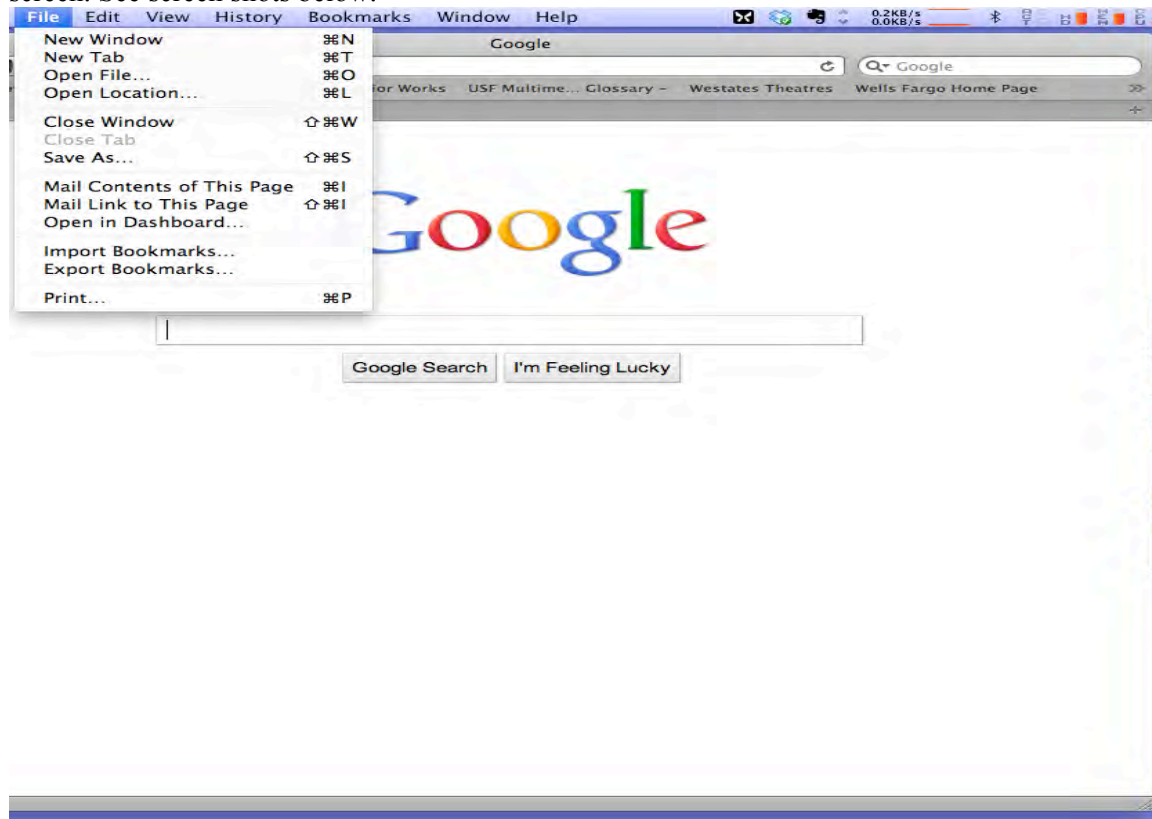


Figure 4a. First open two browser windows.

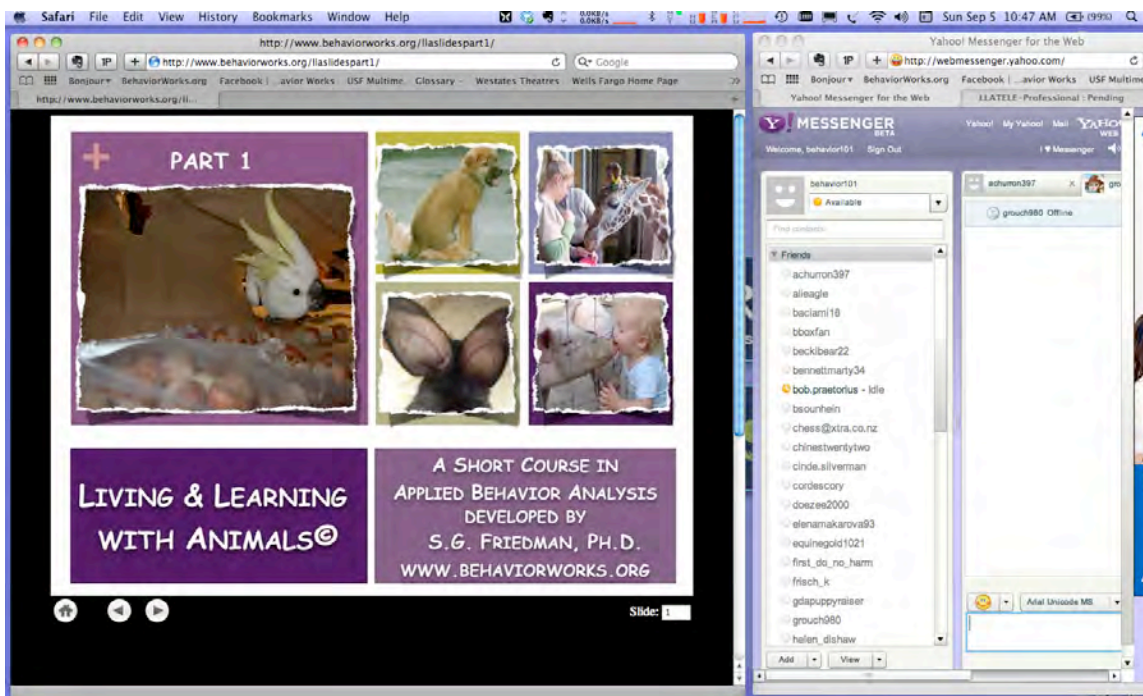


Figure 4b. Then size each window so you can see both on your screen.

**5A. DO I HAVE TO BE ON THE TELECONFERENCE CALL EACH WEEK, OR CAN I JUST LISTEN TO THE CLASS AUDIO FILES ON MY OWN TIME?**

A: My preference is that you join our teleconference class each week and use the class audio files as back up should a problem arise with your phone connection, and for repetition of the lecture after class. When you are on the phone with me, it is a good opportunity to ask questions and share comments that may make the difference between a shallow vs. in-depth understanding of a learning objective.

**5B. WHERE CAN I FIND THE AUDIO RECORDINGS EACH WEEK?**

A. The audio recordings will be posted a day or two after class, on my website, [www.behavior.org](http://www.behavior.org), under Profession Course, Class Audio Recordings.

The direct link is [http://www.behaviorworks.org/htm/lla\\_class\\_audio.html](http://www.behaviorworks.org/htm/lla_class_audio.html)

The recordings are in the MP3 format, and should be compatible with all computers and personal audio players. After clicking on the appropriate class session, you will be prompted for a username and password. Use the same username and password you used to access the slides.

To Download the Audio recording, hover the cursor over the audio link, right click to raise the context menu (Control click on a MAC), and click on Save As.

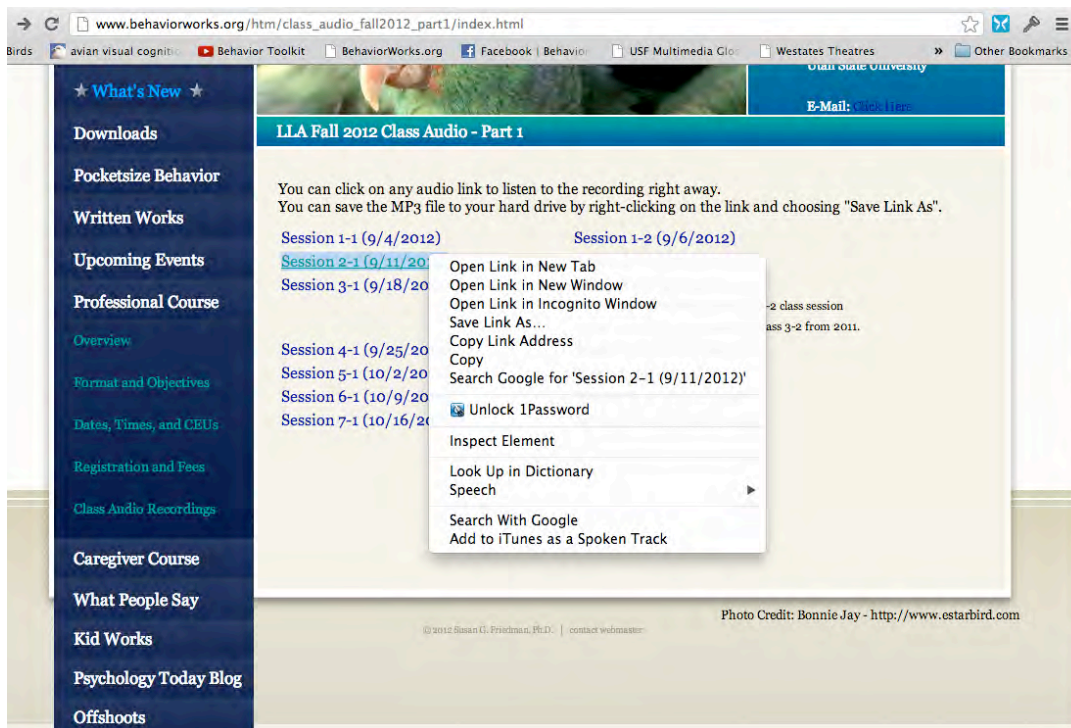


Figure 5B. Download audio recordings at www.behaviorworks.org

**6. WHAT COUNTRIES HAVE AN IN-COUNTRY FREE CONFERENCE CALL NUMBER TO JOIN THE LLA TELE-CONFERENCE ROOM?**

A. Check the website to double check if your country has an in-country number to join our calls. As of Sept 2012, the following countries do have a number. (See list below). However, please see #10 below for more info.

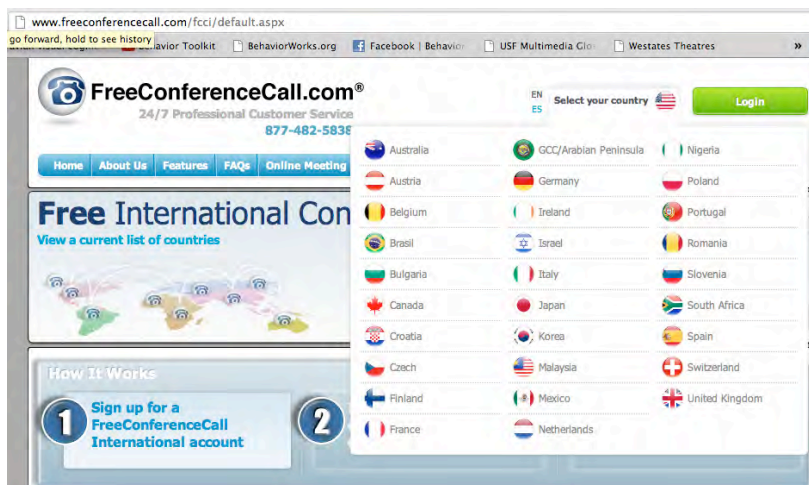


Figure 19. Countries with local codes at FreeConference Call site.

**7. I'M USING SKYPE AS MY "PHONE" TO CONNECT TO THE TELECOURSE. WHERE DO I BUY SKYPE CREDIT AND WHERE IS THE KEYPAD FOR DIALIN?**

A: Click on the Add Credit icon to the left of the Skype window. The keypad is on the right (to the left of the search field). If you are calling internationally, click on the flag icon to show the USA flag. Then dial the number directly, without local country code.

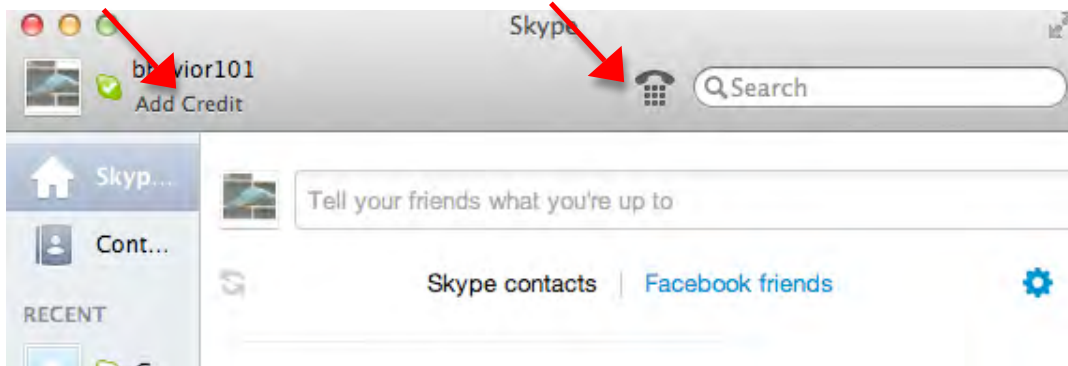


Figure 6a. Skype credit and keypad icon to the left of the volume bar.

***8. DO I NEED TO JOIN SUSAN'S SKYPE CONTACTS TO HEAR THE TELECOURSE?***

A: No, you can use Skype phone to call into the conference call line but we won't be messaging with Skype anytime during the course. We will be using Yahoo Messenger for typed messages during class (see FAQ 3 above).

***9. SKYPE KEEPS DROPPING MY CALL. IS THERE AN ALTERNATIVE?***

A: At this time, Google Voice blocks calls to conference rooms. Free Conference Call Inc. has a lawsuit pending to fight this restriction!

***10. MISCELLANEOUS CONFERENCE ROOM CONNECTION ISSUES; CAN YOU HELP?***

A1: For students calling outside the USA, we suggest that you buy Skype credits and dial the FreeConference call number directly, without local country codes. It seems that feature doesn't work reliably.

A2. If you are dialing with Canada Bell, it appears they block conference calling at this time. Try Skype from your computer as a reliable (mostly) alternative.

***11. DURING CLASS, SHOULD WE ASK QUESTIONS OVER THE PHONE OR ON YAHOO MESSENGER CHAT?***

A: You are always welcome to ask questions and make comments over the phone but with our large classes it can be hard to avoid talking over someone else who wants to speak at the same time. Yahoo Messenger Chat allows you to type your question to me independent of the other students. When it comes to answering questions I pose to the class, responding by Messenger definitely works best. Try both ways and do what works best for you.

***12. WHERE CAN I FIND THE CLASS AUDIO FILES TO DOWNLOAD?***

A: The class audio files will be posted each week at the [www.behaviorworks.org](http://www.behaviorworks.org) website. Click on the Professional Course link, and then click on the Class Audio Files link. Look for the year and click on Part 1 (or Part 2) to be prompted to fill in the Username and Password for your class. It is the same Username and Password as for your class slides. See image below. You can also get to there directly by going to the following url: [http://www.behaviorworks.org/htm/class\\_audio\\_fall2010\\_part1/](http://www.behaviorworks.org/htm/class_audio_fall2010_part1/)

My goal is to have the class audio recordings posted by the end of the following day.

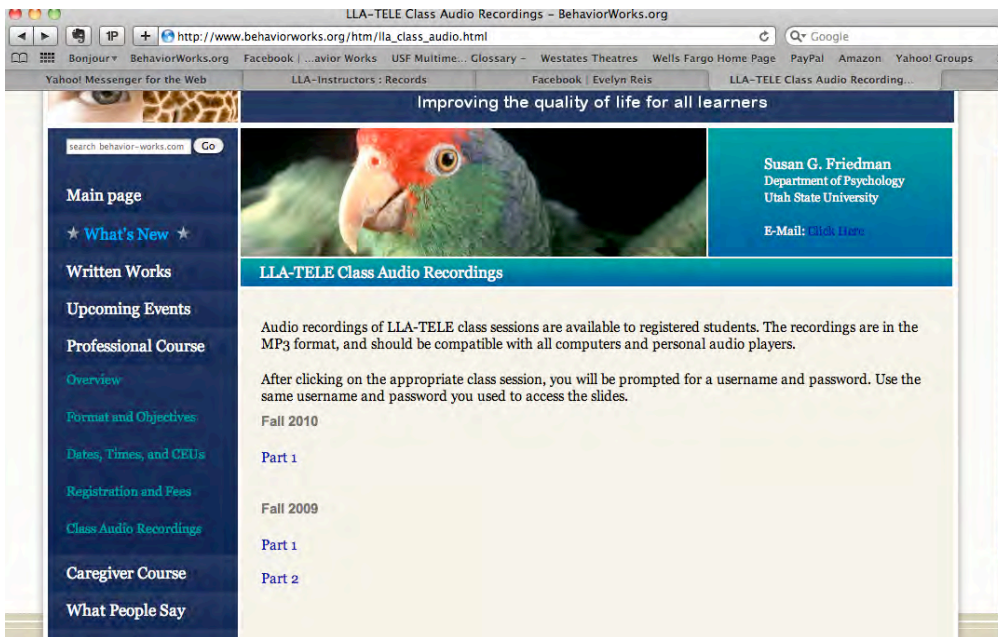


Figure 10. Click on Part 1 and enter Username and Password.

**13. WHERE ARE THE WRITTEN LECTURES WE ARE SUPPOSED TO READ AND WHERE ARE THE HOMEWORK ASSIGNMENTS?**

A: The written lectures are here at [LLATELE-Professional@yahoo.com](mailto:LLATELE-Professional@yahoo.com) in a subfolder within the main File folder. The name of the subfolder is “Written Lectures with Homework Assignments.” The homework questions are part of the written lectures. This is a direct link to the written lectures folder: <http://tinyurl.com/29oh823>

**14. HOW CAN I HANDLE THE DELUGE OF EMAIL THAT IS BEING DELIVERED TO MY INBOX?**

A: There are two approaches to managing this inevitable deluge of emails.

Option 1. Set up a separate email folder and configure a mail rule so that your LLP mail is automatically delivered to this special folder, instead of your Inbox. In Outlook you will find this feature under the Tools menu -> Rules Wizard. In MAC Mail you will find this feature in MAIL->Preferences->Rules. The image below shows what it looks like in MAC Mail.

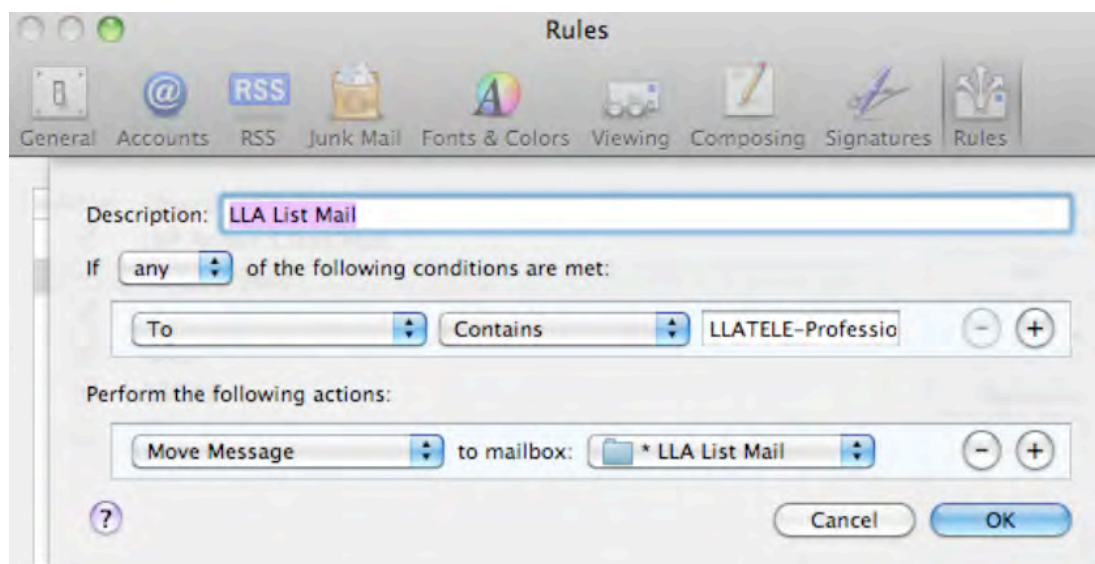


Figure 12. MAC Mail Rules screen.

First I created a folder, which I named "**LLA List Mail.**" Next, I typed this rule, following the prompts. The words in bold are the ones I typed. It's what's typed into the screenshot above.

Description: **LLA List Mail**

If **any** of the following conditions are met:

**To Contains** [LLATELE-Professional@yahoogroups.com](mailto:LLATELE-Professional@yahoogroups.com)

Perform the following actions:

**Move Message** to mailbox: **LLA List Mail**

Option 2. Another approach to managing Inbox deluge is to go the website click **Edit Membership** found under the LLATELE-Professional banner. Find "**Step 2**" where you can select **Web Only** so that no emails will be delivered to your Inbox. In that case, you will need to go to the website daily to find your teachers responses to your emails.

***15. I CANT FIND A RESPONSE TO MY HOMEWORK. IS THERE A WAY TO SEARCH THE YAHOOGROUPS WEBSITE?***

The best way is to search for a particular email is with the Yahoo Groups search engine right on the message page. Search by your first name only since it should be in the Subject line. If the message number is known that works as well.

***16. WHAT IS THE ADDRESS TO SEND HOMEWORK AND HOW MUCH TIME DO I HAVE TO SUBMIT IT?***

*A: Send your homework to the following address:*

[LLATELE-Professional@yahoogroups.com](mailto:LLATELE-Professional@yahoogroups.com)

You have **one week** from the day of class to submit the assigned homework. Responding to queries doesn't have a deadline. Your teacher will let you know when you are ready to move on to the next written lecture. Because you will have revisions on your homework, given our "soft Socratic" method of teaching, the sooner you get started the better.

***17. WHY DO I GET HOMEWORK QUERIES EVEN WHEN I'VE GIVEN THE RIGHT ANSWER TO THE HOMEWORK QUESTION?***

A: I am very honored to be working with participants in LLA who are successful professionals, well educated and highly experienced in their fields. I know that you have taken time to read the lecture carefully and respond thoughtfully. Thus, it is understandable that being questioned may initially rankle. I hope that with some practice, you will soon see that this is a safe environment in which to learn and that the queries extend our 1:1 dialogue time with you. It allows us to not only get to know you better but to help expose and fill small pinholes in your knowledge about behavior. We hope that you will enjoy this opportunity for extended conversation and learning.

***18. SHOULD I READ OTHER STUDENT'S HOMEWORK THREADS BEFORE DOING MY OWN HOMEWORK?***

A: You may learn more by submitting your own homework first, before reading others answers so your focus is foremost on the information contained in the written lecture and ways in which it applies to your own experience. Try it both ways and see what works best for you.

***19. IS IT OKAY FOR STUDENTS TO ANSWER OTHER STUDENT'S QUESTIONS ON THE HOMEWORK LIST?***

A: Unfortunately, the class isn't really set up for student-to-student discussions. If we all "talked amongst ourselves" it would generate an unbelievable number of emails and threads that would be hard to keep track of. Think of LLA as a lecture class with your very own teacher assistant to help you with the homework assignments. Work with each TA is one place for dialogue. I also welcome questions during class, which I will share with everyone.

***20. WHY DO MY POSTS TO THE LIST HAVE THE WRONG THE WRONG DATE AND TIME? MY COMPUTER CLOCK IS CORRECT.***

You may need to set the date and time stamp in your Yahoo account.  
Here are the steps to change these settings if you are having problems:

1. Sign into your Yahoo account
2. Select "Mail Options"
3. Select "Account Info"
4. Go to "Account Settings"
5. Select "Set language, site, time zone"
6. Change the time zone to your time zone.

Don't use the general time zone at the top of the drop-down list. Use the drop-down list and scroll through the list until you find the time zone specific to your area.



[behaviorworks.org](http://behaviorworks.org)