

# Frequently Asked Questions

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- **Q** How do I print my certificate?
  - A** To print your certificate immediately after completing the course you just need to click on the print option in the top-right corner.
- **Q** How do I print a certificate of a course I have previously taken?
  - A** You can access all your certificates by clicking on the course reports option located under “My eLearning” on the home tab. Once you have done this just select the course you want the certificate for and chose print certificate at the bottom of the screen.
- **Q** What should I do if it does not show that I completed a course that I have taken?
  - A** Go back in the course and ensure that all slides have been visited (including the copyright and request for feedback slides). If all slides have been visited and the course is still not showing as complete, please contact us at [elarning@alaska.gov](mailto:elarning@alaska.gov) or call us at 907-465-8717.
- **Q** Who do I contact if I am having technical difficulties or need customer service?
  - A** Please call EED’s eLearning Program Assistant at 907-465-8717-or email [elarning@alaska.gov](mailto:elarning@alaska.gov).
- **Q** Which courses do I have to take and often do I need to take them?
  - A** Most Alaska school districts use at least some of EED’s eLearning courses to comply with state and federal training requirements for district personnel, but exactly which ones are utilized is determined by each district. Consequently, your district administrators will provide you with instructions on which course(s) to take each year.
- **Q** What happens with the feedback I give on the courses?
  - A** The state uses any feedback it receives to make improvements to the courses. At no time will feedback be publicized or viewed for any other purpose then to improve how we serve Alaska’s teacher, administrators, and paraprofessionals.
- **Q** Do district personnel have to take courses via eLearning?
  - A** Training via the eLearning system is not compulsory. The Department’s eLearning system was designed to offer districts free assistance complying with the various mandated trainings. Some districts satisfy these training requirements utilizing other resources.
- **Q** As a supervisor how do I run reports on district personnel?
  - A** To run reports on the completion status of your district professionals please follow these steps.
    1. Chose the Reporting tab
    2. Chose Standard Reports

3. Select User Usage Report and then chose Filter and Run at the bottom of the page.
4. Under Courses completed you can type the name of the course and Walla you should be done.
5. If you would like this as an Excel document, you may chose to export the report. Be sure to select the csv option when exporting files.

● Which courses are mandated by the federal government for district personnel?

**A** To view mandated courses and requirements please visit <http://www.eed.state.ak.us/mandatedtraining/>.