

Provided below are LSPA answers to frequently asked questions received on event evaluation forms.

**1. Why are the live polling questions so much easier than the assessment questions on the on-demand, pre-recorded webinars?**

The LSP Board has indicated that polling questions are needed for live webinars to 1) gauge participants' attentiveness, and 2) assess their understanding of webinar content. The LSP Board has indicated that the purpose of assessment questions for on-demand courses is to confirm that a learner has completed and understood the basics of an entire course – this includes viewing all presentation slides and listening to all audio.

- To earn a CEU for attendance at a live webinar, the LSPA looks at login/log out times and also completion of the polling questions.
- To earn a CEU for completion of an on-demand course, the LSPA checks to see that a learner has successfully passed the assessment at the end of the course.

**2. In fairness, if it is a 1-hour CEU, then it should be a 1 hour Zoom event, not 75 minutes.**

Even though LSPA webinar events may seem the same, some are considered courses and some are considered monthly member meetings.

Just like the LSPA's in-person courses, a webinar course includes a brief welcome and speaker introductions by the course Moderator. This typically takes no more than 5 minutes and is included as part of the time spent in the webinar (and in your CEU).

As with LSPA in-person member meetings, our monthly member meeting webinars include announcements and sponsor presentations at the start of the event, before the speakers begin. These take about 10 minutes or so. The announcements are a good way to share helpful information with practitioners, and sponsor visibility is a primary benefit to those companies who are generous enough to provide financial support to the LSPA. This time is not included in time spent on the webinar.

**3. A suggestion re: CEU forms: Why not just email them out to attendees directly, rather than sending an email telling attendees to log in to another system to retrieve them? I never remember the login info and it seems waymore complicated than the process needs to be.**

The LSPA typically has over 150 attendees at each live webinar and sometimes twice that if the webinar includes DEP regulatory credits. It would take a considerable amount of LSPA staff time to create individual CEUs and then email them out to each participant. The LSPA's Learning Management System (LMS) handles this process automatically. Using the details provided in your LMS account, the system completes your personalized CEU and then emails a PDF copy of the certificate directly to your inbox. Having the learner answer one quick question in the LMS saves a significant amount of staff time for the LSPA, which allows us to focus on additional tasks to benefit our members, including offering more events for credit.

Please take the time to log into the LMS system and redeem your CEU. We would suggest making your password the same as the LSPA website to help you remember. Please [info@lspa.org](mailto:info@lspa.org) for assistance in resetting your username and/or password.

**4. How long do I have to answer the polling questions during a live webinar?**

We allow approximately 1 minute to elapse for each polling question after the instructor reads it. The LSPA watches a timer to ensure that at least 90% of the attendees have adequate time to answer the question. We don't wait to get to 100% because not all attendees take courses for credit, and therefore may not participate in polling. In addition, we need to keep to this timing structure to allow the webinar to continue to move forward, and help to ensure the presenter has enough time to cover all the content. If you are unable to answer the polling question before it times out, please email your answer to the LSPA staff at [info@lspa.org](mailto:info@lspa.org).

**5. How do I download the presentation slides so I can follow along and take notes?**

Links to the presentation slides are included in your Zoom webinar reminder email that is sent out approximately one hour before the start of the webinar.

Alternatively, the LSPA also shares links to the slides in chat. Once you log into Zoom, you can open chat and click on the link to download a PDF of the slides.

**6. Why is there a 31-day time cap for OnDemand courses?**

It's standard practice for on-demand courses to have a timeline. Best practices for asynchronous learning (i.e., on-demand courses) include setting a course pace and establishing concrete expectations for learners – including due dates.

Each learner is given one month (31 days) to complete a course. During this 31-day timeframe, learners can log into the Learning Management System (LMS) as many times as they wish. Each time a learner logs back into the LMS, they have the option to “resume” the course where they left off.

**7. When I register for an on-demand course, why do I need to wait for an email from the LSPA?**

The LSPA needs to manually add the course to your account within the Learning Management System (LMS), and LSPA staff are not always available to do so immediately, especially outside of business hours. The LMS houses all on-demand courses and is also the platform used to distribute CEU forms. CEUs are saved in a learner's account under “profile settings” and then “certificates”.