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Where do I start?

Read through these materials in any order you like. Get a cup of tea and relax as you explore. Here are some steps for a strong beginning:

1. Once you have opened your *A Reason to Speak* online course, explore your Instructor Resources.
2. Choose if you'll be purchasing access for your students by exploring Student Access below.
3. Need help? Visit General Helps
4. For more than two decades we have been equipping adults to coach their students in becoming effective communicators for Christ. Our popular *Coaching with Success* course is available to you today for only $ 47 - it comes with 8 video lessons with discussions and self-assessments to maximize your learning along the way. More info is available here: https://iccinc.org/store

Instructor Access to the Curriculum

What type of support is there for the instructor?

You'll get access to 180 days of support that begins as soon as you purchase:

- Interact with the instructor materials and our global community in our secure online learning academy
- Join in regular video connection support calls by booking at https://calendly.com/iccacademy/onlinecurriculum

Questions about the course content

Can I make changes to the content?

If you choose to purchase student materials, you will get a custom-built *A Reason to Speak* classroom and then it will be editable by all your registered instructors. Students will be able to complete their assignments, view videos, and participate in online discussions if online access is purchased for your students.

If you choose to only use the instructor-edition of the course, then content is not editable by individual instructors. This version of the classroom is shared by instructors around the world and no students will gain access.

Can my students get completion certificates?

YES! They are found in your *Reference Resources* in the curriculum resource. You will decide when your student is ready to receive a completion certificate.

Questions about the ICC Academy learning platform

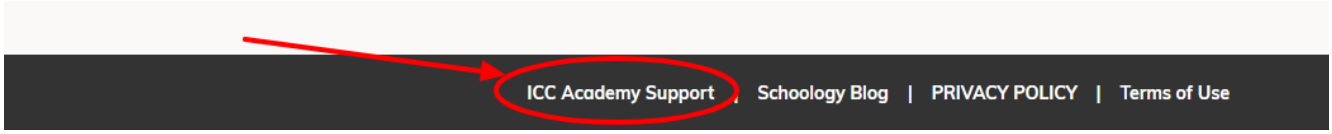
Do you have some basic help for me to get acquainted with this learning platform?

The ICC Academy is hosted by Schoology as our provider. They have created short tutorials that answer typical questions:

- Schoology 1st Steps video
- Schoology Next Steps Video

What should I do if I have a question about how this learning platform works?

Our learning platform has a help page with multiple FAQ, video tutorials, and instructional aids. Visit it at Help Center (click on **Support** found in the black toolbar at the bottom of every page in the ICC Academy).



I saw that most instructors get access the same day they purchase? Why don't all instructors?

Every online school determines their own philosophy of who gets access to their course materials. We are only able to provide access to the ICC Academy for individuals with an iccinc.org email account or those who are not registered with other Schoology organizations. If you register with a personal email address, make sure it is one not used in a different Schoology-registered school.

Student Access

Will my student be able to view course materials?

If you choose to purchase online access for your students.

What should I do if I'd like my student to get access to student materials?

Purchase Student Access for the required number of students. Email academy@iccinc.org for pricing details. Let us know how many students you anticipate enrolling.

Can parents view the curriculum?

Parents are only able to view the online curriculum through their own student's access portal.

What additional features are available with the Student Access Plan?

The Student Access Plan allows online access to the online classroom of *A Reason to Speak.* Lessons there reinforce and extend the concepts and skills taught in your live classroom setting. Students will need wifi/internet to complete their homework and class preparation outside of structured, interactive class time.

I am only one instructor but will teach multiple groups of students, can they be in different sections of the same online course?

YES! The ICC Academy is happy to link individual classrooms (called *sections)* in the same online course. We can link multiple sections of students to the same online course, separated into distinct sections. Read more at Linked Courses in the ICC Academy. Please request this feature when you purchase the Student Access Plan.

How long does it take for a classroom to be ready for students?

In most cases, we should be able to build your customized, completely editable classroom for your students in 3 - 5 days after the Student Access Plan has been purchased.

- We'll need unique email addresses for each student enrolled.
- Each instructor will be given an email template for helping students gain access to their course. Instructors will customize the template for their own students.
- Please allow an additional one week, minimum, before your estimated course start date for your students to complete their Academy Orientation.

Instructor helps on managing the online classroom with student access

What features of the ICC Academy do you recommend an instructor use?

- Read Course Materials to learn the features of your online curriculum.
- Notify your students using Course Updates: Students who sign into their course will always see updates when they arrive. You'll want them to set up notifications (details included in the Academy Orientation) for this feature to work best.
- Share upcoming important dates for your course on the calendar feature.

Are students able to view instructor materials?

If you purchase online access for your students, then both teachers and students will have access to your course. There are individual folders marked "Instructor" which should always be kept hidden/unpublished. You do have more options to make folders available on certain dates or for limited times. You can continue reading below for more details. For further understanding, read up on Organizing your Course Materials.

Using Folder Availability

Folder Availability can be set to **Published, Unpublished, Publish on start date**, or **Published during date range**, giving you greater control over when the folder (and its material) is available to students. This way, you can create material ahead of time but keep it hidden from students until you are ready to cover the material.
If a folder is **Unpublished**, neither the folder nor its contents will be accessible to students. If it is set to **Publish on start date** or **Published during date range**, the folder and its contents will only be visible to students after or during the specified dates.
To adjust these settings, follow these steps:

1. Select the **Materials** tab from the left menu in the Course Profile.
2. In the folder that you wish to modify, click the gear icon ⚙ to the right and select **Edit**.
3. In the **Availability** menu, choose **Published, Unpublished, Publish on start date**, or **Published during date range**.

4. If you choose one of the latter two options, choose the appropriate dates in the calendars in the **Date** row.
5. Click **Save Changes** to complete.

Note: The date and time of availability follows the user's time zone. If a student of a course has a different time zone than your settings, the folder will be available according the date and time of the student's time zone. You can change your time zone in your personal **Account Settings**.

Why don't the completion rules seem to work for me when I'm an instructor?

Completion rules only apply to those participating in the course as a student. To determine if you are a student or an instructor, click on "members". You'll find a special icon (a badge with a star) to the right of your name if you are an instructor. If, as an instructor, you remove the completion rules, your students will no longer have that completion rule in your course.

If an instructor completes assignments will those responses still be in the classroom?

Instructors can add comments to any assignment. These comments will remain in the course and will be visible by all students. All discussion comments are viewable by everyone in the course.

Can instructors make changes to the course lessons?

With the purchase of online student access, *A Reason to Speak* is yours to edit and use as you'd like through the course end date.. If you would like to use it with a second class, you would pay for additional student seats at that time.

Will my students get grades?

A Reason to Speak can be graded by an Instructor. Read this guide for additional help.

Can parents view the curriculum?

Parents of *A Reason to Speak* may view the curriculum by signing in (signon) with the credentials the student uses to complete student assignments.

Can my students get completion certificates?

We do not yet have completion certificates uploaded in *A Reason to Speak.* We have a goal to have them loaded soon. Please email academy@iccinc.org if you are nearing completion of your course and they have not yet been uploaded. You will decide when your student is ready to receive a completion certificate.

General Helps

Questions about tech

Do I need wifi for my course?

1. Wifi/internet is required, especially for streaming videos.
2. Instructors of *A Reason to Speak* find that downloading and printing lesson plans ahead of time helps them be more confident in the face to face classroom setting.

Why can't I view the videos?

To date, the most common reason for inability to see the videos seems to be linked to trying to view the videos from the Schoology app. If you are having problems, please make sure you are signing in from a browser using this address https://academy.iccinc.org.

If videos still won't play, please fill out the Academy Support Form for assistance.

Who do I reach out to with my questions about my purchase?

Reach out to our People Care team (available on LIVE CHAT on the website or by email peoplecare@iccinc.org). Make sure you include the

following needed information (failure to include this information will slow down the process)

1. Name of Original Purchaser.
2. Name of School or Learning Center, if appropriate.
3. Approximate date (month, year) of purchase
4. Item of Curriculum purchased
5. Your concern
6. We will work with you and our team of ICC leaders to make sure you get the help you need.

What should I do if I have a question about the ICC curriculum?

- Still have a question? Fill out the Academy Support Form for assistance.

For School/Learning Centre Groups Only

(purchasers of 3 or more basic instructor plans)

I'm the school administrator or principal, do I get access to the curriculum?

Every PURCHASER and every named instructor for whom the purchaser indicated at the time of purchase will be given access to the same curriculum as the instructors. If you don't have access, and believe you should, please fill out the Academy Support Form for assistance.