

## Social Media

### FREQUENTLY ASKED QUESTIONS: Online Social Media Certificate

1. **Which learning platform is used for online class?** *UWM uses D2L for delivery of online courses. You will be given instructions on how to access and use this tool prior to the start of the course.*
2. **Do I need to be an experienced online learner to participate?** *Students should have a basic level of computer competency (ability to send email, create a word document, send an attachment, etc). However students are given adequate instructional guides and support to participate in a course conducted through D2L.*
3. **Is there an online orientation I will have to take prior to my online session?** *There is no online orientation for students taking courses conducted through D2L. However students will have access to online instructional guides on how to navigate through the course site once they start the course.*
4. **What skill sets will I need to actively participate in this online session?** *It is important for the participant to be self-motivated and self-disciplined to complete the course work within the allotted time frame. Most courses will require students to read course materials and communicate through writing.*
5. **Do you have etiquette rules for online students to follow?** *Students taking courses conducted through D2L will be given suggestions on online etiquette through their syllabus/course summary.*
6. **When will I get the login and password necessary to access my course on D2L?** *Students should receive their access information via email the week prior to the start of the class.*
7. **What hardware/software will I need to access the online session?** *Students need a computer, internet access and Microsoft Office to complete the coursework. Some activities may require you to download current plug-ins such as Adobe Reader or Flash to view course content.*
8. **Do I have to be logged into my class at certain times?** *No, you don't need to be logged into the course at a certain time. This course is designed so that participants can participate asynchronously (not at the same time).*

For more information please contact Pam Nellen at 414-227-3208 or [nellenp@uwm.edu](mailto:nellenp@uwm.edu)



<http://www4.uwm.edu/sce/connect.cfm>

9. **What is the difference between synchronous and asynchronous learning?** *Synchronous delivery requires simultaneous participation. Both instructors and students are interacting with each other at the same time. Asynchronous delivery does not require simultaneous participation. Everyone participates at different times. This allows students to view materials and complete assignments at their convenience.*
10. **Will I receive a syllabus or outline for this online session?** *Participants who take courses through D2L will receive a syllabus or course summary.*
11. **Can I complete each course at my own pace or is there a time frame?** *Course work should be completed as per the dates given by the instructor.*
12. **Are students required to participate in discussion groups?** *You are required to participate in group discussions. Ask you instructor if you have specific questions.*
13. **Is there any homework?** *Coursework is required; see the specific outline for each course.*
14. **Will I get a certificate at the end?** *Yes! If you complete the course work you will get a certificate.*
15. **Can you join an online class after it starts?** *Please contact the Program Manager, Pam Nellen, to determine your ability to join a course already in progress.*