Frequently Asked Questions
Online Courses and Project Management Certificate - Online Track

1. **Do I need to be experienced with online courses to participate?**
   You should have a basic level of computer competency, but do not need to have prior experience with online learning. If you know how to send and receive email, create a word document, navigate a website and send an attachment, the instructional guides and support will provide enough direction to participate in the courses.

2. **Which learning platform is used for the online class?**
   D2L (Desire to Learn) is the software provided by UW-Milwaukee.

3. **What teaching format is used?**
   The courses are interactive and instructor-led. The content will be delivered through recordings and PowerPoint presentations, reading and writing assignments, quizzes, and online discussion groups.

4. **Do I have to be logged in at scheduled times?**
   Participation is conducted asynchronously, which means that you are not required to log in at the same time as the instructor or other participants. You may view the course content, engage in discussion groups and complete assignments at your convenience.

5. **Is the course self-paced?**
   While there are scheduled assignments and discussions required each week, you can complete them anytime throughout the week.

6. **Is there an online orientation available prior to the session?**
   You will receive access to D2L the week prior to your course start date. It will be sent via email from UWM, along with instructions for navigating through the course site and creating a login and password.

7. **Once I have access to D2L, who do I contact with questions?**
   All contact information will be provided within D2L. Questions regarding D2L access, technical issues or accessing course materials should be directed to Gloria Lane at 414-227-3352 or glane@uwm.edu. You will also receive support through the online instructional materials and instructor access. Questions regarding the certificate program, your registration or other concerns should be directed to the department at 414-227-3220 or 414-227-3311.

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8. **How many hours per week should I plan to invest in the program?**
Plan to invest four to six hours per week for the most benefit.

9. **Will I receive a course outline and syllabus?**
The course outline and syllabus will be available in the D2L program. You may also view course descriptions and outlines on our website.

10. **Is the content in online courses the same as the face-to-face courses of the same titles?**
The courses cover the same knowledge areas and subjects, but may differ in exercises and discussions based on the online format and instructor preferences.

11. **Will there be any scheduled conference calls?**
There will be an option to participate in scheduled class conference calls at no additional cost. This is not a required activity, but an additional benefit for those who can participate.

12. **What hardware/software will I need?**
You need a computer with internet access, a high-speed connection and Microsoft Office Suite. Some activities may require you to download current plug-ins, such as Adobe Reader or Flash, to view course content.

13. **Will the online program be available on my mobile device?**
These D2L courses can be accessed from mobile devices that have web access. However, user access may be limited depending on the mobile device.

14. **Will there be hard copies of materials available?**
Course materials are provided through the course site. If you choose to save and print materials, you may do so – this may include word documents, PDF documents and PowerPoint presentations.

15. **Are there books to purchase?**
Two courses require purchased books: "Empowering Project Teams: Facilitating Communication and Collaboration" and "Managing Multiple Projects." Please refer to the course website for the book titles. The total cost for all required book purchases will be approximately $55.

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16. **What is the deadline for enrollment?**
    We prefer all enrollments at least one week prior to the course start date. If you'd like to enroll during the week prior to the course start date, please call our office at 414-227-3220 or 414-227-3311.

17. **Can I enroll in an online course once it has started?**
    If a course has already begun, decisions will be made on a case-by-case basis. Please call our office for more information at 414-227-3220 or 414-227-3311.

18. **Can I enroll in the PM online classes independent of the certificate program?**
    Yes, you may enroll in any number of single online courses. You may also combine our online and face-to-face courses to work toward your Project Management Certificate. Feel free to call 414-227-3220 or 414-227-3311 with questions.

19. **Does your PM Certificate-Online Track help prepare me for the PMP® or CAPM® Exam?**
    We have been reviewed and approved as a provider of project management training by the Project Management Institute (PMI®). These online courses can be applied toward the education requirements for your PMP® and CAPM® Exams. After completing the entire online track you will have earned 84 Professional Development Units (PDUs). We also recommend enrolling in "Implementing a Project Management Discipline/PMP® Exam Review" prior to the PMP® Exam.

20. **Will I be issued a certificate after the last class?**
    After completing all the courses in the PM Certificate - Online Track, you will receive a Certificate in Project Management from UW-Milwaukee School of Continuing Education. You will also receive a document with the PDUs, CEUs and the PMI® number for each course. If you complete an online course and are not pursuing the Online Track, you will be issued a document of completion indicating CEUs and PDUs and the PMI® number.

21. **Will I receive a course grade?**
    While our programs are non-degree-granting, the instructor will issue a score, equivalent to a grade, in D2L after each course. It will be based on your engagement with assignments, discussion groups and quizzes throughout each week. This score cannot be viewed by any other students.

22. **Will I have an opportunity to evaluate the certificate program courses?**
    Yes, you will complete an evaluation at the end of each course.