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Online edCenter Web sites:

- <http://www.campbellusd.org/edcenter>
- <http://www.wccusd.k12.ca.us/edcenter>
- <http://www.mdusd.k12.ca.us/mdusd/edcenter.html>
- <http://www.psd.k12.ca.us/edcenter>
- http://www.srvusd.k12.ca.us/Human_Resources/Online_Education_Center
- <http://www.smfc.k12.ca.us/edpal/smfcgedcenter.html>
- <http://www.edpal.com/chapman>
- <http://www.edpal.com/fsusd>
- <http://www.edpal.com/fusd>
- <http://www.edpal.com/tvtip>
- <http://www.newteachercenter.org/edcenter.php>

For more information, please contact Barbara Ryan at barbara.ryan@edpal.com.

For more general information, contact: info@edpal.com
October 2006





WELCOME TO THE EDCENTER...

and thank you for choosing to offer the online professional development courses to your teachers. The following information describes the steps needed to register for and participate in the online courses.

Contacts, Customer Service and Support

edPal supports and manages partner edCenter web sites by providing the servers, hosting and the personnel infrastructure to adequately support the registration, enrollment, instructor management and delivery of online courses to the students. edPal also supports web site customization for partner edCenter web sites.

We are committed to helping edCenter partner customers by providing email and phone support to customer related questions regarding registration, enrollment, online payment/orders, password recovery and learning management system issues.

edCenter customers can always contact edPal support staff using the following email address: **support@edpal.com**.

Customers also can contact edPal by phone at **(408) 369-1961** during normal business hours M-F from 9am - 5pm PST.

Our Commitment

edPal is committed to providing timely responses to customer inquires and issues.

Email inquires and questions will be answered within a 12-hour time frame depending on the load of support emails and complexity of questions and/or issues involved.

Phone enquiries can be addressed immediately if a customer should reach a support individual during normal business hours. Otherwise, customers may leave a voice message and edPal support personnel will return the call either by phone or email as necessary.

edPal also supports instructors with any issues during an online class. Instructors have a direct connection to edPal support staff to provide timely responses to customer issues.

CREDENTIALS FOR TEACHERS OTHER THAN 2042 BTSA

Ryan Preliminary Credentials

Online courses may be appropriate for teachers earning their Professional Clear credential. The following steps will help clarify the process to determine which courses may be appropriate:

- Determine which courses are needed. The courses are found at the bottom of the teacher's credential. ("The following requirements are needed...")
- Classes normally must be pre-approved by the teacher's original university - where the preliminary credential was earned.
- A request must be submitted to the originating university for approval for edCenter online classes.
- Once approval is granted, enrollment can be completed (see page 3 of this document.)

Out-of-State Teachers

Similar to Ryan credentialing teachers, Out-of-State teachers will need to determine the appropriate procedures before enrolling in an online course. The steps are:

- Determine what is needed to fulfill California Credential requirement.
 - Work through the COE or District Human Resources office.
- Submit documentation to CCTC.
- Most districts have advice/assistance procedure in place.
 - Determine if new hires qualify for BTSA Induction Program. If so, what courses are needed?
 - Online courses may be an option if a district or consortium has them approved in their BTSA Induction plan and based on feedback from CCTC.

REGISTRATION AND ENROLLMENT PROCEDURES

edPal supports and manages the registration and enrollment processes for its partner edCenter web sites. Customers of edCenters can always send email support questions to support@edpal.com. edPal will return the email support questions within a 12-hour period.

Alternatively, customers with registration or enrollment questions and issues can call the edPal office number at (408) 369-1961 during normal business hours M-F from 9am - 5pm PST.

Below are instructions to help customers register and enroll for online courses at edPal partner edCenter websites.

Registration

All new members who want to enroll in an online course **MUST** first register for an online user account at the edCenter.

The online user account allows the member to access the course environment as well as other features provided within the edCenter web site.

Steps:

1. The new member will fill an online registration form
2. He/she will receive a confirmation email from registration@edpal.com
3. He/she will confirm his/her email address in the email to **ACTIVATE** his/her account.
4. Once the account is **ACTIVATED**, the member can **SIGN IN** to his/her "My Home" page and begin the process of enrolling in an online course.

Enrollment

To enroll in an online course, a member must first be **SIGNED IN** to the edCenter web site. edPal supports several methods of enrollment below for edCenter partners.

Method 1: INDIVIDUAL ENROLLMENT: Student enrolls individually and pays for the course using his/her own credit card. This method assumes that students are paying for courses by themselves. After a student has signed into the edCenter, he/she can find courses to enroll in at the "Online Courses" link. Students will follow the instructions in the Shopping Cart to complete the course enrollment and order.

Method 2: INDIVIDUAL PROMOTION CODE ENROLLMENT: Student enrolls individually but uses a **PROMOTION CODE** provided by edPal that allows students to enroll in a course while bypassing the payment process (**PROMO CODES** are used when a formal agreement and/or purchase order has been signed with organization. edPal manages the purchase order and agreement with customer as well as the invoicing process). This method requires little effort from the organization upfront. During the enrollment process, students can input the special **PROMO CODE** and proceed to complete the course enrollment and order process.

Method 3: GROUP ENROLLMENT: The customer Organization fills out a Microsoft Excel form with all of their students' information and sends the form via email to edPal to upload into the enrollment system. This method does not require students to register and enroll themselves online individually. This method requires more work upfront by the organization.

For each of these methods, students will receive an "Order Confirmation" email informing them of the course(s) in which they are enrolled. Therefore, it is critical that the student's email address is **VALID**. Additionally, email firewalls or **SPAM** filters from organizations email servers **MUST** allow any email coming from edpal.com domain to enter into the organization's email system or the student will not receive any confirmations.





SCHEDULE & ACADEMIC CREDITS

Course Schedule

All courses are offered on a regular basis throughout the year (including summer), beginning on the third Wednesday of each month. Individuals may enroll and pay online and district group cohorts may pay online with a purchase order.

For the course schedule, please check any edPal partner edCenter. In addition, enrollment can be completed at any of these sites. See below for partner sites:

- <http://www.campbellusd.org/edcenter>
- <http://www.wccusd.k12.ca.us/edcenter>
- <http://www.mdusd.k12.ca.us/mdusd/edcenter.html>
- <http://www.psd.k12.ca.us/edcenter>
- http://www.srvusd.k12.ca.us/Human_Resources/Online_Education_Center
- <http://www.smfc.k12.ca.us/edpal/smfcedcenter.html>
- <http://www.edpal.com/chapman>
- <http://www.edpal.com/fsusd>
- <http://www.edpal.com/fusd>
- <http://www.edpal.com/tvtip>
- <http://www.newteachercenter.org/edcenter.php>

Academic Credits

Though not mandatory, students may opt to purchase post-baccalaureate, graduate-level academic credits for any of our online courses. In partnership with Chapman University, semester hours of credit are awarded to students based upon successful completion of course requirements. These credits are professional development units that are not part of a degree program but, instead, are primarily used for professional advancement (such as salary increment steps and recertification).

Credits may be purchased at the time of enrollment or during the course session. Students may purchase credits using a credit card through their edCenter. Once the course has completed, credits can only be purchased upon special arrangement with edPal. For information on purchasing credits after a course has completed, please call (408) 369-1961 or email Barbara Ryan, at barbara.ryan@edpal.com.

Students should seek approval of appropriate district or college officials before enrolling in these courses to satisfy any degree, state credential or local school district requirements. All eight (8) week courses offer 3 semester units of academic credit; six (6) week courses offer 2 units of academic or professional development (PD) credit. The credits are purchased separately from the course tuition at a cost of \$60 per semester unit.

PAYMENT & INVOICING

Course Payment

Some programs pay all or part of their students' tuition from state funds. Currently state funds are available for the 2 year 2042 BTSA Induction program. To assist you in deciding which type of payment option to choose, below are examples of how some districts handle student tuition.

- Some district's pay the full cost of tuition for all of their 2042 BTSA Induction Program participants Standards 16 – 20 courses.
- Some require the student to pay upfront, but reimburses them after successful completion of the course.
- Other districts pay for the student's first attempt, but if the Participating Teacher (PT) does not pass the course, the PT pays for the second attempt.

All districts require the Participating Teachers to pay for the optional university credits.

Purchase Orders

- An open purchase order in the applicable amount needs to be created and mailed/faxed to the following address:

edPal
1245 S. Winchester Blvd. Suite 301
San Jose, CA 95128

FAX: (408) 261-8401

Note: The purchase order should contain an expiration date. Normally, open P.O's are drawn for one fiscal year.

Attached to the purchase order, please specify how the district/consortium wishes to enroll students. For instance, will each student enroll individually at the edCenter? If so, then edPal will provide promotion codes to the district/consortium that will need to be distributed to each student.

Alternatively, a district or consortium may elect to enroll multiple students at one time using a bulk order process. edPal will email a "bulk enrollment spreadsheet" with instructions for completion. The spreadsheet is returned to edPal where it will be processed with no further effort needed by the district/consortium or students. In both cases, students are notified by email how to access their course.

As soon as the purchase order is received, edPal will complete the enrollment process as specified. You will be notified when the process is complete.

Invoicing

Once students have been enrolled and the course begins, the district/consortium will be invoiced for all students enrolled in the course after the withdrawal/refund period has passed. Only students who are actively enrolled after the official withdrawal/refund date will be billed to the district/consortium. Payment of the invoice is due within 30 days of receipt.

Assistance/Support

edPal is happy to provide assistance and support for any questions or issues concerning the purchase orders and/or Invoicing process. Please call us at (408) 261-8400 or email Barbara Ryan, barbara.ryan@edpal.com for assistance.



WITHDRAWAL & REFUND POLICY

Withdrawal/Refund Policy

- If a student withdraws from a course prior to its start date, he/she will receive a full refund.
- Once the class has started, it is no longer possible to receive a full refund. This is because the district's edCenter and edPal has spent time and money in setting up the student's records, establishing their logins and placing you in the appropriate course.
- It is possible for a student to withdraw from the course and receive a partial refund, provided she/he notifies edPal of the withdrawal/reimbursement request no later than **14 days** after the course start date.
- If the request has been accepted, a refund will be processed for the amount paid minus **\$50** (Administration Fee).
- No refunds will be issued after the 14th day of a class.
- All withdrawal/refund requests must be sent in writing by email to support@edpal.com.

ONLINE INSTRUCTORS

Responsibilities

edPal and its partners are building a team of experienced classroom teachers to serve as instructors for our quality online courses. Online instructor's responsibilities include teaching and working collaboratively with an online faculty team to plan and instruct online courses for ongoing teacher professional development and multiple-subject and single-subject Clear Credentials. Instructor's other responsibilities include coaching and advising students online, as well as writing and contributing to online training, course design and content.

Potential instructors must meet our minimum qualifications that include a Bachelors (preferably a Masters) degree in education with an emphasis on curriculum and instruction. They must have a minimum of three (3) years of K-12 public school teaching; skills in technology involving web-based training; excellent written and oral communication skills; effective organization, time management, and people skills. (For detailed requirements see "Instructor Job Description")

Application

edPal has a comprehensive application, screening and selection process involving credentialing and reference checking. Instructors have an equally intensive training, monitoring and mentoring program. At the end of a course, their students and edPal evaluate the instructor to determine any area(s) that need improvement.

Certain online courses require knowledge of and experience with a balanced, comprehensive reading/language arts program; academic literacy; reading, language, and writing abilities for English language learners and students with special needs, reading in the content area; reading diagnosis and linking assessment with effective instruction; experience teaching culturally and linguistically diverse populations; commitment to a student-centered environment and cultural diversity. All courses require the instructor to have command of techniques that involve human behavior and learning such as motivation, reinforcement, evaluation, feedback and coaching.

Any questions or concerns about the application, evaluation, selection or teaching of instructors should be forwarded to instructors@edpal.com. Alternatively, edPal can be contacted by telephone at (408) 261- 8400. Our policy is to respond to all questions, comments or concerns within a 12-hour time period.



ONLINE COURSES FOR BTSA INDUCTION PROGRAMS

Offering online courses may constitute a modification to an approved SB 2042 Induction Program design. Any change to an approved program must follow the Induction Program Modification Submission Process.

The following steps are recommended:

1. Notify your BTSA Cluster's Region Director to determine the type of modification—minor or major— that will be needed.
 - The type of modification is determined by how many standards and elements are impacted by the change.
 - Decisions are made on a program-by-program basis, in conjunction with the Cluster Region Director.
2. Use the information and samples provided.
 - The Induction Modification Submission Process can be found at the following URL:
<http://www.btsa.ca.gov/progforms/docs/ModificationSub.pdf>