



FREQUENTLY ASKED QUESTIONS ABOUT e-LEARNING

1. I am interested in professional development. How do I get started?

You've come to the right place. ADAA has an extensive offering of professional development courses and webinars. Under the **Education & Events** tab, select the **E-Learning Center**.



Click on the **Member e-Learning Access** tab; then click the Access the ADAA e-Learning Center button.

[Access the ADAA e-Learning Center](#)

2. If I'm a new member, how quickly will I have access to the e-Learning Center?

New members will have access to the e-Learning Center within 24-hours AFTER the membership application and payment has been processed by the staff membership team.

3. If my membership has lapsed, will I still have access to the e-Learning Center?

After 30-days, a lapsed member will no longer have access to the e-Learning Center. Once dues are paid, access will be available within 24-hours AFTER payment has been processed by the staff membership team.

4. What will I find in the e-Learning Center?

Members have access to the full ADAA course catalogue including the Anna Nelson Webinar series. You have control what courses you take and how long you take to complete them.

5. Once in the e-Learning Center, how do I navigate the system?

From the **Member e-Learning Access** click on the **Guide to Navigating the e-Learning Center**, which offers you step-by-step instructions on finding a course, completing the course, taking the assessment, completing the course evaluation, and accessing your Certificate.

Navigating the e-Learning Center

Guide to Navigating the e-Learning Center

6. If I am familiar with the content, can I move straight to the assessment?

You are required to work through the entire course or watch the full video before you have access to the assessment.

7. What score do I need to pass an assessment?

An assessment is completed with score of 75% or higher. (See the **Guide to Navigating the e-Learning Center** for screen shots and specific instructions.)

8. How many times can I take the assessment before I'm locked out of the course?

You have three (3) attempts to pass the assessment. After the 3rd attempt you will be locked out of the course.

9. Once locked out, how can I have access back to the course?

Send an email to education@adaausa.org, to request a course reset. Please remember that you will need to retake the course in its entirety before you can access the assessment.

10. How do I download my certificate?

Once you have successfully completed the assessment and the course evaluation which follows, you will have access to the Certificate of Completion. (See the **Guide to Navigating the e-Learning Center** for screen shots and specific instructions.)

11. When will I see my course completions uploaded to my ADAA account?

Member course completion history is updated each Friday and is viewable from the **View CE History** tab on your profile page.

12. What do I do if I run into any issues while in the system?

If you run into an issue with the system, screenshots are very and will help the staff team diagnose and solve the problem much quicker. Please send a clear explanation of your issue to education@adaausa.org.