

# QUIET EXCELLENCE Online Training

## Quick Start Instructions for Students

### Getting In – accessing the DigitalChalk training platform

1. You will receive two e-mail messages, the first of which contains automatically generated content that contains a hyperlink to begin the online training process. Please feel free to contact us at [info@quietexcellence.com](mailto:info@quietexcellence.com) if you have questions or concerns about the training platform, or the instructions. The first step to getting going is getting in!
2. You will receive a second e-mail message from your program and/or your instructor containing your initial password.



3. Navigate your browser to <http://quietexcellence.digitalchalk.com> and enter the same e-mail address used to notify you, and the password that was provided by your instructor. The initial DigitalChalk login screen will look like this image.

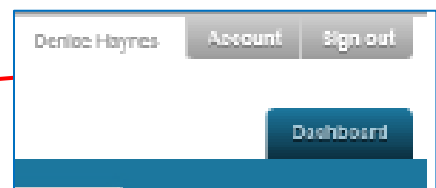


4. You will be prompted to change your password to one of your choice. Your new password must be different than the initial password, must contain at least six characters, contain only letters or numbers, and contain at least one letter and one number. Passwords are not case sensitive.

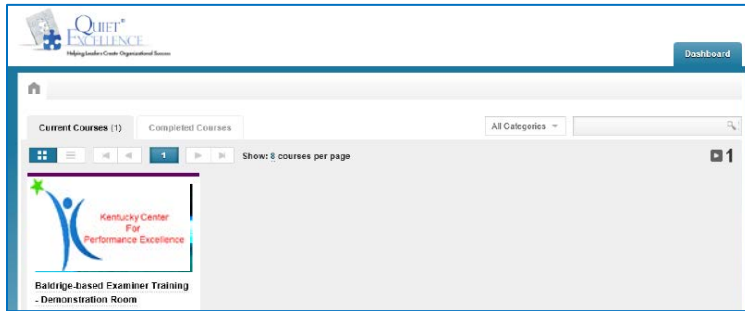


5. You have been pre-registered into your appropriate classroom, and the fees have been pre-paid, so the “Dashboard” screen that you see next will show your “current courses” list. Please **DO NOT** shop for courses, try to register for any courses to which you have not been assigned, add any “item to your basket,” make any payment for training. If you believe that you have been registered for the incorrect course, or have any questions or concerns, please contact [info@quietexcellence.com](mailto:info@quietexcellence.com) prior to any further action.

6. The system will have created an account for you. You may change your password again at any time on the “Account” tab at the upper right of each screen, but please **DO NOT** change any of the details of your registration, such as your instructor.

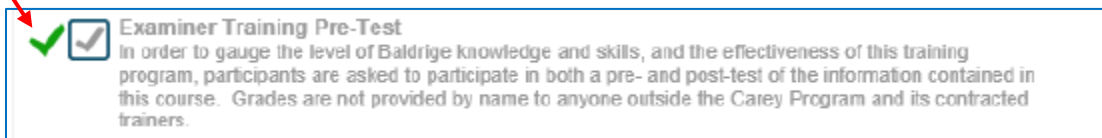
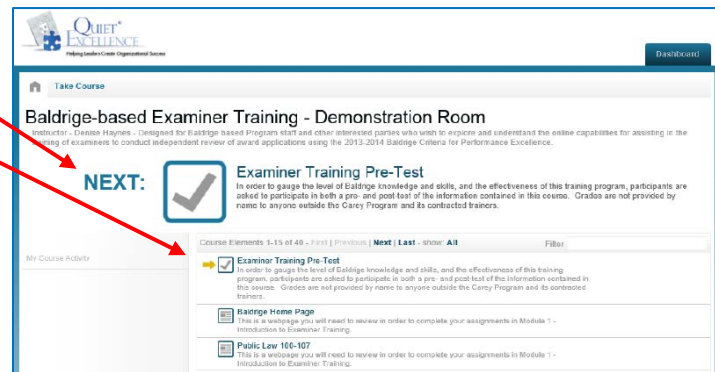


## Getting Started - taking a course



1. Click the Dashboard tab, and the courses to which you have been assigned will be listed on the Current Courses tab. In most cases, there will only be one “current course” at a time for students. Select the course to begin by clicking the course name.

2. Begin the course by clicking the name of the first displayed element. Your progress through the course will be tracked by the yellow arrow to the left of the list of the prescribed order course elements. A green checkmark will appear next to the element once it has been completed.



Types of course elements (with their associated “type icon”) include:



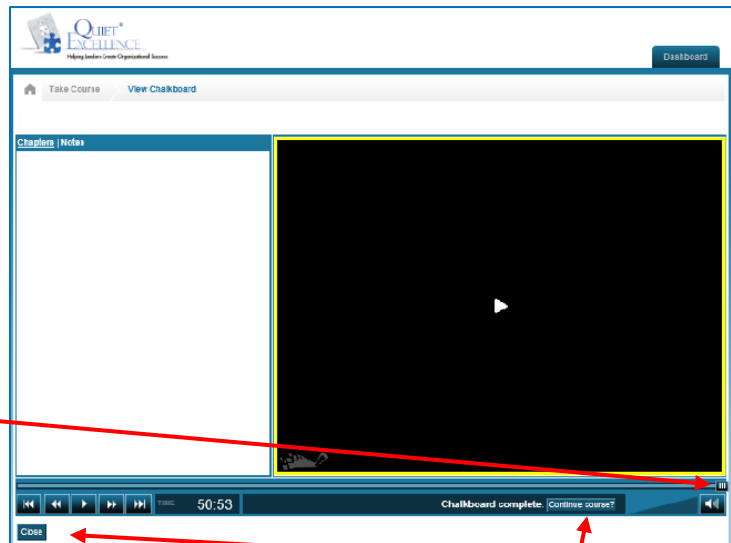
“Documents” are Microsoft Word, Microsoft Excel, or pdf files for your use and/or future reference. Although you are given the option to “open” or “save” the documents, we highly recommend that they be downloaded and saved to your computer in a location where you can find them again. This will enable you to reference them later. Documents are all accessible at the beginning of the course – and the introduction of each module tells you which documents you will need. Some documents may be used for more than one chalkboard, and the module introduction will tell you whether you are using a document that you’ve used before, or whether this will be the first use. Remember, as long as the course is activated for you, you can always access previous modules, in case you need a document again.



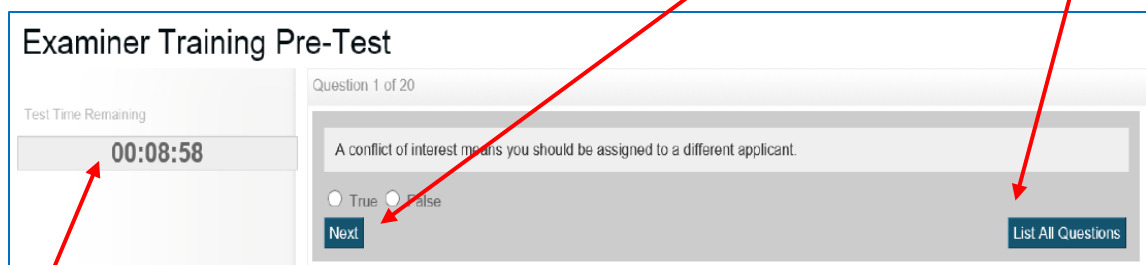
“Web archives” are links to external content. When you click on “start,” the platform will open a new window with the link. You can move around in these websites, and explore them to the extent that you desire to complete this course element. When you close the website, you will be back in your dashboard, and the next element in the course will be available to you. There is a “time out” feature in DigitalChalk, pre-set to 60 minutes in order to protect your password. If you are “gone” from the platform more than an hour, whether it’s exploring another website, or out getting lunch, if there is no DigitalChalk activity you will need to log back in to continue. The platform will not lose your place!



“Chalkboards” are audio-visual presentations of slide content. They are a maximum of 60 minutes in length, although most are much shorter. You must play the entire chalkboard in order to receive credit for completion. If you leave a chalkboard, you can begin again by moving the “slider bar” at the bottom of the screen to the right. The slider bar may not move beyond where you left off in a previous session, depending on the settings required by your program. When the entire chalkboard has been reviewed, click on “close” or “continue course” at the bottom of the screen to be advanced to the next element.



“Tests” are multiple choice quizzes following most modules. Most of the questions are actually true/false. We recommend that you use the “next” option rather than selecting the option to “list all questions,” to ensure you don’t skip any questions.



Tests must be completed in one session. There is a 10 minute time limit on each test, so that you can’t go back through the module to look up the answers to each question. The timer continues to count-down, even if you leave the session.

QUIET EXCELLENCE  
Helping students reach Organizational Success

Dashboard

Take Course Take a Test

| # | Question | Response  |
|---|----------|---|
|   |          | <p>When you finish a test, you are presented with this screen that shows all of your selected responses, and provides you with an opportunity to review and/or edit any of your answers, prior to clicking on the “grade test” at the bottom of the screen.</p> |

Grade Test


The test is automatically graded, and you will receive feedback about your score and whether or not you passed. If you do not achieve the target score set by your program, you can re-take the test. The questions will appear in a different order for re-takes.

You have completed your test and your results are below:

|                       |                            |
|-----------------------|----------------------------|
| Test                  | Examiner Training Pro-Test |
| Your Score            | 20.0                       |
| Total Possible Points | 20.0                       |
| Your Percentage       | 100                        |
| Passing Grade (%)     | 0                          |

Congratulations, you have PASSED your test.

Done

- 
 “Assignments” are included in some modules. You will submit your assignments to your instructor, rather than taking a quiz. When you click on an assignment, a description of the requirements will be shown. You should complete the assignment as described, **send the required file to your instructor by e-mail**, and then click on “submit” in order to receive credit for the element. **PLEASE NOTE**: Simply clicking submit does **NOT** actually send the assignment to the instructor. Your instructor will provide you with feedback, either by e-mail or by telephone, depending on how you collaboratively decided to manage this part of the process.

### **Getting Finished – notifying the program office that you are ready to serve**

After you have completed training, both you and your instructor need to agree that you have satisfactorily completed all assignments, passed all of the module tests, and passed the post-test. When you click “submit” on your final review, the instructor is sent an e-mail to validate your completion of the training to their satisfaction. Once they approve your final review submission, you will be able to print a “certificate of completion,” and the instructor will notify the program office that you are ready for an examiner assignment.

### Getting Stuck? Answers to frequently asked questions

- **My Password isn't working** – getting signed up and signed in is a multi-step process. You will receive multiple e-mail messages:
  - A message from the Digital Chalk platform that your student account has been activated.
  - A message from your program office with your initial password.
  - If your **initial** password is not working, please contact [info@quietexcellence.com](mailto:info@quietexcellence.com) to ensure that the correct e-mail address was provided for you.
  - If your **self-selected** password is not working, please use the “password reset” function to receive another temporary password that you can change to a new self-selected password.
- **Playback Issues:** Chalkboard video playback issues are normally due to corrupt browser cache, outdated or missing Adobe Flash, and local network issues.
  - Information on clearing the browser cache can be found at:  
<http://www.wikihow.com/Clear-Your-Browser%27s-Cache>  
Note: You must restart your browser after clearing the cache
  - Information to verify if Adobe Flash is installed and up to date can be found at:  
<http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html>  
Verify that you see the small movie playing on the screen, if not, Flash is not properly installed on your system. If you do see the movie, scroll down to entry number 2 on the screen to see which version of Flash that you have installed.
  - You can run an internet speed test by visiting either of these sites:  
<http://www.speedtest.net> or <http://www.speakeasy.net/speedtest>
  - If after following each of the tips above you find that you are still experiencing video playback difficulties it is best to try a different internet browser, different computer, and/or different internet connection. This is a good way to tell if your issue is related specifically to a certain internet browser or computer. If you experience the same issue when using another internet browser or computer and you are unable to resolve the issue, please contact Quiet Excellence Support via email at: [info@quietexcellence.com](mailto:info@quietexcellence.com)
- **I didn't pass one of the tests – can / should I re-take it?** At the discretion of your program, there may be a minimum passing score for the tests for any/all modules.
  - If your program **does require** a minimum passing score, you may retake the test as many times as necessary in order to pass. Contact your instructor if you have questions about why the responses are correct / incorrect, or if anything is unclear.
  - If your program **is not requiring** a minimum passing score, but you missed any questions on the pre-test or any of the module tests, we highly recommend that you contact your instructor about why the responses are correct / incorrect, or if anything is unclear.
- **I get an error message when clicking on some of the links.** Some of the websites listed are not picking up the entire url address when clicked. Copy and paste the link from the document of “Helpful Websites and Contact Information” into your browser to get to the appropriate website. Note that the “item commentary” links will open a pdf file, which can be saved to your computer, if desired.
- **How do I restart a video where I left off?** There is a slider bar at the bottom of the chalkboard. Move the slider button from the left-most position as far to the right as it will go. This will be the point where you left off.
- **How long can I go back into a module to review it?** You may access any previous chalkboards and documents throughout the course. At the discretion of your program, the training may be open for you to re-access and review throughout the program cycle.