

Attendance and Monitoring System

- I. The means by which the course provider is able to monitor student enrollment, participation and course completion

We use the following user verification techniques:

- Each course is divided into modules, and each of these modules is divided into sections. Sections are broken into topics.
- Each topic ends with a short one or two question quiz specific to information contained in that topic.
- Courses have minimum test scores in order to move on to the next section (70%)
- Additionally, random questions are asked throughout the duration of the class in order to assure that the same student progresses through the class (e.g. shoe size, favorite actor, etc)
- The student cannot simply press play and walk away. The student must click the screen upon reading the material and answer questions after each section.

- II. The means by which the course provider will be able to satisfactorily demonstrate that stated course hours are consistent with the actual hours spent by each student to complete the course.

- Courses have mandatory time requirements, consistent with State mandates in order to unlock the certificate.
- AYPO's educational system allows us to monitor student activity, including the length of time an individual spends on a specific course, any module within the course, any section within a given module or even the amount of time spent on a topic within a module. Students must meet all time requirements in order to receive credit for a topic, section or module.

- III. The means by which the provider will assure qualified instructor(s) will be available to answer questions and provide students with necessary support during the course.

- Office staff and instructors are generally available Monday through Friday, from 8 am until 4:30 pm PST, with the exception of most commonly recognized holidays such as New Years, Memorial Day, Fourth of July, Labor Day, Thanksgiving and Christmas. The office may be closed at other times without prior notice to students as circumstances arise.
- Because many participants in online training are likely to access their courses during non-working hours, AYPO staff and instructors also monitor incoming email and voice-mail messages even when the office is closed. Staff and instructors receive mobile alerts whenever a message, of either type, is left. During non-working hours, students requiring immediate assistance are contacted as soon as it is possible to do so safely. Messages that do not require immediate assistance are returned on the next business day.