

FAQs ABOUT THE SKILL-BUILDING WORKSHOP COURSES FOR MOBILITY SERVICES PROFESSIONALS IN COMMUNITY TRANSPORTATION

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The three courses are designed specifically for Community Transportation Directors and Administrators to expand your perspective on leading within your organization through sharpening your skills. The courses cover separate topic areas: working with your **employees**, working with your **stakeholders**, and working with your **budget**.

Each course uses a **blended learning format** combining **online** instruction with an **on-site** workshop. Most of the course content is delivered online, followed by a full-day workshop held on-site at ITRE in Raleigh—or other specified location—to complete the coursework.

The following are **frequently asked questions (FAQs)** about the courses to help you decide whether taking courses like this can work for you. If you would like to know more about how the online courses work, please read on.

What happens in the course?

The course takes place nearly all online through your computer. When registering for your first course you will create your login username and password. On the Start date (first day) of the course you will be able to login and access the online classroom. The course is set up with content in the middle of your screen and information about fellow participants and the course calendar along the sides. It is up to you when you get online to complete a lesson.

With two exceptions you may work on the course whenever you have the time. The first exception is that we will have an online orientation session during the first week of the course. You will talk with the instructor (**Ginny Blair**) and get an overview of the course. You can ask questions any time and the overview session is one of those times. The second exception is that the course closes with a day-long workshop at a specific location. The workshop is conducted by the course instructor and includes exercises and materials that assist you in putting the skills to use in your workplace. The dates of both the online orientation and the onsite workshop are set when the course's Start date is announced.

What are lessons like?

When you get into the online classroom you will see the lessons on a screen that you can scroll down. Each lesson has an introductory comment. Within that comment box is an icon for one or more lessons. You will double click on the lesson icon and the lesson will open in a new window on your screen. You will read through the lesson much like a book. However, there are assignments throughout the lesson that you must do when your lesson is complete. When you have completed the lesson, you close the window and either open a new lesson or log off.

What do you mean by assignments?

The course is designed to help you understand the skills and to direct you into practicing it right away in your workplace. You will be directed to do your own research within your work environment to assemble information or practice what you've learned.

What is a workshop like?

All three courses have workshops directed toward the specific skills you've been working with in the online course. In general, there is group discussion and sharing your experiences in putting the course to work and there are exercises that help you practice or extend the skills. You will meet other participants from around the state and learn about how other organizations do what you are doing. You will be introduced to new materials directly related to the course content that complement your online learning.

How much does a course cost?

Each individual course costs \$45.00 per participant.

Do I have to take all three courses?

Not at all. Register only for the course(s) that directly interest you.

How many people will be in the course?

We have a minimum enrollment of ten (10) participants, and maximum of 15, in each course.

Are there tests?

There is a review of the key learning points at the end of each course. You must get 80% correct to receive a certificate of completion. There are no other tests for any of the courses.

Do we get CEUs for this?

No, these courses are not accredited to offer continuing education units (CEUs).

FOR MORE INFORMATION

Contact the instructor, **Ginny Blair**, at gblair@blairconsultinggroup.com.

Come join us in the online classroom!