User Welcome Package

Information to inform and prepare
you for success in our online workshops

Company of
Experts.net

Since 1989, Company of Experts, Inc. has sought out the most qualified individuals to train and facilitate within their specialized subject field. Each trainer has a strong commitment to the theory and practice of their subject area; bringing a balance of education, consulting and on-the-job experience to bring unique, real-world richness to the workshops.

Company of Experts, Inc. is known for delivering exceptional training and consulting services to hundreds of organizations, groups, and individuals in corporate and academic sectors. Company of Experts, Inc. has received 5-Star ratings for their on-site trainings and programs. Company of Experts' services heighten the energy, sharpen the vision, and inspire action for change for all individuals that enroll in their workshops.

Company of Experts, Inc. wished to make their recognized training and consulting services more accessible and affordable to organizations and individuals and conceded online learning as the solution. Company of Experts Inc. teamed up with Distance Edu Learning, Inc. to create a new system for organizations and individuals to, within their budget and time, further their growth and advancement through interactive online workshops.

Company of Experts, Inc. now offers their renowned workshops in a variety of ways: on-site, hybrid, or online; providing users with the option to decide which learning method works best for their organization and/or individual. Company of Experts' online workshops also provided its users with the flexibility to complete their training at a time and place that is most convenient for them.

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COMPANY OF EXPERTS
Learning Support Agreement

Please read this document carefully, as we detail both our expectations of you and what you can expect from us – the facilitators and staff who support this workshop. If you've never taken an online workshop before, you're in for a grand ride! To make this experience as positive and successful as possible, we'd like to set guidelines that we can all agree upon.

Once you've read the Learning Support Agreement, please send a short reply email to your facilitator, so they know you've read it and agree to its terms (don't worry, it's non-binding legally, but it lets your facilitator know that you're serious about taking the workshop and will participate regularly via discussion groups and chat). Feel free to print and keep a copy for yourself, storing it where you can find it for reference. Now may be the time to start a workshop folder that you'll continue to add to throughout the workshop.

Introductory Emails
You will receive a series of email messages, welcoming you to the workshop and outlining the steps you need to take before starting the workshop. You are responsible for making sure you'll have consistent access to a least one computer with an Internet connection before the workshop begins. Be sure to have the Internet installed on all computers you plan to use.

Workshop URL and Server Maintenance
The URL for access to the workshop will remain constant throughout the term (we'll send that to you just before the workshop opens). Please note that the server that houses our workshops has scheduled maintenance time every Friday at midnight (Pacific Standard Time); as a result the workshop may be unavailable during this time.

Communication
The primary method for communicating with the facilitator(s) will be via discussion groups and/or chat within the actual workshop. Occasionally, when either you or the facilitator(s) have an urgent issue that needs to be discussed or, during the opening weeks of class, using email will be appropriate. Your facilitator may also have connections via social networks, such as: Linked In, Facebook, Twitter, etc. Our response time to your questions will be between 24 and 48 hours (or occasionally 72 hours, if over a weekend). You facilitator may set "office hours" via chat or skype. Communication options vary amongst facilitators. Be sure to read your facilitators workshop outline. This will contain contact information and communication options for your workshop.

Time Commitment
Generally, it is assumed you'll spend approximately one to two hours per week working on workshop assignments and participating in group discussions. Ideally, you'll be able to login briefly every day and, at the absolute minimum, three times a week. Whatever

your schedule, we expect you to show up regularly each week, and make substantial, thoughtful posts on at least two different days each week.

Participation
Participation in the workshop is required. We define participation as you posting comments in the Threaded Discussion Groups and/or participating in live chat within the workshop (which we'll make clear once you start the course). Participants learn via collaboration with one another, and your peers can only *see* you through your comments in the Discussion Boards. Your peers will need you to do your part to fulfill theirs. If, for any reason, you anticipate an upcoming absence during the workshop, we expect you to let us know as soon as possible, so we can plan for your absence and avoid assigning you to a team project or leadership role during that time. The success of the group depends on each of your personal commitments to making collaboration work!

Technical Support
For Internet connectivity questions, you should check first with your local ISP provider. Workshop facilitators will be available to assist you with workshop content, navigating the workshop, and other workshop-related issues. If you need technical support, contact our technical support staff at (702) 228-4699.

Announcements
Facilitators may or may not post new announcements inside the workshop. Please watch for announcements as you first enter the workshop each time you login. Facilitators may also email the group with general announcements.

Feedback
Facilitators will provide feedback to all participants on their progress in the workshop, including feedback on participation, specific assignments, and group work. Passing workshop criteria can qualify you to receive a certificate of completion.

Refunds
If you pay for a workshop and it is canceled prior to the start of the workshop or program, you will automatically be registered in the next workshop of the same title; or you may apply these funds towards another workshop that we offer. However, if you request a refund, we will deduct a fee to cover the registration and credit card handling fees. If you paid your registration and are unable to attend the specific workshop, we will make every attempt to accommodate you in another workshop based on space availability.

Pre-Workshop Access
Two (2) working days prior to the start of the workshop, you will receive login and password information. Please login to the software to ensure the connection works. Contact us if you have any questions or have trouble logging into the software (702) 228-4699.

Post-Workshop Access
The workshop, including all materials and discussions, will remain accessible to you and your peers for one week following the end of workshop. Your facilitators will be unable to moderate any discussions that occur after the close of the course.

Please send a reply to your facilitator regarding this email. In your email, include an accepting statement, so they know you have read – and agreed to the terms of – this Learning Support Agreement. Feel free to include any questions in your email.

Thank You

Why Choose Online?
Reasons for Taking Workshops Online

- **Flexibility**. Online workshops allow for flexibility. Online workshops don't require its users to attend the workshop at a specific time. This allows you to post discussion threads or work on assignments at a time that best fits your schedule – even if that's at 2:00 a.m.

- **Saves money**. Online workshops save individuals and companies money. Individuals will not need to purchase items, such as: pens, notebooks, pencils, etc. since you will be able to type notes, discussion threads, and assignments on your computer. Companies save money by not having to reimburse the costly travel expenses for trainers who are brought on-site for face-to-face training or for employees who travel great distanced to attend training programs.

- **Increased training material available**. Online workshops eliminate geographic barriers. Individuals can participate in training and programs that are not offered or found in their geographic location.

- **Increased collaboration**. Online workshops offer more interaction with your peers than traditional face-to-face training. Shy learners feel more comfortable participating in discussion; which can spark new ideas, thoughts, discussions, etc.

- **Set your own pace**. Individuals learn in different ways and at different paces. In online workshops, the learner has the ability to review material at their own pace, ask questions, and collaborate with others. As a result, learners construct their own learning and are considered to be more active than learners in traditional face-to-face training; making the learner accountable for their learning.

- **More environmentally friendly**. Online workshop allows individuals and institutions to become "green." Learners do not have to commute anywhere to receive training which reduces smog emissions. Online learning also saves trees through the reduction of paper consumption.

- **Access materials anytime**. Online workshops' materials are accessible 24 hours a day/7 days a week. Learners have they ability to read and re-read materials, comments, explanations, etc. A lecture in face-to-face training is sometimes missed by learners who get distracted, missed a lesson, bored, etc.
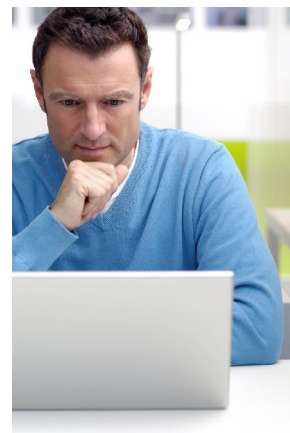
It's easy to see why a growing number of people are drawn to online training. Reasons for participating in online training may range from the accessibility, flexibility, or quality online training offers its participants. All reasons are compelling and contribute to the attractiveness of this mode of learning.

Frequently Asked Questions

1. **How long will it take me to complete a workshop?** This will vary based on your goals and the type of workshop that you enroll in. Self-paced workshops can be completed on your time schedule. Facilitator led workshops will have a beginning and end date providing you with access to experts in the field.

2. **What is your policy for withdrawing from a workshop?** If you pay for a workshop and it is canceled prior to the start of the workshop or program, you will automatically be registered in the next workshop of the same title; or you may apply these funds towards another workshop that we offer. However, if you request a refund, we will deduct a fee to cover the registration and credit card handling fees. If you paid your registration and are unable to attend the specific workshop, we will make every attempt to accommodate you in another workshop based on space availability.

3. **What does "asynchronous" mean?** That you don't need to be in the workshop at a specific time, but you will have assignments and projects that may be due by a specific time.

4. **What is the format of the workshops?** We have several formats to fit your goals and needs. If we don't a format that works for you, just let us know!

   Facilitated Online Workshops
   These workshops are entirely online and usually have a start and end date and are led by experts in the field. Training anytime, anywhere you have access to a computer with a web browser. This is referred to as asynchronous.

   Self-Paced Online Workshops
   These online workshops allow you to learn at your own pace while achieving training credit.

   Custom Workshops
   All workshops can be customized and offered for intact groups sponsored by an employer. These workshops may include online components as well as face-to-face facilitation (hybrid workshop).

   Webinars
   These sessions last anywhere from 1-2 hours and are usually synchronous (requires you to be online at a certain time).

5. **Do I need to be available every day?** You will have the actual time requirements fr each workshop in advance. You can anticipate that you will have time requirements but not every day as these workshops have been developed by working professionals for working professionals.

6. **What are the computer requirements?** Online courses use technology (you will need   access to a computer and know basic computer skills) for learning and

communication. If you are comfortable with up and down loading your assignments,   reading online, and are motivated to learn – online   learning is perfect for you.

7. **How much time should I reserve for each workshop?** You will have the actual time requirements for each workshop in advance. You can anticipate that you will have time requirements but not every day as these workshops have been developed by working professionals for working professionals.

8. **How much time should I plan for each workshop?** Workshops are content driven and we make every effort to advise you in advance what the time commitment will be, however, this is different for each person. For Facilitator led workshops, you can anticipate approximately two hours per week. Webinar's will typically be 1 to 2 hours and the self-paced workshops are dependent on your ability to complete the program and the learning outcomes.

9. **What are the benefits of taking an online workshop versus a face-to-face workshop? Is the quality the same?** Online workshops, seminars and trainings have learning outcomes as do the traditional face to face workshops, seminars and trainings. We have been in the training business for twenty years. We offer the same high quality programs online. Online   workshops allow you the opportunity to learn at home or the office with access 24/7. They fit your busy life.

10. **How do I interact with my facilitator and peers?** The workshops are designed to be interactive and engaging, providing you with time to communication and learn with/from your facilitator and peers. The Fintelo Software utilizes the Threaded Discussion Group and has the Chat Feature. For facilitator led workshops, the facilitator will have "office" hours and will be online with you live or available via telephone, email and possibly a social networking site such as Facebook or Linkedin.

11. **Is it hard to use the online course room?** The beauty of Fintelo is how easy and intuitive it is to use.

12. **How often do sessions run?** The workshops or sessions are scheduled regularly. You will find the current list of workshops available at www.companyofexperts.net and click on the calendar.

13. **Do I need to purchase anything to take the workshop?** Everything you need for the class will typically be included in one price. If other materials are important to the learning outcomes for this workshop, you will have that information prior to registration. You don't need to purchase any special software. Once you have completed registration, you will receive your login and password information.

14. **How often do I have to log on/attend the workshop?** This will vary by workshop. You will be provided that information prior to the start of the workshop.

15. **What if I have a concern or question about the workshop?** Our attention to your needs has kept us in this business for twenty years. We want to hear from you, call (702) 228-4699 or email Kathy@companyofexperts.net. At the time of registration, you will be provided information with contact information for content, schedule, technical or other questions related to the specific workshop that you are enrolled in.

16. **What should I do to prepare for an online workshop before it begins?** In advance preparation is necessary, you will be provided that information upon registration. You may check your computer access to ensure that you will have reliable service for your scheduled workshop.

17. **What happens after I register?** You will begin to receive confirmation and important information. Prior to the workshop you will receive a welcome letter providing you with your login and password information.