



Frequently Asked Questions

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Answers

1. How can I contact you?

MAIL: MORE (Healthy Minds/Healthy Children)
University of Calgary, Faculty of Social Work, PF3212
2500 University Dr. NW
Calgary AB T2N 1N4

EMAIL: hmhc@ahs.ca Subject line: MORE Registrar
PHONE: 403-220-4310 FAX: 403-210-9684

2. Eligibility - Who is eligible to register for learning modules?

- MORE modules on child and adolescent mental health issues are developed for teachers and other school staff working in ECS to Grade 9.
- If you work with Grade 9 and/or 10 students, Mental Health Literacy Training involves embedding mental health literacy into the school curriculum by implementing the Mental Health and High School Curriculum Guide developed by Dr. Stan Kutcher and colleagues: http://www.cmha.ca/mental_health/mental-health-and-high-school-curriculum-guide/
 - HMHC also offers a program for mental health professionals such as family physicians, pediatricians, psychiatrists, social workers, school counselors, addictions counselors, and are suitable for recognition by professional colleges such as psychology, nursing - Online Continuing Professional Development (CPD). <http://www.ahs.ca/4723.asp>
 - Members of the lay public interested in mental health modules may contact Community Education Service (CES): <http://www.ahs.ca/services.asp?pid=service&rid=1006791>

3. Module Description - What are the modules like? Are there any exams or papers to write?

Each module is entirely online and you can login to it whenever you have a spare minute within the month that the module is offered. The modules are designed in short, manageable time blocks that participants can fit into their busy schedules.

The average module, available online for a month, takes between 1 to 2 hours to complete. Each module includes 3–4 audio-visual presentations about 15-20 minutes each, with classroom strategies as a primary focus as well as resources and the opportunity to participate in an online discussion board.

Module sections can be started, paused and replayed as needed, at times that suit your schedule.

We ask that you complete a pre-module and a post-module quiz. The results are anonymous and are used to help us gauge the effectiveness of our learning materials. We also ask that you complete the module evaluation at the end. This helps us to fine-tune, develop and offer materials that are useful to you. Lastly, we have a pre-learning and year-end survey (different from the quiz) that helps us evaluate how well we are meeting our program objectives. The results of all of these measures are aggregated and no individual responses are seen.

A discussion board is also available so that you may ask the presenter(s) questions you may have about the module, and collaborate with other teachers / child development professionals about the information and ideas presented.

4. Registration - When should I register?

Free modules are offered on a first come-first served basis for school staff in Alberta from October to May each year. There are no modules offered in September or December.

Because modules are only available for 1 month at a time, it is advisable to register early and certainly in advance of the start date of an individual module.

To ensure that participants have enough time to complete the modules, the Registrar closes enrollment on the 20th of each month.

It may take up to a week to activate a new UofC D2L account, depending on the request volume UofC IT is experiencing.

You are always welcome to contact the Registrar's office at 403-220-4310.

MORE's current curriculum year and information about archives can be found at:

www.hmhc.ca/more.html

5. How do I login to D2L MORE modules I have registered for?

Two online modules per month are on the Desire2Learn (D2L) platform at the University of Calgary. They run for 1 calendar month only, though they may be open a few days before the official start day.

Once your registration has been processed, you will be issued a D2L account. To login to the module you registered for, go to: <http://D2L.ucalgary.ca/login.asp>. If you do not add the "login.asp" at the end, you will get an error message.

- Our usual algorithm is as follows (please note that some accounts do not follow this algorithm):

Username: firstname.lastname.hmhc (e.g. jane.dough.hmhc)

Password: Flastname2014 (Jdough2014)

In the interests of brevity, we will use the first surname in hyphenated last names. (e.g. Jane Smith-Doe > jane.smith.hmhc)

If we have more than one registrant with the same name, we will utilize your middle initial (e.g. John M. Doe > johnm.doe.hmhc) If you don't have a middle initial, we will use a number.

If you forget your username or password or continue to have difficulties after following the above steps, please contact the MORE Registrar at MOREregistrar@hmhc.ca or 403-220-4310.

- If you are trying to log into a module in any other month than when it was offered (e.g. the module was originally offered in January, it is now March), either the module is no longer active, or it is a future module and hasn't opened yet. Once modules are closed from active viewing, we will post them in an archived format. Please call our Registrar at 403-220-4310, or complete the online registration form at www.hmhc.ca/more.html.
- Module videos are in a program called VoiceThread; presentations are best viewed on updated browsers such as Google Chrome or Firefox.

6. How do I access the Previously Offered Modules (archives)?

The registration form and the Previously Offered Modules can be found at www.hmhc.ca/more.html.

Once the Registrar receives your form, you will be issued a username and password. The username for all of MORE's previously offered modules is "MORE." The passwords differ for each previously offered module.

The previously offered modules include the presentations and a list of resources, but do not include access to the discussion board or live links.

7. Troubleshooting - Who should I contact if I experience problems getting into D2L or modules for which I have registered?

Email: hmhc@ahs.ca Subject Line: MORE help Phone: 403-220-4310

For hardware problems, such as with your speakers or headset, please contact your IT representative

8. Credits - What kind of credit do I receive for taking a module?

MORE is not an accredited program and there are no credits offered. However, a certificate is available for proof of course completion, if you need to submit proof of continuing education. Mental health professionals may submit our modules for "class B" credits.

9. There are no specific dates on the brochure / registration form. When are the modules being taught?

MORE's modules are accessible at the beginning of the month in which they are offered, and close at the end of the month. You can access the presentations and learning materials any time in the month at your convenience.

Registrations will not be accepted after the 15th of each month to ensure that registrants have time to complete the module. Registrations that come in after this deadline will be enrolled in the archived version once it is available. If you have a pre-existing D2L account with the UofC, this deadline may be extended. You may contact us for details.

10. I have submitted my registration and I have not gotten a confirmation yet. When will I hear from you?

Our registration system is not automated. If you have a pre-existing account with us, we do our best to enroll you in modules within 48 business hours of the Registrar receiving your form.

If a new D2L account needs to be created, it can be up to a week for the request to be processed by the UofC.

Due to high volume in August and September, registrations may take longer than stated above. Please try to enroll early.

Once you complete your registration form, you should receive an email thanking you for your registration. We will send out an Enrollment Confirmation with your log in information once we receive confirmation from the University of Calgary.

Please ensure that your form is filled out completely, otherwise there can be delays the registration process.

11. I have completed my module, when do I get my certificate?

A PDF certificate can be found in the “Certificate” tab in the module’s table of contents.

It will not be downloadable until you have viewed the presentations and completed the required quizzes and surveys.

Please download the certificate to your computer—you will be able to fill your name into it.

If you have any problems with the certificate, please contact us.

Email: hmhc@ahs.ca Subject Line: MORE Certificate Phone: 403-220-4310

12. Do you offer resources for my Professional Development Days?

Yes. We can offer suggestions to help facilitate a PD day. Please contact one of the Education Consultants for details.

Email: hmhc@ahs.ca Subject: PD Day

13. I can’t access the modules and resources from the module I finished recently. I would like to download the handouts.

If the module you were working on was during the previous month, it is likely closed. We do send out a reminder a few days prior to closing the modules, so individuals have time to save what they would like to have access to.

There are a couple different options to saving the handouts from the D2L modules.

1. You may save them directly to your computer when you open the handout
2. You may utilize the “D2L Binder” (link in the red tool bar in each module) and save the documents there. The D2L binder can be logged into from any computer and is compatible for use if you have more than one D2L account (e.g. CBE staff). This is a handy place to keep all of your D2L work in one place.
3. If you need access to handouts from a closed module, please contact the Registrar for a password to the Archives located in the hmhc.ca website.

15. Is there a fee associated with the MORE programs?

NO, they are all free.

16. Can we access previous modules (Archives)?

Yes, we have an archive registration form available at www.hmhc.ca/more.html . Active modules are only open from the beginning of each month, to the end of each month. I.e. May 1 - 31. The Archives are available for 2 years, and most have a confirmation of completion that is sent to your email. If you need a certificate (i.e. for a PD event) and one is not currently available in the archive, please contact the Registrar at MOREregistrar@hmhc.ca .

17. Is there a written description of the service delivery model (e.g., 10 week course; 2 hour webinar; etc.)

There is a certificate of completion at the end of the modules that can be downloaded and customized with your name. They state “2 hours” on them, but don’t include the method of

delivery. If this is important to you, please let the Registrar know and the certificates can be updated accordingly. MOREregistrar@hmhc.ca

18. May I disseminate this information to teachers who may not know of your modules?

We do prefer the teachers/educators register individually to take the modules first-hand. We can assist you to facilitate group sessions. You may share the information that you learn with others, but we don't provide a "super-user" type of training. Please do not re-present the modules. All of our materials are copyrighted by our program and by the presenters. If you would like more information, please contact our Education Consultants, Corinne – Corinne.trout@ahs.ca , or Barb - Barbara.vigar@ahs.ca .

19. I'm not an Educator, can I take your modules?

Yes; however, our information is presented especially for educators and school staff. We also have a sister program, CPD (Online Continuing Professional Development), which is for mental health professionals. These modules are accredited. If these are of interest to you, please view the CPD information at www.hmhc.ca/cpd.html .