ISTE U FAQ

Answers to Commonly Asked Questions

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What happens after I register for a course?

After you have registered and paid for your course, you will receive email notification from ISTE with a digital copy of your receipt within 24 hours of your course purchase. If you do not receive this notification, please submit your issue via the ISTE U Support Request Form.

How do I report a technical issue (such as a typo or broken link) within my course?

To report a bug or technical issue within your course, please submit your issue to the ISTE U Support Team via the ISTE U Support Request Form.

I registered and paid for my course but when I log in to the D2L: Brightspace Learning Management System (LMS), I cannot enter my course and get started. Is there a problem with my login?

You can log in and access the LMS after purchasing a course. You will receive access to the course and its materials on the official start date. Please visit the ISTE U course webpage to confirm the start date of your course. If you would like additional information on the course, please review the abbreviated syllabus located on the ISTE U course webpage.

If I have registered for my course, can I start right away?

After purchasing a course, participants can log on and access the LMS. However, you will receive access to the course and its materials on its official start date. Please visit the course's webpage to confirm the start dates of your course. If you would like additional information on the course, please review the abbreviated syllabus located on the course webpage.

What is the difference between an ISTE U self-paced course and a facilitated course?

Self-paced courses can be completed at your own pace within a given start and end date. Facilitated courses follow a specific schedule of assignments, live webinar engagements and must be completed within a given time frame.

What is a virtual coach? What is a course facilitator? How can they support my learning?

An ISTE U Virtual Coach provides front-line content support for participants (primarily corresponding through course forums) by monitoring and responding to questions in Q&A forums and sharing helpful resources or updates through the course forum and/or through course announcements and notifications.

An ISTE U Facilitator provides direct instruction via scheduled live sessions, front-line content

support for participants (corresponding through course forums or via virtual webinars) and shares helpful resources or updates through the course forum and/or through course announcements and notifications.

How are my assignments graded?

Some of the assignments within your course may be formally graded by your facilitator, virtual coach or an independent ISTE U grader. For questions regarding grading of your course assignments, please submit your query via the ISTE U Support Request Form.

What do I do if I need to request an extension for my course?

Participants must complete their course within the given time frame. If an extension is needed, participants may request a two-week extension by contacting their ISTE U course facilitator or virtual coach via the ISTE U Report Form. Extensions are granted at the discretion of the course facilitator or virtual coach and may require a fee.

How do I report that there is incorrect content within my course?

Please submit questions, inquiries or report errors in course content via the ISTE Support Request Form.

How long will I have access to my course resources once I have completed my course?

While the course content, your submitted assignments, the learning community, and your eportfoilio will be accessible for up to one year after the original start date of the course. The course will revert to a read-only status after you complete the course.

How do I drop a course and request a refund?

In general, full refunds can be offered before the official start date of the course, and partial refunds can be made within the first week. Please review the ISTE Terms and Conditions for refund request policies.

Is there a limit on the number of courses that I can take at one time?

No, there is not a limit on the number of courses that a participant may take at one time.