

## **FREQUENTLY ASKED QUESTIONS FOR ONLINE (INSTRUCTOR- LED) COURSES WHAT ARE THE AIB ONLINE COURSES?**

In many respects, they are very similar to classroom-delivered AIB courses in that they have a start date and an end date with the students required to complete one or more lessons each week. Each AIB Online Course is facilitated by an ABA appointed instructor who guides the class through each lesson and is available to answer questions and provide feedback on your assignments.

Each lesson typically consists of reading a chapter in the textbook, completing a self-check quiz online then completing and submitting required assignments through the discussion board or via email. In addition, you also will have some assignments where you will collaborate with other students using electronic discussion boards, and e-mail.

Students do not need to login at a certain time or date, but must make sure they read the weekly assignments and post homework within the deadline given. Students will be completing the assignment and either forwarding the assignment electronically to the instructor or posting it on the electronic class Discussion Board. Normally, students would be logging in at least twice a week. Students will be taking a self-check test to verify understanding of the course materials.

Most of the sixteen-week courses (except for the certificate courses) include a textbook with the course. These books are sent to the student before the class starts and are included in the registration fee. Each class is limited to approximately 20 students. During the course students will be communicating with other students and the instructor using both e-mail and an online discussion board. Instructors are available to answer questions from the students and to provide feedback on the work submitted by students.

## **HOW DO I REGISTER STUDENTS**

1. All registrations must be received at ABA by the Tuesday prior to the class starting on the following Monday. For example, for a class starting on Monday, September 23, 2002 all registrations must be received by Tuesday, September 17<sup>th</sup>.
2. Fax your registration to 615-244-0995 or 615/313-0214. Please **make sure the registration is legible**. We receive many faxed registrations that are too difficult to read. To make sure we received the fax you can call us or you can mail the form. It is very important that the student's email address is clear and legible. Email is the primary method of communication among the students and instructors. All registrations must have the student's social security number.
3. ABA will fax a confirmation of the student's registration within 48 hours of inputting it into the system.

## **WHAT DOES THE STUDENT RECEIVE AFTER REGISTERING?**

1. The student will receive an email from ABA within 48 hours after the registration has been processed notifying them that they have been registered for the course. This email will include information on when the course starts and when and how to access the course site. See Example (Student Confirmation Letter).
2. If a textbook is required for the course, this will be shipped from the ABA warehouse. Materials are sent UPS ground delivery and take from five to ten business days to arrive at the student's address.
3. The Thursday before the start of the class, students receive an email from ABA reminding them the class is starting and once again how to access the course.

## **WHAT IF THE CLASS IS FULL?**

If a class becomes full there are two things ABA may do:

- 1) Another section of the class may be added starting on the same date or;
- 2) ABA will notify the student and Tennessee Bankers Association that the class is full and let the student select another date.

## **WHAT IF THE CLASS DOES NOT HAVE ENOUGH STUDENTS?**

ABA generally does not run classes with fewer than 15 students. If they cancel a class, they will notify the student and Tennessee Bankers Association and move the student to the next available class, with instructions on contacting ABA if this date does not work for them.

## **HOW ARE GRADES POSTED FOR STUDENTS?**

The student receives a letter of completion a week after the course has ended. See Example (Student Completion Letter). ABA also sends a grade report on a monthly basis to Tennessee Bankers Association and these grades become part of the students' permanent transcript.

## **WHAT IS THE CANCELLATION/TRANSFER POLICY?**

1. For cancellations or transfers before the class starts there is a 100% refund for cancellations and no transfer fee if the student wants to move to another date.
2. If the student cancels within 12 business days of the class beginning, an administrative fee is charged (\$100 for 16-week courses, \$50 for short courses).
3. There are no refunds for cancellations made more than 12 business days after the start of the class, subject to special exceptions.
4. If a student would like to transfer to another class after 12 business days ABA will charge them the \$100 transfer fee on a one-time basis. If a student needs to transfer again after the 12 business days they will be required to pay the entire registration fee again (minus the textbook cost).

## **HOW DO THE CERTIFICATE COURSES WORK?**

Students can earn the AIB Certificates by taking one of the following certificate courses **plus Banking Today (this may be waived based on experience.)** The certificate courses include all of the required courses included in each certificate. Because the online format

does not allow students to select their own electives, we have noted the prerequisites and the elective courses we selected for this course (in parenthesis):

- Account Specialist Certificate (Retail Track: Cross-Selling Deposit Products, Consumer Credit Products, and Dealing Effectively with Co-Workers)
- Customer Service Certificate (no prerequisites or electives required)
- Team Leader Certificate (no prerequisites or electives required)
- Sales Manager Certificate (Intro. To Relationship Selling, Meetings that Work and Identifying and Leveraging Target Markets)
- Branch Manager Certificate (Intro. To Relationship Selling, Managing Employee Relations, Performance Management and Coaching for Success)
- Supervisor Certificate (Managing Change)

Each of these certificate courses lasts 16 weeks.

When you receive the student's grade for these certificate courses it will be a letter grade. When they are input into the student records, a Pass/Fail may be posted to each of the individual courses. This allows for students to use the individual courses for other certificates and diplomas.

**Once the student has completed the certificate class as well as either Banking Today**

**or Principles of Banking (or applicable experience) please email or call Susan Conley**

**at TBA, 800/964-5525 or 615/244-4871, and request the ABA/AIB certificate. Susan will order the certificate from ABA. The price for the certificate is included in the price of the course.**

**IF A STUDENT HAS QUESTIONS WHOM DO THEY CONTACT?**

They may contact their bank representative first and then they or the representative may contact Debbie Brickles at Tennessee Bankers Association. TBA's numbers are 800/964-5525 and 615/244-4871. Email is [dbrickles@tnbankers.org](mailto:dbrickles@tnbankers.org).

**Sample: ABA Student Confirmation Letter**

Dear Registrant:

Thank you for registering for the AIB **Financial Accounting** online course. We look forward

to your participation and working with you.

You should receive the course material within 10 days of your registration. If for some reason

this shipment does not reach you in a timely fashion, please contact our Member Services

Department at 1-800-BANKERS (1-800-226-5377).

The web address for your course is <http://aba.blackboard.com> and will be available on **September 10, 2001**. Do not add "www" to this address. Your Course ID is **ACC26**.

Please

use this in all correspondence with ABA and your instructors.

Click on the **Login** button. When prompted, type in your Username and Password. Both your Username and Password are your first initial and last name with no spaces, all lowercase

letters. For example: If your name is John Smith your username will be jsmith and your password will be jsmith. However, there are some instances where we have to use student's first name and last name as username and password (for example, johnsmith). The software is

case sensitive. Please be sure to enter the information as indicated here. If you have taken a course with us before, you will need to use the password you created for that course to access this course.

To access your course, click on the course title under **My Courses**. Once you have accessed the course site, please change your password to insure privacy. If you have difficulty accessing the course or need further information, please contact our toll-free help line at 1-877-871-3931. The line is available from 7:00 a.m. until 10:00 p.m. Eastern Time every day. Once again, we look forward to working with you and appreciate your choosing ABA/AIB as your source for banking information and training.

Refunds will be made (less \$100 cancellation fee for 16-week courses and \$50 cancellation fee

for 5-week courses) if received within 12 business days of start of course.

P.S. If you have not received an e-mail from us by the Friday before the class starts, it may

mean we do not have a valid e-mail address for you. Please go to the website listed above to

log on. After logging on, under "Student Tools" be sure to correct your e-mail address.

Please also send an email with your correct email address to [online@aba.com](mailto:online@aba.com).

## **Users/dbrickles/WP/ONLINE CLASS INSTRUCTIONS**

6

### **Sample: Student Completion Letter**

November 15, 2002

Student Name

National Union Bank Kinderhook

Address

City, State Zip

Dear Allyson,

We are pleased to report that you have successfully completed the following ABA/AIB course:

#### **Course Grade**

Banking Today A

We hope that taking this course has been a rewarding educational experience for you and has encouraged you to continue your banking education. If you need any additional assistance feel free to write the ABA/AIB Online office, call 1-800-BANKERS or you can email us at [online@aba.com](mailto:online@aba.com).

We look forward to seeing you in future classes. You can check with your Local ABA Training Provider for new online courses being offered or you can visit the ABA website

at [www.abaelearning.com](http://www.abaelearning.com)

Thank you again!

Sincerely,

Chris Kelly

Manager of Distance Education