



MA SEIU Online Training Program User Guide

**BOSTON
UNIVERSITY**

**Center for Aging and Disability
Education and Research**
Boston University School of Social Work



**Center for Aging and Disability
Education and Research**

Boston University School of Social Work

264 Bay State Road Boston, MA 02215 617-358-
2626
cader@bu.edu

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Getting Started

Course Features

Frequently Asked Questions

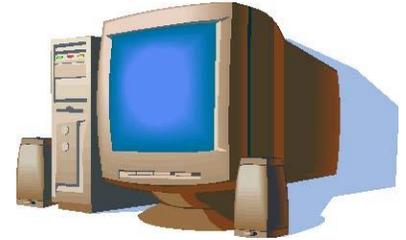


GETTING STARTED

Getting Started



Technology Requirements



All participants must have access to a computer with internet access, as well as sound and video-playing capabilities. No special software or hardware is required to take the online training. If necessary, work with a member of your IT staff in order to ensure that you can see the multimedia components of the course such as video and moving graphics.

Getting Started



Setting up a BU Web Account and Enrolling in the Program

In order to access the online training program, participants must create a BU Web Account and enroll in the program. This process takes about 20 minutes. The screen shots below take you through the process step by step. If you have any questions as you go through this process, please contact us at (617) 358-2626 or cader@bu.edu.

Section 1: Set-up a BU Web Account

Step 1 – Go to www.bu.edu/cader
(you should see the webpage below)

The screenshot shows a web browser window with the address bar displaying www.bu.edu/caderonline/. The main content area features a large image of an elderly man and a woman looking at each other. Below the image is the text: "Gain the knowledge and skills essential for effective practice in the aging services field". To the right of the image are three colored boxes with the following text:

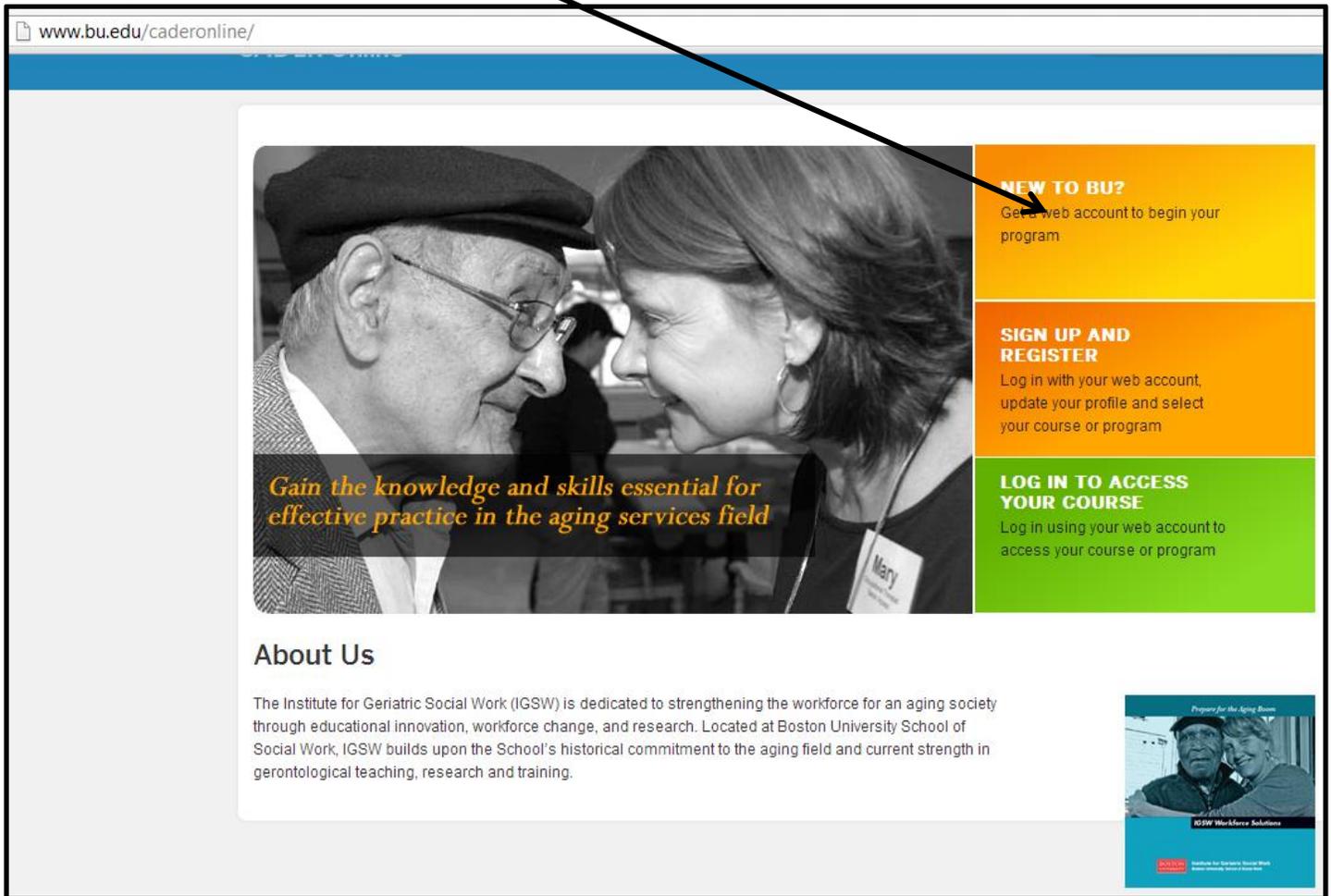
- NEW TO BU?**
Get a web account to begin your program
- SIGN UP AND REGISTER**
Log in with your web account, update your profile and select your course or program
- LOG IN TO ACCESS YOUR COURSE**
Log in using your web account to access your course or program

Below the main image is an "About Us" section with the text: "The Institute for Geriatric Social Work (IGSW) is dedicated to strengthening the workforce for an aging society through educational innovation, workforce change, and research. Located at Boston University School of Social Work, IGSW builds upon the School's historical commitment to the aging field and current strength in gerontological teaching, research and training." There is also a small thumbnail image of two people in the bottom right corner of the main content area.

The footer of the page includes the Boston University logo and the text: "Boston University | Search | Directory | Contact | BU Today".

Step 2 – Click on New To BU

(you should see the webpage below)



The screenshot shows the website www.bu.edu/caderonline/. The main content area features a large image of an older man and a woman, Mary, with the text: *Gain the knowledge and skills essential for effective practice in the aging services field*. To the right of the image are three colored buttons: a yellow button for 'NEW TO BU?' (with an arrow pointing to it), an orange button for 'SIGN UP AND REGISTER', and a green button for 'LOG IN TO ACCESS YOUR COURSE'. Below the image is an 'About Us' section with text describing the Institute for Geriatric Social Work (IGSW). A small inset image in the bottom right corner shows two people and the text 'Prepare for the Aging Boom' and 'IGSW Workforce Solutions'.

www.bu.edu/caderonline/

NEW TO BU?
Get a web account to begin your program

SIGN UP AND REGISTER
Log in with your web account, update your profile and select your course or program

LOG IN TO ACCESS YOUR COURSE
Log in using your web account to access your course or program

Gain the knowledge and skills essential for effective practice in the aging services field

About Us

The Institute for Geriatric Social Work (IGSW) is dedicated to strengthening the workforce for an aging society through educational innovation, workforce change, and research. Located at Boston University School of Social Work, IGSW builds upon the School's historical commitment to the aging field and current strength in gerontological teaching, research and training.

Prepare for the Aging Boom
IGSW Workforce Solutions

Step 3 – Enter your email address in the *Email* and *Verify Email* boxes and your legal first and last name. All fields are required.

(you should see the webpage below)

-account-preregister/index.php?module_name=web_account_preregister_ssw_igsw_program.pl

Boston University School of Social Work
Center for Aging & Disability Education & Research

[FAQs](#) [Contact](#) [Login](#)



Request a Web Account

CADER participants please enter your name exactly as it should appear on your certificate.

To ensure receipt of our email, please make sure that your settings allow e-mail from @bu.edu If you do not receive this email within 30 minutes, please check your spam/junk folder. Contact cader@bu.edu if you do not receive this e-mail in your inbox or spam/junk folder by the end of the business day.

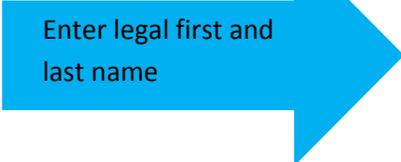
If you already created a BU Web Account, but can't recall your password, follow the "forgot password" instructions. Please **DO NOT** set up another account.

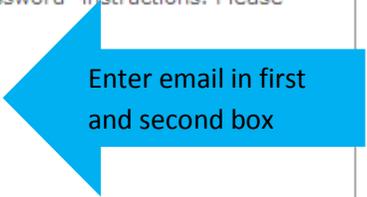
E-MAIL*

VERIFY E-MAIL*

FIRST NAME*

LAST NAME*

 Enter legal first and last name

 Enter email in first and second box



BU Directory

February 4, 2013

Step 4 – After you enter your information, you will need to click on *Proceed* to continue with Account Set-up.

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

[FAQs](#) [Contact](#) [Login](#)



Request a Web Account

CADER participants please enter your name exactly as it should appear on your certificate.

To ensure receipt of our email, please make sure that your settings allow e-mail from @bu.edu If you do not receive this email within 30 minutes, please check your spam/junk folder. Contact cader@bu.edu if you do not receive this e-mail in your inbox or spam/junk folder by the end of the business day.

If you already created a BU Web Account, but can't recall your password, follow the "forgot password" instructions. Please **DO NOT** set up another account.

E-MAIL*	<input type="text" value="caderdemo264@gmail.c"/>
VERIFY E-MAIL*	<input type="text" value="caderdemo264@gmail.c"/>
FIRST NAME*	<input type="text" value="Cader"/>
LAST NAME*	<input type="text" value="DemoAccount"/>



BU Directory [SEARCH](#)

February 4, 2013

Step 5 – You should now see a Confirmation page and will need to access your email inbox to continue with Account Set-up. If you do not receive an email from cader@bu.edu within 30 minutes, please check your spam/junk folders.

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

[FAQs](#) [Contact](#) [Login](#)



Confirmation

You have completed the first step in registering for a CADER Online Training Program!

The next step is to watch your email. You will receive an email with the information necessary to setup your Boston University Web Account for the CADER Online Training Program. If you do not receive an email from Boston University within 30 minutes, please check your spam/junk folder. Please contact cader@bu.edu if you do not receive the email by the end of the business day.

To ensure receipt of our email, please make sure that your settings allow email from @bu.edu



BU Directory [SEARCH](#)

February 4, 2013

Step 6 – Click on the link found in the email you received from cader@bu.edu to create a password and finish account set-up. This is a personalized link; please do not share with coworkers.

(you should see the email message below)

Dear Cader

You have been pre-registered for a Boston University Web Account for your CADER Online Training Program. Your Web Account login name will be the email address you provided: caderdemo264@gmail.com.

Please click on the link below to create your password and finalize your account setup;
<https://weblogin.bu.edu/buweb/register?p=ewi49459482>

PLEASE REMEMBER TO DOCUMENT AND SAVE A COPY OF YOUR PASSWORD FOR FUTURE REFERENCE.

If you need help completing your Boston University account, please contact us at web-account-manager@bu.edu.

REMEMBER: Boston University will not ask you for sensitive personal information (such as your password, credit card and bank account numbers, social security, etc.) in an email.

Step 7a – You will be asked to confirm your identity by entering your last name in the empty box before continuing on to Step 7b.

(you should see the webpage below)

← → ↻ <https://weblogin.bu.edu/buweb/register?p=ewi49459482>

BU Web Accounts

Request, modify, and manage your BU Web account

All items below are required unless stated otherwise.

Confirm your identity

First name: **Cader**

E-mail address: **caderdemo264@gmail.com**

This e-mail address will be your BU Web account name. You will use it to authenticate to BU Web applications and we will use this address for all e-mail communications with you. BU Web accounts are unique to each individual and cannot be shared. If you need to specify a different e-mail address before creating your BU Web account, [click here](#).

Last name:
(surname or family name)

Type in your last name here

Step 7b – You will create a password in the first box and confirm it by retyping it in the second box. Then proceed to the password reset section. You are only required to create one security question, but have the option to create a second. You will need to accept the conditions at the bottom of the page to finish account set-up.

(you should see the webpage below)

Passwords:

- Must be at least 6 characters long but no more than 15
- Cannot be (but may contain) a single English or foreign word or name found in our word list
- Cannot be a part of your name or e-mail address

Passwords are case sensitive, e.g., "P" and "p" are not the same.

Password:

Retype Password:

CADER recommends your password is at least 6 characters long and contains at least one number and one capital letter. Passwords are case sensitive.

Specify questions and answers for resetting a forgotten password

This is probably one of many accounts and passwords you have to remember, and passwords are frequently forgotten. Select at least one question below and **provide an answer you are sure you will remember exactly as you entered it** (preferably one word), so that you can easily reset your password yourself if you forget it. If you forget both your password and the answer(s) to your question(s), you will need to seek help to recreate your account.

The first question and answer are required. If you specify a second question and answer, both questions must be answered to reset your password.

Question 1:

Answer 1:

Question 2:

Answer 2:

Use of this account is governed by the
BU Conditions of Use and Policy on Computing Ethics

BOSTON UNIVERSITY CONDITIONS OF USE
AND POLICY ON COMPUTING ETHICS

Conditions of Use

Click here to accept the conditions and create an account.

Step 8 – You will now see a confirmation page and click *Continue*

(you should see the webpage below)

BU Web account support'." data-bbox="56 109 943 584"/>

BU Web Accounts
Request, modify, and manage your BU Web account

BU Web account registration is complete

First name: **Cader**

Last name: **DemoAccount**
(surname or family name)

BU Web account name: **caderdemo264@gmail.com**

Need assistance? Contact [BU Web account support](#).

Step 9a – You must complete the entire profile to activate your account. **All fields except License Number are required.** You must click *Save* at the bottom of page (see Step 9b) to complete the profile.

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

This Site

[BROWSE CATALOG](#)

EDIT PERSONAL PROFILE

You must complete your profile before registering for courses.

Last Name

First Name

E-Mail Address

Country

Address 1

Address 2 (optional)

City

State

Zip

Primary Phone (###-###-####)

Work Information - Title

CATALOG

MY COURSES

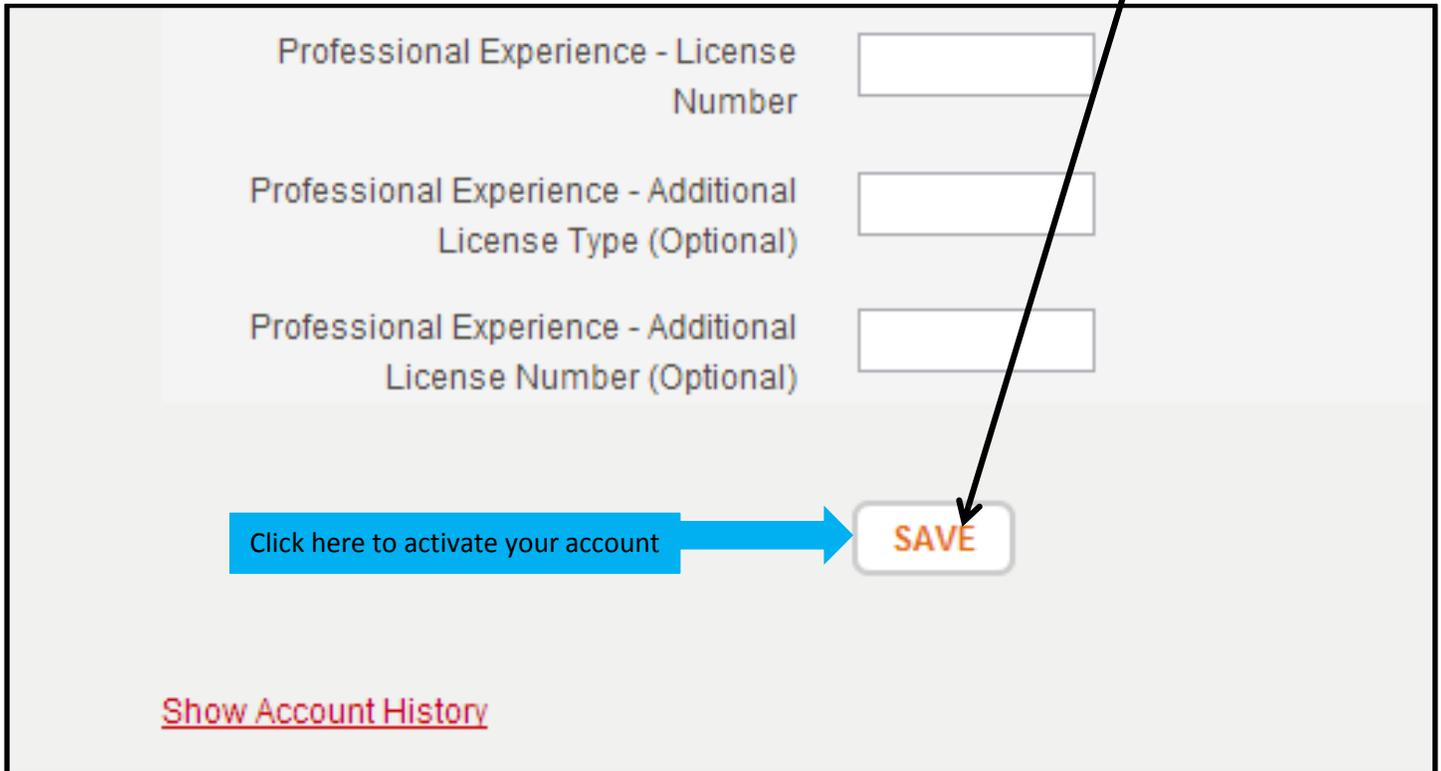
MY PROFILE

SHOPPING CART

LOGOUT

Step 9b – This is a continuation of screen of Step 9a. You must click *Save* at the bottom of page to complete the profile.

(you should see the webpage below)



Professional Experience - License Number

Professional Experience - Additional License Type (Optional)

Professional Experience - Additional License Number (Optional)

[Click here to activate your account](#)  **SAVE**

[Show Account History](#)

Section 2: Enrolling in the Online Program

Step 10 – Close your internet browser and go to <http://www.bu.edu/cader/> click on **Sign up and Register**

Boston University School of Social Work
Center for Aging & Disability Education & Research

This Site SEARCH

WORKFORCE SOLUTIONS PRACTICE VIDEOS BROWSE CATALOG RESOURCES WHO WE ARE

Gain the knowledge and skills essential for effective practice in the aging services field

NEW TO BU?
Get a web account to begin your program

SIGN UP AND REGISTER
Log in with your web account, update your profile and select your course or program

LOG IN TO ACCESS YOUR COURSE
Log in using your web account to access your course or program

About Us

The Center for Aging & Disability Education & Research (CADER) — formerly The Institute for Geriatric Social Work (IGSW) — is dedicated to strengthening the workforce that provides health and long-term supports and services to older adults and people with disabilities.

Watch videos to learn more about institute's mission and core functions

- [How We Do It](#)
- [Preparing the Workforce](#)
- [Trends](#)

[Download Brochure](#)

Note: If prompted to login, please click on **“I created a BU Web Account and have a CADER login name and password”** enter your username and password and click login.

Step 11 – Click on **Mass SEIU Training Program** from the catalog

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

This Site ▼

[BROWSE CATALOG](#)

BROWSE COURSE CATALOG

Course Name ▲	Location	Price
A Guide to the Aging and Disability Networks	Online	\$120.00
Advance Approach to Substance Abuse Treatment	Online	\$120.00
Aging in Place	Online	\$120.00
Alzheimer's Disease and Other Dementias	Online	\$120.00
Assessment w/Older Adults & Persons w/Disabilities	Online	\$120.00
Care Management Practice	Online	\$120.00
Care Transitions	Online	\$120.00
Compulsive Hoarding in Older Adults	Online	\$120.00
Consumer Control, Choice, and Direction in Options Counseling	Online	\$120.00
Core Issues in Aging and Disability	Online	\$150.00
Driving Transitions with Older Adults	Online	\$120.00
Elder Abuse, Neglect and Exploitation	Online	\$120.00
End-of-Life Issues	Online	\$120.00
Ethics in Practice with Older Adults	Online	\$120.00
Foundation in Aging Certificate Program	Online	\$500.00
Geriatric Assessment and Care Planning	Online	\$120.00
Introduction to the Options Counselor Job	Online	\$0.00
IOA Training Program	Online	\$500.00
Managing Medications in Care Transitions	Online	\$120.00
Mental Health and Aging Issues	Online	\$120.00
Mental Health Certificate Program	Online	\$500.00
Mental Health Training in Options Counseling	Online	\$120.00
Pennsylvania LTLTI Core and Assessor Training Program	Online	\$0.00
Substance Abuse Among Older Adults	Online	\$120.00
Suicide Prevention among Immigrant and Refugees	Online	\$120.00

CATALOG

MY COURSES

MY PROFILE

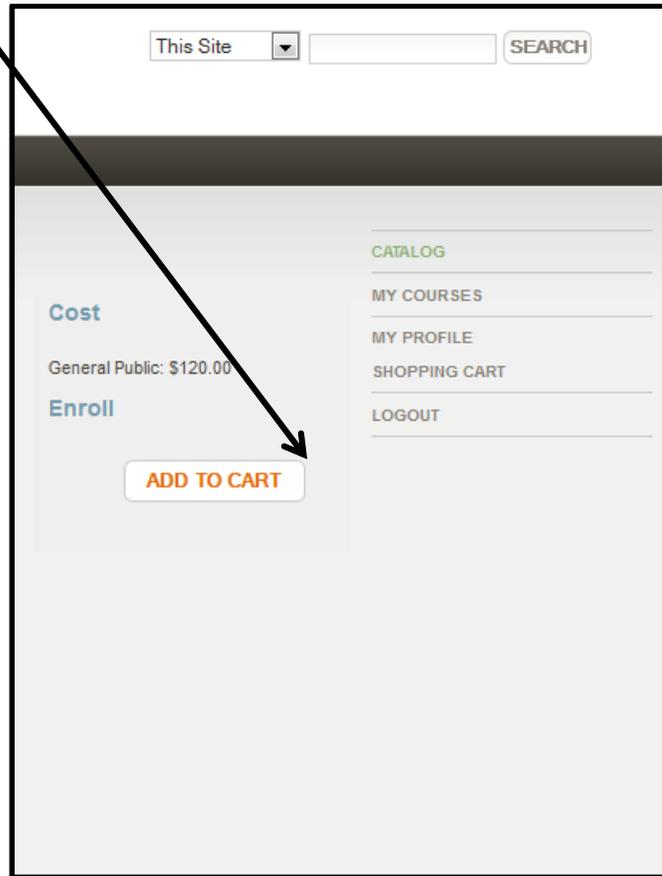
SHOPPING CART

LOGOUT

18

Step 12 – Click *Add to Cart*

(you should see the webpage



Step 13 – Enter the discount code **MASEIU16** and click **UPDATE** to override payment. Then click continue

(you should see the webpage below)

The screenshot shows a shopping cart interface. At the top, there is a search bar with a dropdown menu set to "This Site" and a "SEARCH" button. Below this is a navigation menu with links for CATALOG, MY COURSES, MY PROFILE, SHOPPING CART, and LOGOUT. The main content area features a table with the following data:

Price per Seat	Total Seats	Price
\$120.00	1	\$120.00

Below the table, there is a text input field labeled "Discount code, please enter it here:" with an arrow pointing to it from the text above. To the right of the input field is an orange "UPDATE" button. Below the input field and button is a summary row showing "Total" and "\$120.00". At the bottom of the form is an orange "CONTINUE" button. The text "in my cart?" is partially visible at the bottom left of the page.

Step 14 – Click *Continue*. There is no cost associated with this program.

(you should see the webpage below)

Boston University School of Social Work
Center for Aging & Disability Education & Research

This Site

BROWSE CATALOG

PAYMENT

Select a payment method below to complete your enrollment. You can get a full refund for any class or seminar up to 14 days before it starts. If you must withdraw from a class within 14 days, please call our office at 617-358-2626

Total Due: \$0.00

Pay online now with a credit card or with a credit left on your account.

Provide the name of the agency that will be paying. You will not have a confirmed seat until we receive payment.

We cannot accept agency payments within 3 days of the beginning of the class. If your agency is paying for you, please pay now with your credit card and seek reimbursement from your agency directly.

CATALOG

MY COURSES

MY PROFILE

SHOPPING CART

LOGOUT

BOSTON UNIVERSITY | SEARCH | DIRECTORY | CONTACT | BU TODAY

Step 15 – Congratulations you are now enrolled! Close your internet browser and allow 10 minutes for the system to update your enrollment before accessing the online course.

The screenshot shows the website for the Boston University School of Social Work, Center for Aging & Disability Education & Research. At the top left, the text reads "Boston University School of Social Work" and "Center for Aging & Disability Education & Research". To the right, there is a search bar with a dropdown menu set to "This Site" and a "SEARCH" button. Below the header is a dark grey bar with the text "BROWSE CATALOG" in green. The main content area is light grey and features a "MY COURSES" section. A yellow box contains the message "You've successfully enrolled!". Below this, it states "You are not currently enrolled in any courses that start after today." On the right side of the main content area, there is a vertical menu with links: "CATALOG", "MY COURSES", "MY PROFILE", "SHOPPING CART", and "LOGOUT". At the bottom of the page, a footer contains the text "BOSTON UNIVERSITY | SEARCH | DIRECTORY | CONTACT | BU TODAY".

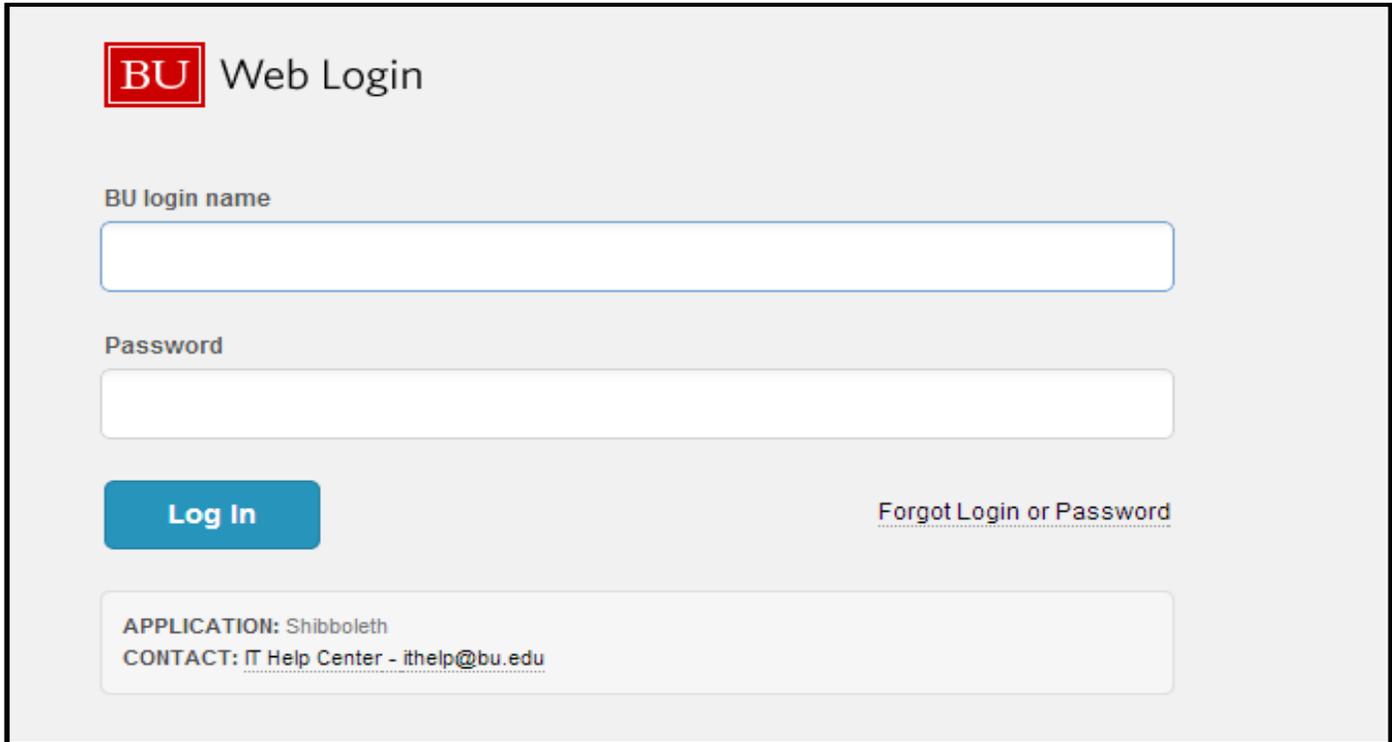
Step 16 – When you are ready to begin your online coursework, click on *Log in to Access Your Course*.

(you should see the webpage below)

The screenshot shows a web browser window with the address bar displaying www.bu.edu/caderonline/. The main content area features a large image of an elderly man and a woman in conversation. Below the image is the text: *Gain the knowledge and skills essential for effective practice in the aging services field*. To the right of the image is a vertical navigation menu with three colored buttons: a yellow button for 'NEW TO BU?' (Get a web account to begin your program), an orange button for 'SIGN UP AND REGISTER' (Log in with your web account, update your profile and select your course or program), and a green button for 'LOG IN TO ACCESS YOUR COURSE' (Log in using your web account to access your course or program). An arrow points from the text 'Log in to Access Your Course' in the instruction above to the green button. Below the main image is an 'About Us' section for the Institute for Geriatric Social Work (IGSW), describing its mission and location. A small thumbnail image of the same man and woman is visible in the bottom right corner of the main content area. The footer contains the Boston University logo and navigation links: Boston University | Search | Directory | Contact | BU Today.

Step 17 – Enter your BU Login Name (your email address) and your Password to begin the online course.

(you should see the webpage below)



The image shows a screenshot of the BU Web Login page. At the top left, there is a red square logo with the letters 'BU' in white, followed by the text 'Web Login'. Below this, there are two input fields: 'BU login name' and 'Password'. The 'BU login name' field is a white rectangle with a blue border. The 'Password' field is a white rectangle with a grey border. Below the 'BU login name' field is a blue button with the text 'Log In' in white. To the right of the 'Log In' button is a link that says 'Forgot Login or Password' with a dotted underline. At the bottom of the page, there is a white box with a grey border containing the text 'APPLICATION: Shibboleth' and 'CONTACT: IT Help Center - ithelp@bu.edu' with a dotted underline.

Getting Started



Blackboard Learn

The online program is hosted on a learning management software called “Blackboard Learn”. Upon logging in, you will see a home page like the one below with links to the online training program.

Note: once you are logged in, we recommend that you use the navigation buttons within the online course, and not the “Forward” or “Back” buttons on your browser.

Course	Grade
12fall_igsw_stu_orientation: 12fall01 - Student Orientation	-
13sum01_OLTP_CTL: 13sum01 - Connecticut Online Training Program	-

Getting Started



Student Orientation

We strongly recommend that you take the “Student Orientation” module before beginning the course. The orientation will provide an overview of the course structure, system requirements, and course navigation.

Tools

- Announcements
- Calendar
- Tasks
- My Grades

My Announcements

No Institution Announcements have been posted in the last 7 days.

No Course or Organization Announcements have been posted in the last 7 days.

[more announcements...](#)

My Courses

Courses where you are: Student

- 12fall01 - Student Orientation
- 13spr02IC68 - Introduction to Options Counseling

Campus Bookmarks

- CADER Website
- CADER Online Portal

My Tasks

My Tasks:

No tasks due.

[more tasks...](#)

Report Card

Course	Grade
12fall_igsw_stu_orientation:	-
12fall01 - Student Orientation	-
13spr02IC68_OC101:	-
13spr02IC68 - Introduction to Options Counseling	0.00

Last Updated May 20, 2013 12:14 PM

Getting Started



Student Orientation

This orientation can be completed in just a few minutes, and is highly recommended for all participants.

Within the Student Orientation is a “Setting Up Your Computer” link that will guide you through a quick technology check to ensure you have the proper settings to access all features for the online training.

A screenshot of the Boston University Student Orientation page. The page features a blue header with the Boston University logo and navigation links like 'My Places', 'Home', 'Help', and 'Logout'. Below the header, the main content area is titled 'Student Orientation' and 'Center for Aging and Disability Education and Research'. A welcome message is followed by a list of links: 'Setting Up Your Computer', 'Welcome', 'Syllabus', 'How to Get Around', and 'Thank You for Completing the Orientation'. A black arrow points to the 'Setting Up Your Computer' link.

COURSE FEATURES

Course Features



Competency Assessments

All training participants will complete both a pre-and post-course self-assessment of their competencies in the skills and knowledge covered by the training. It is important to be as honest as possible with self-assessments; your responses are not shared with supervisors or other staff.

A screenshot of a Boston University online assessment page. The page has a blue header with the Boston University logo on the left and navigation links like 'Cader IGSW', 'My Places', 'Home', 'Help', and 'Logout' on the right. Below the header, there are tabs for 'My Courses', 'ePortfolio', and 'Content Collection'. The main content area is titled 'Opening the Assessment and Answering Questions' and contains instructions for using the assessment table of contents, navigating to the assessment page, and answering questions. A list of four instructions is provided. At the bottom, there is an orange callout box with an information icon, containing text about completing a similar assessment at the end of the course, contact information for the office, and a link to a survey. The page also features a city skyline image in the background of the header.

BOSTON UNIVERSITY

Cader IGSW My Places Home Help Logout

My Courses ePortfolio Content Collection

Opening the Assessment and Answering Questions

Use the table of contents to find the Pre-Course Assessment or navigate using the next arrow. Once on the Assessment page, use your mouse to "Click to Launch."

The assessment consists of multiple-choice and true/false questions. Questions are shown one at a time. All questions are randomized.

1. To answer a question, select your answer and click on the button next to your answer choice.
2. You can change your answers as many times as you want before submitting the assessment to be scored.
3. When you have completed the entire assessment and are satisfied with *all* of your answers click **Save and Submit**. A confirmation page will appear. Click OK in the lower right-hand corner to review your grade.
4. You will have **60 minutes** to complete and submit the assessment. At the 60 minute mark, your assessment will automatically be submitted.

You will be asked to complete a similar assessment at the end of this course. If you have any questions about the assessment, please contact our office at cader@bu.edu or 617-358-2634.

Please take the time to complete this scale before beginning the online training program. You will be asked to complete a similar scale at the end of the training. Ratings collected at pre and post will be compared to determine if the training was effective.

Thank you for taking the time to complete this survey.

You may begin by clicking the following link: <https://www.surveymonkey.com/s/SPS2DYM>

Course Features



“Callout” Boxes

Throughout the course are “callout” boxes which direct you to specialized information: definitions of terms, links to additional resources, and case examples, among others.



David Smith is a 17-year-old with Down's Syndrome who will be graduating from high school and turning 18 in 4 months. David lives with his parents and younger brother. Both of his parents work full-time. The family is covered by private health insurance through Mr. Smith's employer.

At school, in addition to his regular classes, David has had the opportunity to participate in an afterschool supported work program. David has stated to his teachers and classmates that he is going to get a job and his own apartment after he graduates.



At home, David is never left alone. If his parents or brother are not going to be around, an elderly neighbor comes over to stay with him until they return. David's parents cue him daily regarding appropriate dress, grooming, and hygiene. He is able to dress himself, wash his face, and brush his teeth. He needs some assistance with bathing and fixing his hair. His parents prepare his meals and watch his food intake so he doesn't overeat, or overload on junk food. They help him manage his money. David's parents or brother usually work together with him on a variety of household chores such as making beds, folding laundry, setting the table, and picking up the house.

Course Features



Case Examples

Case examples enable participants to take course concepts and apply them to a practice scenario. As you read through the examples in the course, please consider how you would handle the situations in real life.

Example #1:
Mr. Castro

Mr. Castro is 73-years-old and lives alone. He had hip replacement surgery a year ago and suffers pain from chronic arthritis of the spine and hands. Since his hip replacement, he has been taking Vicodan, a prescription pain medication. Mr. Castro has always taken his medication as prescribed and has not experienced any impairment related to its use; however, when he forgot to call the pharmacy for a refill on time and was without medication for a day, he began to experience nausea, vomiting, and cramping.

Example #2:
Ms. Davis

Ms. Davis is a 66-year-old widow who was prescribed Marinol for nausea and vomiting while undergoing chemotherapy for breast cancer. Since her cancer is in remission, Marinol is no longer prescribed. A year ago, Ms. Davis began to smoke marijuana after learning that Marinol and marijuana share an ingredient that affects emotions and the sense of well-being. She is supplied on a regular basis by a neighbor, but the expense of daily use is beginning to hurt her financially. Ms. Davis is concerned and has tried to cut back, but has not been successful. Her long-time friends have noticed that she does not accept invitations as often as in the past, stating that she is just "too tired" or "not interested" in going out. What Ms. Davis has not told her friends is that in addition to being tired and not interested in social activities, she can no longer afford to go out due to the cost of purchasing marijuana.

Course Features



Video clips

Another essential component of the training is videos that introduce learners to real-life situations and reinforce course concepts.

Closed captioning is available for each video. Learners may expand the video to full screen mode as well.

There is no pre-defined time limit on the person-centered interview. Each person brings a unique set of circumstances and preferences. The Options Counselor must be empowered to do "whatever it takes" to ensure the needs and preferences of the person they are working with have been identified and that there is a clear understanding of the Options Counselor role in supporting the person in meeting his or her goals.

And, I think that's finally getting through to some people, in that, but it didn't always.

✔ "If you are hitting a stone wall with a consumer, dig a little deeper. You may not find the answers, but you will understand them better and that will make you a better counselor." - Options Counselor

Boston University School of Social Work

Course Features



Course Evaluation

At the conclusion of the course, there will be a link to a short course evaluation. All participants are asked to complete this evaluation.

13spr02IC68 - Introduction to The Options Counselor Job 13spr02IC68_OC101 Home Page > ... > Course Evaluation > Preview Survey: IC68 Course Evaluation Edit Mode is: OFF

Preview Survey: IC68 Course Evaluation

Description

Instructions

Timed Test	This Survey has the time limit of 1 hour. This Test will save and submit automatically when the time expires. Warnings appear when half the time, 5 minutes, 1 minute, and 30 seconds remain. <i>[The timer does not appear when previewing this Survey]</i>
Multiple Attempts	This Survey allows multiple attempts.
Force Completion	Once started, this Survey must be completed in one sitting.

Question Completion Status:

Save All Answers Save and Submit

Question 1

Save Answer

This training expanded my knowledge and understanding of the topic area.

- a. Strongly Agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly Disagree

Question 2

Save Answer

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions



Technology

I've never taken a course online. What are the technical requirements?

The minimum system requirements needed to take this course are summarized in the table below. The preferred internet browser for viewing this course is Mozilla Firefox to ensure an optimal learning experience.

Minimum System Requirements		Minimum System Requirements	
Operating System:	Windows XP SP 3 (Home or Pro)	Operating System:	OS X 10.5 (Leopard)
Processor:	1.7 GHz	Processor:	1.83 GHz
RAM:	1 GB	Memory:	1 GB
Browser:	Firefox 3.6 Internet Explorer 8	Browser:	Firefox 3.6 Safari 4.0

<http://www.bu.edu/tech/teaching/lms/blackboard/system-requirements/>

Please disable your pop-up blocker when taking this course. The course utilizes pop-ups to pose questions to participants and to provide links to resources and articles.

Frequently Asked Questions



Technology

Do I have to install any additional software?

To view certain media elements in this course you will need to have several browser plug-in applications installed on your computer. Most computers already have Adobe Acrobat Reader and Flash Player installed. However, if your computer is several years old, you may need to download these software programs. With a 56K modem, each download will take approximately 1 minute.

- Adobe Acrobat Reader: This software is required to read selected PDF articles and resources included in the courses. To download, please click here: [Adobe Reader](#).
- Adobe Flash Player: This multimedia viewer is required to watch video commentary clips included in the courses. To download, please click here: [Adobe Flash Player](#).
- Check your computer's compatibility by reviewing the latest requirements and recommendations: <http://www.bu.edu/tech/web/course-sites/blackboard-learn/system-requirements/>.

Frequently Asked Questions



Technology

Do I need audio speakers?

You will need speakers to listen to the video clips included in this course. However, there are transcripts of all audio clips available within the course.

How do I print a single page?

To print a single page, simply right click on the page you want to print and choose the “This Frame” option. Then click on “Print Frame.”

How do I print the entire course?

Unfortunately, the online course system does not currently allow for easy printing of the entire course. We are expecting this feature to be enabled in the near future.

Frequently Asked Questions



Resetting a Password

How do I reset a password?

To reset a password, please click on the following link and follow the instructions on the screen.

<https://weblogin.bu.edu/buweb/resetpw>

Frequently Asked Questions



Request Technical Assistance

How do I request technical Assistance?

Learners have a number of options for requesting assistance.

Option 1a – Within Blackboard Learn click on Help and fill out the tech support form

A screenshot of the Blackboard Learn interface. The top navigation bar is blue and contains the user name 'Aoa Igsw1', 'My Places', 'Home', 'Help' (with a question mark icon), and 'Logout'. Below the navigation bar, the page title is 'Student Orientation' and the subtitle is 'Center for Aging and Disability Education and Research'. The main content area contains a welcome message and a list of links: 'Setting Up Your Computer', 'Welcome', 'Syllabus', 'How to Get Around', and 'Thank You for Completing the Orientation'. An arrow points from the 'Help' link in the navigation bar to the 'Setting Up Your Computer' link in the orientation menu.

Option 1b– Complete this form

Blackboard Learn * required

Phone *

You are *

Student

Instructor

Facilitator

Other

Course name *

Internet service *

Dialup (56Kbps)

ISDN (128Kbps)

DSL (384Kbps)

DSL (768Kbps)

Broadband (more than 768Kbps)

Connection *

Wire (network cable, phone cable)

Wireless (Wi-Fi, Satellite)

Topic of question *

-- Select a topic --

Tell us how we can help *

Send

Option 2 – Go to: <http://www.bu.edu/help/tech/learn/> to complete the technical assistance request form.

Option 3 – Please give us a call at 617-358-2626 and someone will respond as soon as possible.