

ISTE U FAQ

Answers to Frequently 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 paying with a purchase order, please note that order finalization and course access may be delayed up to 24 business hours for verification purposes. If you do not receive this notification within 24 hours or have questions regarding your order confirmation, please contact [ISTE Customer Service](#), visit the webpage here: <https://www.iste.org/about/contact>.

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 about 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 in and access the LMS. However, you won't receive access to the course and its materials until the 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.

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.

How do I report a technical issue (such as a typo, broken link, problems with graphics, etc.) within my course?

To report a bug or technical issue within your course, please submit your problem to the ISTE U Support Team via the ISTE U Help/Feedback Form (this form can be found in the LMS after you have registered for your course).

What is the difference between an ISTE U asynchronous (or self-paced) course and an ISTE U synchronous course?

Asynchronous or self-paced courses can be completed at your own pace within the given start and end dates established for the course. You will not be required to attend specific meetings at specific times or to submit assignments at specific calendar moments while the course is open

in order to pass the course. You will, however, be required to submit all work for the course by the date the course closes.

Synchronous courses follow a specific schedule established by the instructor as the course progresses, and the schedule may include assignment deadlines, group sessions, webinar engagements, module-to-module advances or other time-specific benchmarks. All work must be submitted by the due date(s) provided by the course instructor.

What does the term “instructor” mean for an ISTE U course? How does an instructor support my learning?

ISTE U courses include an instructor who is there for you as the course proceeds.

In synchronous courses, your instructor will play a traditional role in establishing the schedule for assignment deadlines, group sessions, webinar engagements, module-to-module advances and other time-specific activities.

In asynchronous or self-paced courses, your instructor does not manage the schedule of your interactions with the course, but is always available for front-line support on content and will participate in discussions and forums, make announcements, and grade your work when the course closes.

ISTE U instructors are leaders in the fields you’ll be studying and will do their best to enrich your engagement with the material.

How are my assignments graded?

Some of the assignments within your course may be formally graded by your instructor, who will also determine your final grade in the course. For questions regarding the grading of your course assignments, please contact your ISTE U instructor.

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

Participants must complete their course within the given time frame. You may request a two-week extension by contacting your ISTE U instructor. Extensions are granted at the discretion of the course instructor and may require a fee.

How do I report incorrect course content?

Please submit questions or report errors in the course content through the ISTE U Help/Feedback Form.

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

The course content, your submitted assignments, the learning community and your e-portfolio 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.

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

No, there is no limit to the number of courses that a participant may take at one time.

How do I earn graduate-level credit?

ISTE believes in helping teachers grow in their careers and digital proficiency by offering courses eligible for graduate-level credit. Often, graduate-level credit is obtained for primarily post-baccalaureate purposes. This means that it is primarily used for **professional development** or **salary advancement** and is transferable to degree programs *only with the approval of the institution* being petitioned at the request of the individual enrolled in that program. Graduate-level credit will be offered by ISTE U graduate partner(s) at an additional fee. These partner(s), not ISTE, will provide the credit. Participants should visit the respective webpage of the ISTE U graduate partner(s) for additional registration information and guidance on obtaining credit, and for that institution's general policies regarding graduate-level credit. Please note that approval for professional learning and determination of credit (continuing education units, professional development points, etc.) toward licensure renewal are based on individual state and/or school district policies. For more information about your individual professional learning requirements, including the number of hours needed, approved institutions for CEUs or PDPs, and how to apply graduate-level credit toward CEUs or PDPs, **contact your local education agency or state education agency** for approval and submission requirements prior to registering for credit.

If you have questions about the ISTE U courses, please contact isteu@iste.org. For general ISTE questions or issues with your course purchase please contact [ISTE Customer Service](#), visit the webpage here: <https://www.iste.org/about/contact>.