**Continuing Education in a Virtual Environment**

**Guidelines**

These guidelines are intended to apply to courses conducted and viewed in real time (live) in all locations. They are not intended to apply to courses that have been recorded and are viewed at a later time, nor are they intended to apply to other online courses.

* + 1. Each student will be required to log in to the webinar using a distinct username, password and/or email. Students that view webinars in group settings, which is two or more individuals, should alternatively verify their participation in the form of sign-in and sign-out sheets submitted by a monitor with an attestation or verification code.
    2. The provider will verify the identity and license number, or National Producer Number (NPN), of all students.
    3. A provider representative, using computer-based attendance-monitoring technology, must monitor attendance throughout the course.
    4. The provider must have a process to determine when a participant is inactive or not fully participating, such as when the screen is minimized, or the participant does not answer the polling questions and/or verification codes.
    5. For webinars not given in a group setting, no less than two polling questions and/or attendance verification codes must be asked, with appropriate response provided, at unannounced intervals during each one-hour webinar session to determine participant attentiveness.
    6. The provider will maintain an electronic roster to include records for each participant’s log-in/log-out times. If required by states chat history, polling responses should be captured as part of the electronic record.
    7. When a student is deemed inactive or not fully participating in the course by the course monitor of failure to enter appropriate polling question response or verification codes, continuing education (CE) credit is denied.
    8. All students and the instructor do not need to be in the same location.
    9. Students in all locations must be able to interact in real time with the instructor. Students should be able to submit questions or comments at any point during the webinar session.
    10. The course pace must be set by the instructor and does not allow for independent completion.
    11. Instruction time is considered the amount of time devoted to the actual course instruction and does not include breaks, lunch, dinner or introductions of speakers.
    12. One credit will be awarded for each 50 minutes of webinar/webcast instruction, and the minimum number of credits that will be awarded for webinar/webcast courses is one credit.
    13. The provider must have a procedure that informs each student in advance of course participation requirements and consequences for failing to actively participate in the course.
    14. A comprehensive final examination is not required.
    15. **Additional Suggestions**

1. A clear statement of expectations, on what is required of participants, should be included on the registration page, on a slide at the beginning of the program and read to the participants at the beginning of the program.
   1. Example: Each attendee needing continuing education is required to remain on for the entire duration of the presentation and complete all polling questions administered throughout the session. If the attendee does not comply to these rules, they will be denied CE credit for the session.
2. A clear and consistent method for administering the “check-ins” or polls, including any elements required by licensing bodies, including regularity of the check-ins, randomness of patterns, etc.
   1. Three polling questions for each hour of CE.
   2. If in a webinar setting, set up polling/Q&A questions in Zoom.
   3. If a meeting, create slides that can be intermittently scattered and attendees can either enter their responses in chat, or through email. Ask the attendee to email ONCE with all answers (so that it doesn’t flood the inboxes and all answers are in one place).
      1. Example: Please submit your polling question responses to info@xxxx once the session has ended.
   4. ALL virtual CE’s must have a slide presented with each polling question. This eliminates any question of doubt from the attendee, and they are made aware that they must complete the polling questions in order to obtain CE credit. Have the presenter or moderator stop and explain the slide EACH time. The slide can include:
      1. STOP! You must answer each polling question in order to receive CE credit.
      2. If you are having issues with the polling system, please enter your response in the chat below, or email us at info@xxxx with your name and NPN and/or License Number.
      3. If you are submitting your polling questions via email, please include all answers in one email at the end of this session. **Important:** If you do not submit your polling answer to us in either the chat or email, you will not receive CE credit.
3. A written policy of how we manage this program, including the recording and retention of logs, etc., that can be shared with students.
   1. Example: All attendee logs of this session are saved to our database for future audits done by the state. In these logs, we verify if all attendees were present for the entire session. If an attendee logs out of the session and does not log back in, we will deny CE credit. If the attendee is having technical difficulties, it is up to the attendee to communicate this with the CE admin.

**Registration Considerations**

* Request NPN/License Number
* If registrant needs Continuing Education
  + i.e. “do you need continuing education credits?” (required)
  + Some people register, but do not actually need CE credit. This will clear any confusion if someone does not have an NPN/license number when looking up missing numbers.

*(Modified from Iowa’s requirements and guidelines.)*