

Just In Time Training

Frequently Asked Questions

1) How do I find training on a specific topic or issue?

Our training directory has videos listed in 2 ways: by topic or presenter. Usually searching by topic is the easiest way to locate a specific training. Under each topic are several different videos on the subject.

2) What do I do if I can't find the training that I need within your training directory?

If you do not find a video on a topic or issue that you would like training on, simply click the "Request Training Now" button and complete the form with as much information as possible. We will contact you to help identify an existing video training that will meet your needs. If there are no video trainings available, we will identify and contact a content expert to create a new training to meet your needs.

3) I am watching a video, but it has frozen or starts buffering. What do I do?

This could be the result of many different factors. We suggest the following:

- a) Try closing other programs, windows, or tabs and refreshing the page.
- b) Try using a different web browser. To find a different browser, visit <https://whatbrowser.org/>
- c) Clear your internet cache and cookies. This can be found in "Internet Options" in the settings icon in your internet browser.
- d) Try rebooting your computer.
- e) Streaming videos can be a problem if your internet speed is not fast enough. If you are using wireless (Wi-Fi), try hard-wiring into your router, or possibly put the computer in closer proximity to the wireless router. Contact your provider to see if the speed you receive is sufficient.
- f) Try rebooting your router and modem.
- g) Sometimes the video just needs time to load completely before hitting the play button and this will stop "buffering" and freezing of the video.
- h) If you are working off an old browser you may want to update the version. You can access a free download on the internet.

If you try these and still have issues, please contact us at centersupport@usf.edu with the information and our technical assistance team would be happy to assist further.

4) How do I receive a training certificate after watching a Just in Time Training that was pre-recorded and posted on the Just in Time Training Website?

To receive training credit you must take and pass the quiz for the training. The link to take the quiz is found on the page where you view the training. At the conclusion of the video, the quiz link will

appear in the text box under the video screen. You must select your location then follow the quiz instructions. After passing the quiz with a score of 80% or higher you will be able to print and save your certificate. You will also automatically receive an email from "quizresults" with a link to your certificate. If you are unable to locate the email in your inbox be sure to look in your junk/spam folders. We suggest creating a folder on your computer for the certificates and saving it there before printing.

5) If my spouse and I watched a training video together, do we each have to take the quiz?

Yes. You may watch a video with a spouse, partner or other but you must each take and pass the quiz to receive your training certificate. After the first person takes the quiz, do not close the video window. Click the back arrow or open the video page and click the quiz link again. The second person may then enter their name and email address and take the quiz.

6) What if I do not pass the quiz? Do I have to watch the entire training video again in order to take the quiz again?

No, as long as you have not closed the page you may take the quiz again. Click on the video page (the quiz opens in a new window) and click the link again, or use the back arrow.

7) What do I do if I cannot locate my certificate?

First, check your inbox for the email that contained the quiz results. This may have gone in your spam folder. The email contains a link to print your certificate. If you cannot locate it, you can send us an email to centersupport@usf.edu with the name and email address you used to take the quiz, the title of the video you watched, website you used (Florida, Nevada, California, or Cuyahoga) and the date you took the quiz. We cannot guarantee that we will be able to locate it but we will try.

8) If you cannot locate my certificate what can I do?

It is your responsibility to keep a copy of your certificate. If we cannot locate it you will have to watch the entire video again and pass the quiz to generate a new certificate.

9) I watched the video but never saw the quiz link. What should I do?

We're sorry you're having trouble accessing the quiz. Please take a moment to review the following information:

When you first access a video, below the video you should see a box that says "Quiz will appear here at the end of the training." At the conclusion of the video, the link to access the quiz will appear in that box. **It will not appear early if you fast forward through the video. You must watch the video in its entirety for the link to appear.** If you have followed this process, and are still having difficulty, there may be a technical issue with your browser. If this is the case, please let us know what video, what browser, and what version of that browser you are using, and any other information you think might be important to resolving the issue and email us at centersupport@usf.edu. We will work with you to resolve the issue.

10) I am having trouble watching Just in Time Training videos on my cell phone. What should I do?

Just in Time Training courses are best viewed on a desktop computer, laptop or tablet. While the videos will play on many mobile devices, there are too many variables involved with cell phones to guarantee that the viewer will have an optimal training experience.

Here are a few common issues with viewing these trainings on cell phones:

- 1) If a user receives or makes a phone call during the training, this could disrupt the flow of the training and prevent the quiz link from appearing.
- 2) If a user loses data or wifi access in the middle of the training, they will have to re-start and watch the entire video (or section if multi-part) to gain access to the quiz link.
- 3) Some phones will automatically launch the video in full screen mode. If those users hit the "home" button to close the video rather than "done" or "close full screen", they may lose access to the quiz link.
- 4) Longer trainings require more data than some have readily available, resulting in choppy playback.
- 5) Most videos produced prior to 2012 will not play on iOS devices.

We strive to make sure our videos play across all devices, however, due to the wide variety and constant updates of cell phones and their operating systems and the resources we have available, we cannot guarantee the video and quiz link will function properly on every mobile device.

11) Are the JIT training videos eligible for all of my continuing education requirements?

Each agency has different requirements for continuing education credits. You must contact your agency to determine eligibility.

12) I want to become a foster parent. Do you have the classes here that are required to become licensed?

We do not have online pre-licensing classes. Contact the agency that handles foster care in your county to inquire on the training schedule.

13) I live in a state that does not have a Just in Time Training website. Can I still participate in this training program?

Our program is available and our training certificates are valid only to participants that either reside in or are licensed with a contracted state, county, or agency. If you are interested in seeing our program in your agency- please suggest that they contact us. We would love to have the opportunity to provide all caregivers and child welfare professionals in your area with quality trainings, information dissemination and resources! Our email address for program information is centersupport@usf.edu.

Still have a question? Send an email to centersupport@usf.edu and we will answer your question.