

# LCWTA eLearning Site FAQ'S

## ACCESSING THE LCWTA eLearning SITE

### □ How do I access the Online Training site?

There are two ways to access the LCWTA eLearning site:

1. Go directly to the LCWTA eLearning site by clicking this link: <http://moodle.lcwta.org>
2. Go to LCWTA.org and click "Online Training"

### □ I am having trouble accessing the site. What do I need to do?

First, check to make sure you are connected to the internet. If you are not connected to the internet, you will need to connect. Unfortunately, each computer and internet service is different and we will not be able to assist you with internet or computer issues. We recommend reaching out to your internet service provider.

Second, make sure you are visiting the correct site <http://moodle.lcwta.org>

Third, if you have troubles with your username or password follow the two links below:

[Forgot your username](#)

[Forgot your password](#)

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## CREATING AN ACCOUNT

**How do I create an account?**

Go to the eLearning site ([moodle.lcwta.org](http://moodle.lcwta.org)) and click on “Create new account.” Follow the sign-up steps by filling out all the required fields. For detailed instructions, view the “Creating an Account” guide by clicking [here](#).

**I did not receive my confirmation e-mail. What do I do?**

Please check your Spam and Junk folders. Some e-mail systems direct e-mails from unknown contacts to these folders. Be sure to add “Admin” to your contact to stop this.

**Can my husband/wife/partner and I have the same account?**

**No.** Dual accounts are not allowed. Each person must have his or her own, as the LCWTA will report hours separately. There are no exceptions.

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## TRAINING HOURS

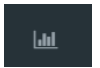
### □ **How does my Home Development office know I have completed trainings?**

Beginning of October 2018, the LCWTA Team began reporting Foster Parent and DCFS Staff Hours at the beginning of each month to each Regional Home Development Office in the state of Louisiana and DCFS Training Unit. The report contains information like your name, the title of the training you successfully completed, the region you belong to, the completion date of the training and the hours you received for that training. Therefore, is very important for you to provide accurate information about you to guarantee that it will get reported correctly.

You can send a copy of your transcript and your certificates to your Home Development office and case worker at any time by accessing the Transcript link within your LCWTA eLearning account. The transcript feature allows users to view an overall of the courses they have completed and the number of hours they have been awarded.

### □ **How many hours do I have?**

You can add your hours by looking at your transcript. The transcript link can be found on the left side of the LCWTA eLearning site with the graph icon.



### □ **What courses should I take?**

It is up to you to decide which training you would like to take. We recommend starting off with the courses in the “MANDATORY” category. You can also ask your case worker for recommendations to get information that applies to your individual needs.

### ● **My home development office said I need “X” hours—what courses add up to this?**

Training hours are listed in the description of each course on the LCWTA eLearning site. A chart of current courses and hours can be found on the “RESOURCES” category for updated charts.

**When are my hours due?**

For the current Fiscal Year (FY20), trainings are due by June 30, 2020.

**How many hours do I need?**

Regular foster/adoptive parents shall complete a minimum of 15 hours of approved in-service training per fiscal year (July 1 - June 30). In two parent households, the 15 hours may be shared between the foster parents; however, each parent must receive a minimum of five hours of the total 15 hours; (more information can be found at:

<https://www.powerdms.com/public/LADCFS/documents/405177>

**I did half the activities in a training. Can I get partial credit?**

**No.** A course is considered “Incomplete” if any of the course components are not attempted, not finished, if the post-test is failed, if the time requirements are not met, or any combination of these factors.

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## HOW TOs

### **How do I complete a course?**

To complete a course, you must achieve a passing score on the post-test. You will only have three chances to pass the post-test. To be eligible to take the post-test, you must first attempt the pre-test (not graded) and the training activity. Detailed instructions can be found [here](#).

These are the 5 steps to successfully complete a course:

1. Take the **Pre-Test**
2. Complete **the Training Activities**
3. Pass the **Post -Test**
4. Answer the **Evaluation** survey
5. View your **Certificate**

### **Where are the courses?**

Detailed instructions can be found [here](#).

### **How do I access different courses in a series?**

Some courses are a part of a series. These courses usually share the same name (for example, "Understanding Girls..."). You must complete the courses in order to access all courses in a series. Once a course is successfully passed, you will receive a message telling you congratulations followed by the key needed to access the next course.

### **How do I download my certificates?**

Click the "Certificate" link **after** passing a posttest. Then click "View" or "Download." Save the certificate to your computer. You can now print or share it.

□ **Where are my certificates?**

To see a list of your certificates:

- click on “My Certificates” on the left-hand side of your screen
- Or, click your name located on the top right hand corner of the LCWTA eLearning site and then click “Profile.” Click the small gear icon on the right-hand side, and then click “My Certificates.”

□ **What are the interactive courses?**

Interactive courses are new to LCWTA’s Moodle site. They were created out of your requests for more engaging courses. To see more detailed instructions, please see “Interactive Training Instructions” in the “Foster Parent Resources” category, or by clicking [here](#)

□ **How do I sign up for in-person trainings?**

In-person training sessions are not always available. Available times can be found in the calendar (left sidebar) and require participants to go to the training location. More instructions on signing up for in-person trainings can be found [here](#).

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## OTHER QUESTIONS...

- **There's not enough courses...**

We will be uploading courses throughout the year. Check your e-mail or the LCWTA Facebook for updates.

- **How can I get in touch with someone at the LCWTA?**

You can call our support line at 985-248-0888.

You can send us an e-mail – [support@lcwta.org](mailto:support@lcwta.org) or [LCWTA@selu.edu](mailto:LCWTA@selu.edu)

You can send a Moodle Message to LCWTA Online Support

- **How can I get updated information about Moodle courses or in-person training opportunities?**

Follow us on Facebook – [www.facebook.com/LCWTA](http://www.facebook.com/LCWTA)

Check your LCWTA eLearning site Calendar- link located on your left side navigation bar for In-Person Training Opportunities.

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