



School Social Work Association of America

FAQs

Extended Access: 2021 Virtual National Conference

- **Is there closed captioning available?**
 - Yes, these sessions have closed-captioning available in English, Spanish, and French.
- **Is a SSWAA membership included in the registration fee?**
 - No, SSWAA membership is not included in the registration. Individuals interested in joining can go to <https://www.sswaa.org/sswaa-membership>
- **How long will I have access to the sessions?**
 - The sessions listed below from the live event, have been recorded for your access in the on-demand format from July 1 - August 31. All sessions must be viewed and completed by August 31, 2021, and no extensions will be made.
 - Individuals registering in the summer for the on-demand extended access do not need the conference app.
- **How many CEUs are available?**
 - Registrants will have access to 24 hours of professional development training (24 CEUs) in the on-demand platform.
- **How can I receive my CEUs?**
 - To receive CEUs, individuals will be required to watch the full session, pass a post-test, and fill out a session evaluation. A CEU certificate will be available for immediate download upon successful completion of the session/course.
 - Please download your CEU certificate before the August 31 deadline. Requests for CEU certificates after this date will incur a \$25 transcript fee.
 - It is the responsibility of the attendee to download or print all certificates needed for CEU verification during the access window.
 - *Special Note for New York Attendees: To receive NY approved CEUs, you will need to ALSO register with NYSSSWA. See their website for IMPORTANT DETAILS. <http://nyssswa.org/2020-21-sswaa-virtual-conference/>
- **How will I receive my login instructions?**
 - Login instructions will be emailed shortly after registration. Please check your spam folder if they do not appear in your inbox. The email will come from no-reply@wizlearn.com



School Social Work Association of America

- **Why is the progress bar not moving even though I'm watching the videos?**
 - Some districts have network security settings that may be preventing full access to our system. Try opening and viewing in a new tab or try using a non-district computer and/or network to ensure your progress is being tracked accurately.
- **Do I need to watch the entire session in one sitting?**
 - Yes. The system will time out and you will have to re-watch the session if you are unable to sit through the entire session.
- **I've failed a quiz after 2 attempts, can I retake?**
 - If you fail a quiz after 2 attempts - a reset is required and only takes place on Wednesdays (last one would be Aug 25)
- **I'm having difficulty completing the courses in time. Can I have an extension?**
 - No, unfortunately we are unable to extend the plan for access. Please complete all sessions before the August 31, 2021 deadline.
- **Are there refunds offered?**
 - No, there are no refunds since it is on-demand.