Frequently Asked Questions
Online Courses for Project Management Certificate

1. **Do I need to be experienced with online courses to participate?**
   You should have a basic level of computer competency, but do not need to have prior experience with online learning. If you know how to send and receive email, create a word document, navigate a website and send an attachment, the instructional guides and support will provide enough direction for you to participate in the courses.

2. **Which learning platform is used for the online class?**
   Canvas is the digital learning environment provided by UW-Milwaukee.

3. **What teaching format is used?**
   The courses are interactive, and instructor led. You will have access to the instructor throughout the course. The content will be delivered through recordings and PowerPoint presentations, reading and writing assignments, quizzes, and online discussion groups.

4. **Do I have to be logged in at scheduled times?**
   Participation is conducted asynchronously, which means that you are not required to log in at the same time as the instructor or other participants. The course is available to you 24/7 and you may view the course content, engage in discussion groups and complete assignments for that week at your convenience.

5. **Is the course self-paced?**
   No, there are scheduled assignments and discussions required each week. You can, however, complete them anytime throughout the week. Students are encouraged to engage several times throughout the week.

6. **Is there an online orientation available prior to the session?**
   One week prior to the course start date, you will receive an invitation to your course in Canvas. Your invitation will be sent with instructions for creating a login and password and for navigating through the course site.

7. **Once I have access to Canvas, who do I contact with questions?**
   Details are provided with your course invitation regarding any questions about technical issues or accessing the course. Once the class begins you may access your instructor, Canvas consultants 24/7 and the UWM help desk.

8. **How many hours per week should I plan to invest in the program?**
   Plan to invest four to seven hours per week for the most benefit. Accessing your class frequently for short periods of time is better than one or two long blocks of time. If you are spending more than the estimated amount, please notify your instructor or UWM staff.

9. **Will I receive a course outline and syllabus?**
    The course summary will be available within the course. You may also view course descriptions and outlines on our website.

10. **Is the content in an online course the same as in the face-to-face course?**
    The courses cover the same knowledge areas and subjects but may differ in exercises and discussions based on the online format and instructor preferences.

11. **Will there be any scheduled conference calls?**
    There will be an option to participate in scheduled class conference calls for some classes at no additional cost. This is not a required activity, but an additional benefit for those who can participate. One or two courses may require that you collaborate with other participants. You may choose to set up conference calls with your group.

12. **What hardware/software will I need?**
    You need reliable internet access to play video lectures, read and download written materials, submit assignments, participate in online discussions, and take online quizzes. You can access Canvas on your phone with the Canvas App, but we recommend using a laptop or desktop computer for most of your work. This will give you a large enough screen, keyboard, and sound. The following browsers are fully supported:
    - *Chrome (versions 75 and 76)*
    - *Firefox (versions 67 and 68)*
    - *Edge 44 (Windows only)*
    - *Safari 11 and 12 (Macintosh only)*

13. **Can I use my mobile device?**
    Yes, there are Canvas student mobile apps for iOS and Android devices. You may find that the best use of the Canvas Apps is for viewing lectures, participating in discussions, and, most of all, receiving push notifications for course announcements. Submitting files for assignments is best done on a laptop or desktop. To help you decide how you want to use your mobile device for Canvas classes, here are useful guides:
    Canvas Student Android Guide
    Canvas Student iOS Guide

14. **Will there be hard copies of materials available?**
    If you choose to save and print course materials, you may do so from the course site. This may include word documents, PDF documents and PowerPoint presentations.

15. **Are there books to purchase?**
    Two courses require purchased books: "Empowering Project Teams: Facilitating Communication and Collaboration" and "Managing Multiple Projects." Please refer to the course website for the book titles. The total cost for all required book purchases will be approximately $65.

16. **What is the deadline for enrollment?**
    We prefer enrollments at least 5 business days prior to the course start date. After that deadline, please contact our office for enrollment options.

17. **Can I enroll in an online course once it has started?**
    If a course has already begun, late enrollments will be considered on a case-by-case basis. Please call our office for more information at 414-227-3220 or 414-227-3311.

18. **Can I enroll in the PM online classes independent of the certificate program?**
    Yes, you may enroll in any number of single online courses. You may also combine our online and face-to-face courses toward your Project Management Certificate.

19. **Does the PM Certificate-Online Track help prepare me for the PMP® or CAPM® Exam?**
    We are a Registered Education Provider for the Project Management Institute (PMI)®. All courses are reviewed for quality and compliance with "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)", Sixth Edition. With each online course you earn 14 PDUs toward the education requirements for your PMP® and CAPM® Exams. After completing the PM Certificate: Online Track, you will have earned 84 Professional Development Units (PDUs). We also recommend enrolling in the class "PMP® Boot Camp: Intensive Test Prep Plus Strategies and Tools" prior to applying to take the PMP® Exam.

20. **Will I be issued a certificate or course completion document from UWM?**
    After completing all the courses in the PM Certificate: Online Track you will be mailed a Certificate in Project Management from UW-Milwaukee School of Continuing Education. You will also receive a letter of recognition and a document indicating the PDUs, CEUs and the PMI® number for each course. When you complete an online course independent of the PM Certificate: Online Track, you will be issued a document of course completion indicating CEUs and PDUs and the PMI® reference number.

21. **Will I receive a course grade?**
    While our programs are non-degree-granting, the instructor will issue a score, equivalent to a grade, in Canvas after each course. It will be based on your engagement with assignments, discussion groups and quizzes throughout each week. This score cannot be viewed by any other students and will not be part of your official transcript. It is provided to verify your progress in the course.

22. **Will I have an opportunity to evaluate the certificate program courses?**
    Yes, you will complete an evaluation at the end of each course.

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