

## AFP Fundamentals of Fundraising eLearning Course Frequently Asked Questions

### About the Course

1. Q: Who do I call if I am having technical problems with the course?
  - a. A: Please contact customer support at 866-702-3278 or [support@peachnewmedia.com](mailto:support@peachnewmedia.com)
  
2. Q: What are the technical requirements for me to take the course?
  - a. A: To view the course you will need Adobe Flash Player 6.0.79 or later (<http://www.adobe.com/go/getflash>) (Flash Player 7 or later recommended), and one of the following browsers:
    - Windows:
      - Internet Explorer 7 and later  
<http://windows.microsoft.com/en-US/internet-explorer/downloads/ie>
      - Firefox 3.6 and later  
<http://www.mozilla.org/en-US/firefox/all.html>
      - Safari 4 and later  
<http://www.apple.com/safari/download/>
      - Google Chrome  
<https://www.google.com/intl/en/chrome/browser/>
  
    - Macintosh:
      - Safari 3 and later  
<http://www.apple.com/safari/download/>
      - Firefox 1.x and later  
<http://www.mozilla.org/en-US/firefox/all.html>
      - Google Chrome  
<http://www.google.com/mac/>
  
    - Linux:
      - Firefox 1.x and later  
<http://www.mozilla.org/en-US/firefox/all.html>
  
3. Q: How do I navigate throughout the course interface?
  - a. A: The AFP Fundamentals of Fundraising eLearning Course is a narrated, self-paced program. The narrator will explain the content presented on each screen. At the conclusion of the explanation you can advance to the next screen three ways; by clicking on the advance button at the bottom of the user interface screen, by clicking on the next screen title in the Outline mode or by clicking on the next slide in the thumbnails view. The Outline and Thumbnail views are accessed in the tabbed section in the left hand navigation pane. The Outline and Thumbnail views are quick ways to review screens that you have already experienced.



- b. Other noteworthy navigational elements include the progress bar at the bottom of the user interface, the audio mute button, and the Search tab. The progress bar lets you know what slide number you are on as well as the current time on the slide and the total time allotted for the slide. You can also “scrub” or rapidly advance or rewind the screens content by dragging the progress indicator forward or backwards. The search tab allows you to search the lesson by key terms. And the layout view mode allows you to toggle between standard view, slide view and zoom view.
4. Q: What are the “FAQ,” “Player Controls,” “Glossary” and “Resources” tabs?
  - a. A: In the upper right hand corner of the interface you will see four tabs that will enrich your learning experience; FAQ, Player Controls, Glossary and Resources. The FAQ tab is a listing of the most commonly asked questions regarding the eLearning course. The Player Controls tab describes the navigational elements of the course. The Glossary is a compilation of words and definitions found in the course. And the Resources tab contains all material relevant to the lesson you are taking.
  - b. A: Also in the upper right hand corner of the interface you will see the “Glossary of Terms” which is a searchable database of terminology relevant to the Fundamentals of Fundraising. As you interact with the glossary the course will pause automatically. It will resume play once you exit out of the glossary.

5. Q: Is the self assessment tool at the end of each module required? How do I save my answers?
  - a. A: At the end of each module there is a self assessment. The assessment is a great way to discover what you learned in the module. It is made up of a series of open-ended and multiple choice questions. We encourage you to take the self assessment to enrich your learning experience. When you submit your answer, a feedback screen will appear confirming your understanding or offering a correct answer. Your input can be printed at the conclusion of the assessment but will not be collected or tabulated.
6. Q: If I need to stop at any point in the course, will I need to re-start a lesson?
  - a. A: No, you can begin a lesson and your progress will be saved so you can pick up where you left off at a later date.
7. Q: Where can I find the answers to the self assessment?
  - a. A: An answer key to the self assessment can be found in the Resources tab.
8. Q: When will I complete a course evaluation?
  - a. A: At the conclusion of module seven you will be prompted to take a course evaluation. Please take a moment to let us know what you think of the AFP Fundamentals of Fundraising eLearning Course. Your input will help us tailor future offerings to best meet your needs.
9. Q: Can more than one person participate in the AFP Fundamentals of Fundraising eLearning Course?
  - a. A: No, the course is designed for a single learner to navigate at their own pace. Only one certificate of completion will be generated upon completion of the course.
10. Q: Will a hard copy AFP Fundamentals of Fundraising eLearning Course Participant Manual be shipped to me once I purchase the online course?
  - a. A: No, all of the resources of the online course are available within the course interface. There is no hard copy participant manual that follows along with the eLearning course. All of the appendix documents from the face-to-face AFP Fundamentals of Fundraising Course are available in the online course as PDF documents. Please print off these documents or email them to a personal email account if you wish you keep them for future use. If you would like to order a hard copy of the *Fundamentals of Fundraising*, you can do so at the AFP bookstore; <http://afpbookstore.org/?navItemNumber=560> . If you have any questions please contact the AFP Professional Advancement Division at [proadv@afpnet.org](mailto:proadv@afpnet.org) or 703-519-8494.
11. How much time will each lesson take?
  - a. This will vary based on the length of the lessons and the time you put into each exercise.
12. How long will access to the course be available?
  - a. The course will be available for six months (180 days) after purchase.
13. Can I download the course and take it off-line?
  - a. No, the course is only accessible through the internet thus requiring connectivity.
14. Is the AFP Fundamentals of Fundraising eLearning course available in languages other than English?

- a. Not currently. AFP is exploring the translation of several of their course offerings into other languages. If this is of value to you and your continuing education, let us know by dropping us a note at: [proadv@afpnet.org](mailto:proadv@afpnet.org)

### **CFRE Continuing Education Points and Certificate of Completion**

1. Q: How many CFRE CE points will I earn by taking this course?
  - a. A: Full participation in the **Fundamentals of Fundraising eLearning Course** is applicable for **16.0** points of CFRE Credit in Category 1.B – Education of the CFRE International application for initial certification and/or recertification.
2. Q: Do I receive a certificate of completion after the course?
  - a. A: Yes, upon completion of the course you will have the opportunity to print a certificate of completion.

### **Customer Service**

1. Q: Who do I call for questions about my certificate of completion?
  - a. A: For questions regarding your certificate of completion please contact customer support at [866-702-3278](tel:866-702-3278) or [support@peachnewmedia.com](mailto:support@peachnewmedia.com).
2. Q: Who do I call for questions about purchasing a hard copy participant manual?
  - a. A: If you would like to order a hard copy of the *AFP Fundamentals of Fundraising*, you can do so at the AFP bookstore; <http://afpbookstore.org/?navItemNumber=560> . For questions on purchasing a hard copy of the participant manual, please contact the AFP Professional Advancement Division at [proadv@afpnet.org](mailto:proadv@afpnet.org) or [703-519-8494](tel:703-519-8494).
3. Q: Where can I find additional resources and information on AFP professional development programs?
  - a. A: Please visit [afp.peachnewmedia.com](http://afp.peachnewmedia.com). Here you can browse additional eLearning opportunities, upcoming conferences and webinars, and additional resources that AFP offers.
4. Q: How can I join AFP today?
  - a. A: It is great to hear that you would like to join AFP! Please visit <http://www.afpnet.org/join> for more information on joining the Association of Fundraising Professionals!