COURSE REGISTRATION

What is the cost of the indirect fee (course) and manual per student?

Item	Price
ENPC 5th Edition Manual	$70.00
ENPC 5th Edition Course (indirect fee)	$75.00
TNCC 8th Edition Manual	$78.00
TNCC 8th Edition Course (indirect fee)	$85.00

How do I change the customer billing information?

You can choose, add or edit the Billing/Shipping customer when creating your course. You will not be able to change the billing information once the course is confirmed. If you need assistance, please contact Course Management at courseops@ena.org.

Why can't I find my instructors when I'm creating a course?

Please make sure your Instructors are COI compliant and hold a current instructor status by running the Current Instructors report. If you think they are current and compliant and you still cannot find them, please contact Course Management for assistance at courseops@ena.org.

STUDENT MANAGEMENT

How do I register students for my course?

Click on the Students icon next to the course number under Upcoming Courses. Then, click the Student Registration link. After you enter all the student email addresses, click Save. Please note there is a limit number of characters that you can put in at a time (up to 300). The registration emails will be sent.

How do my students receive their Pre-Couse modules email?

Immediately after registering for the course, the student will receive an additional email with the link to do the pre-course modules. The student can contact CourseOps@ena.org if they have any issues receiving this email after successfully registering for the course.

Why are my student's pre-course modules listed as pending?

Pre-course modules listed as 'pending' indicate the student has not completed their modules. Module completion is <u>required</u> to participate in the course. Please have your student log back into their eLearning profile to ensure everything (including submitting contact hours and completing the survey) has been completed.

How do I confirm student attendance and generate my indirect fee invoice?

Attendance can be confirmed on the 1st or 2nd day of class by marking each student either Attend or No Show and clicking the <u>Day 2 Complete</u> button. This will also generate your indirect fee invoice for the number of attended students. You are not invoiced for the No-Shows.

How do I send the exam email to my students?

All final skills scores and student types need to be entered on the last day of the course. Then you can click the Submit button next to each student's name. The exam email will be sent immediately. All students will have seven days to complete the final exam.

Can a student still challenge the course?

Yes, you can have challengers in your course. They will need to take the online pre-course modules. You can then mark the 'student type' as a Challenger on the second day of the course when entering skills scores. They will then receive an email with the final exam followed by access to the appropriate certificate.

Can Non-RN's attend my course?

Yes, Non-RN's can attend the course. They will need to take the online pre-course modules. You can then mark them as a Non-RN on the second day of the course and they will receive an email with a course survey followed by access to the appropriate certificate. Pease note that Non-RN's can be tested on the skills stations, but they do not take an exam.

A student needs to retake a course. What do I do?

The student will need to be sent a registration email for the new course number. Their previously completed pre-course modules date will populate in the 'PC completed' column.

POST COURSE MANAGEMENT

How do the students find their Provider cards?

Students can access their provider cards from their eLearning Profile. They will need to go to ENA.org, click on Education and then click on the 'Access My Online Courses' button. Then click the link under Manage Courses. Under 'submitted courses' they can print out their Provider Card. OR they can access their cards from their ENA.org profile. Under the Account Links section, they will click on Education and then scroll down to the Certifications section.

How do my students find the Provider course certificates?

Students can access their certificates from their eLearning Profile. They will go to ENA.org, click Education, and then click on the 'access online courses' button. They then click the link under Manage Courses. Under submitted courses they can print out their Provider Certificates.

Why don't I see the student's exam score?

Successful student exam scores will populate in eCourseOps. If no scores appear after the allotted 7 days, then the student has either failed the exam, did not finish or not attempted to take the exam.

Can I mark my students as Instructor Potentials?

You will have 30 days from the end of the course to mark your student's as Instructor Potential. There will be a box where you can check to indicate Instructor Potential next to the student's name

What do I need to send back to ENA?

ENA needs any Instructor Candidate Monitoring forms, Course Director Monitoring forms, as well as any Notice of Disclosures and Commercial Support agreement if applicable. These can be emailed to CourseOps@ena.org.