

Enrollment

How do I enroll a student?

To enroll a student contact Kristen Sheetz at studenthelp@dcalearning.org. She will be able to walk you through the process.

What do I have to do to complete a course?

Each DCA course includes a series of lessons, several sets of evaluations, and a Final Examination. You must complete all lessons and evaluations plus the final exam within one year after enrolling. If you do not meet these requirements, you must re-enroll in order to complete the course.

Evaluations

What are Evaluations?

Evaluations are multiple choice questions that allow DCA and you to gauge the learning process at logical points in your coursework. They also let you offer input on the course and how it is being administered. In every course, there is a set of evaluations following Lesson 2. After that, there is a set at the end of each course section.

How do I complete an Evaluation?

Every DCA course has three types of evaluations: Learning Evaluations/Exam, Training Evaluation/Skill Assessments, and Satisfaction Evaluations. All of these are required coursework and can be completed online through this website.

The **Learning Evaluation/Exam** is a multiple-choice test on a single section of the course. To complete a Learning Evaluation/Exam you must score 75% or higher.

The **Training Evaluation/Skill Assessment** consists of a set of questions on knowledge and skills you acquired through the lessons in that section. You must score 75% or higher to complete this evaluation too. Note: Training Evaluations/Skill Assessments are required for members only.

The **Satisfaction Evaluation** is a survey that asks you to rate the objectives, content, presentation, and service or support for lessons in that section of the

course. This evaluation is not graded but you must still complete and submit it as part of the required coursework.

Lesson 1 of each course gives information about the evaluations for that course.

How are Learning Evaluations/Exams graded?

Grades for **Learning Evaluation/Exams** are percentages based on the number of correct answers versus the number of questions. For example, if you correctly answer 20 out of 25 questions, your grade is 80%. The minimum grade target for Learning Evaluations/Exams is 75%.

Each **Training Evaluation/Skill Assessment** consists of a questionnaire. Manager sign off is required for each Training Evaluation/Skill Assessment. Note: Training Evaluations/Skill Assessments are required for members only.

Where can I find the Training Evaluation/Skill Assessments and Satisfaction Evaluations?

Training and Satisfaction Evaluations are included in each course and numbered to match Learning Evaluations/Exams and should be completed with them. For example, if you are taking the Diamond Course, when you take the test for Learning Evaluation/Exam 1, you should also complete Training Evaluation/Skill Assessment 1 and Satisfaction Evaluation 1.

When can I take the Final Examination?

When you have completed all the Evaluations for the course – Learning, Training/Skill Assessments, and Satisfaction – you are eligible to take the Final Examination. Training Evaluations/Skill Assessments must be signed off by a manager to be eligible to take the Final Examination.

What is the Final Examination like?

The final exam consists of multiple-choice questions just like the ones on Learning Evaluations/Exams. The testing procedure and number of questions depend on how you decide to take the exam, and for most courses there are two basic options: You can take an open-book exam or a “With Honors” closed-book exam. Note that closed-book exams are available to DCA members only. With an open-book exam, there usually 75 questions, you take the test without supervision, and you can look through the course to find answers. With a closed-book exam, you take the test under the supervision of a proctor designated by your company, and you cannot refer to lessons or other information sources. If you choose this option, the exam will have 50 questions and you will receive special recognition upon passing. You can take the open-book exam for any course online. Closed-book exams are taken online in the presence of a proctor. Proctor instructions can be found in the Dashboard section of DCA’s LMS and the DCA Courses section of DCA’s website.

How and when will I receive the Final Examination?

Most students take the final exam open-book. Open-book exams for all courses can be taken online. If you purchased the “With Honors” version of any course, you will take a closed-book exam online but must have a proctor present at the time of your final exam. Please review the proctor instructions in the Dashboard section of DCA’s LMS or on DCA’s website, for more details. Closed-book exams are available to DCA members only.

Grading

How is the Final Examination/Exam graded?

The final exam is graded exactly like the Learning Evaluations/Exams. The grade is a percentage based on the number of correct answers versus the number of questions. The minimum grade target is also 75%.

What if I don't score 75% or higher on a Learning Evaluation/Exam?

You must retake the evaluation/exam. You may do this as many times as you need to. When you score 75% or higher, that grade will be averaged with the other(s) to determine the overall grade for the test.

What if I don't score 75% or higher on the Final Examination?

With most courses, you may retake the exam once. If you score 75% or higher on your second attempt, you have successfully completed the Final Examination. The grades for all attempts are then averaged to determine the overall grade for the exam. If you do not score 75% or higher on the second try you must re-enroll in order to complete the course.

How is my overall grade for the course calculated?

The grades for the four Learning Evaluations are averaged; then that grade and your grade on the Final Examination are averaged. For example, if your average for the Learning Evaluations is 90% and your grade on the Final Examination is 80%, your overall grade for the course is 85%.

When I pass my Final Examination, how and when will I be notified?

You will receive your results immediately after you complete your final exam online. Additionally, you will automatically receive a digital version of your completion certificate if you receive a passing grade.

Certification Recognition

What type of recognition will I receive when I successfully complete the course?

Many DCA graduates order specially mounted certificates of completion, known as plaques. After you or your company orders a plaque, delivery takes about six to eight weeks. You or your company can also order DCA pins recognizing your achievement.

Can I order a plaque or pin for myself?

Yes, if you are currently employed by a DCA member company you may order a plaque and pin yourself. You may visit our online store located at the top left of this page to purchase a plaque and/or pin for courses that you have completed. You may also contact DCA to place an order. (Plaques and pins may only be displayed or worn in DCA members stores.)

DCA Course Policies

What happens if I have to re-enroll in order to complete the course?

If you do not meet the one-year time limit or the two-attempt limit on the final exam, you may re-enroll in and retake the same edition of the course once, provided that the re-enrollment occurs within one year. (The year is measured from the first completion deadline or the second exam attempt.) If you missed the time limit, you have to finish the work you did not complete. If you missed the exam limit, you must repeat all the coursework. After one course retake or one year without re-enrolling, you must enroll in the latest edition of the course. If DCA has issued a new or revised edition, you must pay the full tuition, you will receive new course materials, and you must repeat all the coursework. This is true whether you missed the time limit or the exam limit. If DCA has not issued a new or revised edition of the course, the fee and work requirements are the same as for a first retake. Any retake has the same time limit as the original course – one year from the date of re-enrollment.

What is DCA's policy on student integrity and academic honesty?

Students are required to complete all coursework themselves, under the conditions specified for that work. If signs of cheating or other academic misconduct are detected, DCA will notify the sponsoring Executive or Associate Member, which will evaluate the evidence and determine the consequences.

What is DCA's policy on student complaints?

DCA will review in a timely and fair manner any complaint it receives from a student. Complaints may be about any aspect of DCA's program, services, operations, staff, or management. They may be submitted verbally (in person or by phone) or in writing (via email, fax, or mail). DCA will review within five business days complaints that do not directly involve staff or management personnel. For other complaints, the review will be made within ten business days in order to allow the staff or management member sufficient opportunity to provide a response to the complaint. DCA will notify the student in writing of the results of the review, and will take any necessary follow-up action. DCA will also inform the student about where and how he or she may file a complaint with DCA's accrediting agency or other appropriate agencies.

What is DCA's course cancellation policy?

Enrollment may be cancelled for a full refund within thirty days of initial enrollment if you do not take any portion of the course. If you have taken any portion of the course, you will be ineligible for any refund.

- A request for cancellation may be conveyed in any manner – in person, by phone, e-mail, letter, or fax.
- Due to the unique relationship DCA has with its members and students, refunds will be issued to the party, student or employer, who actually paid for the course.
- Refunds will be processed within 30 days of submission.

How do I use course coupons?

Coupons are purchased through DCA's LMS by member companies in advance and can be redeemed by a student to "purchase" a course. Once a learner receives the coupon code, they will be able to click the **Buy** button on a catalog item, and apply the coupon in the Coupon field for a discount. Coupons are transferable as long as a student has not started a course.

What if I have questions that are not answered in this section?

Please contact us by emailing studenthelp@dcalearning.org or phone 615-385-5301/toll-free 877-283-5669. Our usual office hours are 8:30 AM to 5:00 PM Central Time, Monday through Friday. (We close for major holidays.) Most phone questions or requests can be answered immediately. We try to respond to email inquiries within in 24-48 hours.