

Teen Driving... A Family Affair



FREQUENTLY ASKED QUESTIONS

How do I apply for a parking permit?

The Teen Driving program is just a part of the requirements the schools in Dutchess County have for the students to receive parking permits. Our organization is only responsible for providing this program to the schools. If your student needs to apply for a parking permit, you need to speak to your school.

How do I know if my student needs to take this course?

This program is for students who will have a license and want to drive to school for the UPCOMING school year only. If your student does not have a license or is not eligible for a parking permit in the coming school year, they are not eligible to take this course.

What is the correct website to take the course?

The website address for our online classes is <https://capedc-education.org>.

How long will it take to complete the course? Can I exit and come back to it?

The course takes about an hour to complete. If you exit the course, you will be able to resume where you left off. Please note that all the sections have a minimum time requirement, so make sure to read all the text and watch all the videos in full. Otherwise, you will likely receive a warning at the end of the section letting you know that you will have to start it over.

How do I register for the Teen Driving course?

A two-page letter was provided to each school with instructions on how to complete the course. You would have received that from them already. If you do not think you have it, then please check with your school. The course website address, the procedure to log in, your school's enrollment key, the date range that the course will be open to you, and the requirements needed to receive credit are all in the document.

Where is my confirmation email? I made an account but did not get one.

Most of the email confirmations are instant, but some go into the spam folder, and a few have gotten delayed or are blocked by the email server. If you have already waited 24 hours and checked your spam folder, but you still do not have a confirmation, send the name and email you registered with to info@capedc.org. Your account will have to be confirmed manually from the back end of the system. Please note that these requests will only be resolved during our normal office hours: Monday – Friday from 8 am – 4 pm.

Do I have to complete more than one class on the website?

As the letter provided to your school indicates, you are taking the Teen Driving course. This is the only course you need to click on. PLEASE DO NOT TRY TO PAY FOR OR ENROLL IN VICTIM IMPACT PANEL. This is a completely different course. The Teen Driving course is FREE. If it is prompting you to pay, you have clicked on the wrong class.

What is my enrollment key?

A two-page letter was provided to each school with instructions on how to complete the course. You would have received that from them already. If you do not think you have it, then please check with your school. The course website address, the procedure to log in, your school's enrollment key, the date range that the course will be open to you, and the requirements needed to receive credit are all in there.

Does the parent also need to take the class or just the student?

As the letter provided to your school indicates, both the student and ONE parent or guardian are required to take the course SEPARATELY. The idea was to have you take the course separately and then have a family discussion about it afterward. Take the course on different devices to avoid issues with the survey.

Can we take the course together?

In order for the system to mark you as completed, both the student and ONE parent or guardian are required to take the course SEPARATELY. This is to accommodate families with schedules that do not allow them to view the course together. The idea was to have you take the course separately and then have a family discussion about it afterward. If you want your student to get full credit, you both need to make separate accounts and view the course separately. Take the course on different devices to avoid issues with the survey.

Do both parents need to take the course?

As the letter provided to your school indicates, both the student and ONE parent or guardian are required to take the course SEPARATELY. Only one parent or guardian should register for an account and take the course.

I am a parent with more than one student, do I need to take the course twice?

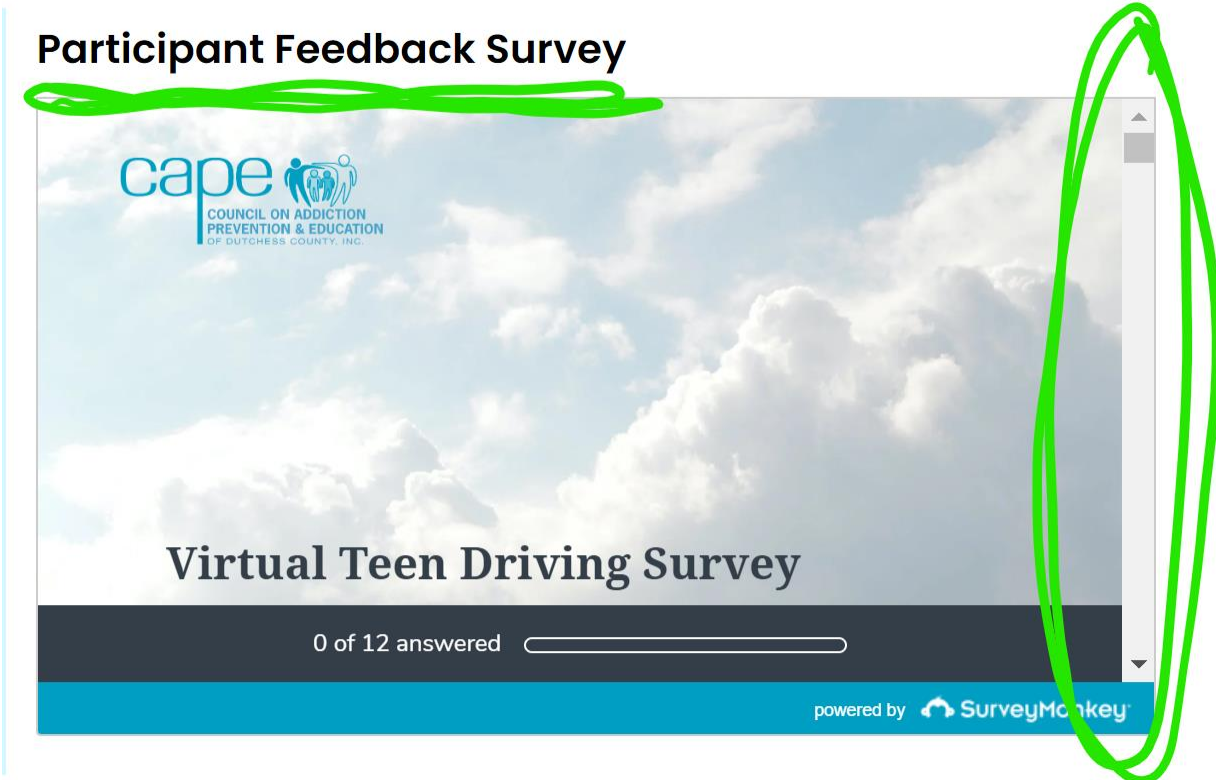
Only one parent/guardian per household is required to watch the content once. If you have multiple children that will be taking the course and applying for a permit, please list all of their names in the first name area of the 'Student Name' field on your participant feedback survey submission.

Why aren't the videos working?

The videos are all working correctly, and they have been tested on several devices and internet browsers. The issue is being caused by your internet browser (i.e. Internet Explorer, Safari, Microsoft Edge, Mozilla Firefox, Chrome, etc.). The video is set to auto-play on a loop. If the video is just buffering or showing as a still image, then it is being blocked by the security settings on your internet browser. Every browser is different. Go to the browser settings and look for something that blocks/allows auto-play of videos or audio/visual content. Once you make sure the settings ALLOW the video to play, you just need to refresh the page and the video will work. If you need further assistance with the browser settings, please utilize Google search to find where the setting is for your particular browser (all you need to do is Google 'Why won't videos play in [insert name of browser]' and the answer will come right up). If you or someone in your house cannot resolve this, please try a different browser or a different device. We recommend using the Microsoft Edge browser.

How do I take the survey?

When you click into the participant feedback page, you should be seeing a survey embedded into the page from SurveyMonkey. It is a box with a blue sky and clouds in the background (see screenshot below). There is a scroll bar on the right (circled in green) that you can use to scroll through the questions. Make sure to click the blue submit button at the end of the survey. You will see a confirmation message from SurveyMonkey saying 'Thank you for taking the survey.'



Why does the survey say 'Thank you for taking the survey' when I have not actually taken the survey yet?

The course instructions recommend that the student and parent take the course on separate devices, to avoid issues with the survey. If a parent and student take the course from the same device (computer, tablet, phone), and especially if they take it from the same browser (Chrome, Firefox, Edge, Safari, etc.), they will likely have this issue. The survey has a feature that prevents someone from accidentally submitting it twice, so it recognizes the device you are taking it on. If that is the scenario you're dealing with, just try logging into your account on another device (maybe on your phone) and go straight to the participant survey section. You should then be able to see the survey box and scroll through to fill out the questions.

Why does it say 'Not Attempted' under the course section after I completed it?

If you see 'Not Attempted' under the sections, you can disregard it, as long as you have a blue checkmark.

How do I know if I completed the course?

Please make sure you use the yellow buttons to get all the way to the end of the course. The final page before you hit the yellow 'Finish This Course!' button explains exactly how to perform a self-check and make sure you will receive credit. PLEASE NOTE: WE CANNOT RESPOND TO INDIVIDUAL INQUIRIES ABOUT WHETHER PARTICIPANTS WILL RECEIVE CREDIT. Although we will not be able to check for each of the thousands of people taking the course, you can follow the instructions to verify this for yourself. Go back to the final page of the course for all the information you need.

Do I get a confirmation email or course certificate at the end of the course?

There is no confirmation email or paper certificate sent when you are done. Just go back to the last page of the course (after the survey) where it explains exactly how to perform a self-check to ensure you have completed all the requirements. Once you verify that you are done, there is no further action needed. We will be cross-checking the course completion with the survey submissions and compiling a list of the students who are getting credit, once the course period is over. We will send that list directly to the school by mid-August.

What if my questions are not answered by this FAQ?

This FAQ and the instructions provided within the course address all common questions or issues experienced by participants. Please read through the course CAREFULLY, especially at the beginning and end of the course. Any further questions should be directed to your school.

**WITH SEVERAL THOUSAND PARTICIPANTS CURRENTLY
REQUIRED TO TAKE THE COURSE, OUR CAPE STAFF IS
NOT AVAILABLE TO ASSIST WITH INDIVIDUAL INQUIRIES.**

PLEASE CONTACT YOUR SCHOOL FOR ADDITIONAL HELP.