CHEP's Online Learning
Documented Technology Plan

Security Measures:

CHEP Inc. is utilizing Cisco Webex for their online learning webinars. This platform offers a multitude of security options which CHEP will take advantage of in order to provide our attendees with the best and safest experience possible.

- Attendees must register their name and email address with each specific webinar. A registration link will be provided once the attendee registers through Constant Contact for the program. In addition, a registration password will be provided that must be entered to verify only those who have registered through Constant Contact are able to register for the webinar itself.
- A confirmation email from Webex will be generated and sent to the attendee with the access link, session number and session password (different from the registration password) to be used on the day of the program.
- CHEP is able to manage registrants within the Webex session and remove any registered attendee that is not also registered through Constant Contact. Note: only paid-in-full registrants will be able to attend.

Attendee Interaction:

- Webex Trainings provides attendees with the ability to interact with the presenter and other attendees via features including chat, question and answers, and polling.

Technical Assistance:

- A CHEP staff member will be in attendance on every webinar and will be available via email for any technical assistance throughout the duration of the program.

Commercial Support and Advertisements:

- Embedded advertising and direct commercial links will not be utilized during the educational content portion of the presentation time in the event of any form of commercial sponsorship of a program. Sponsors will be acknowledged during the CHEP Housekeeping portion at the start of the program, and/or additional time after the conclusion of the program will be designated for the sponsor representative to speak to attendees. Attendees have the ability to opt out prior to any sponsorship presentation begins. Sponsor and/or commercial support presentations will not be included in the total number of awarded credits for attendees and will be presented outside of the content time.

Attendee Verification:

- Webex tracks each email address with two Attention Ratings:
  - Attention-to-attendance ratio (ATA): Attentiveness based on how long the attendee was in the training session.
  - Attention-to-duration ratio (ATD): Attentiveness based on the duration of the training session.
- CHEP will pull these reports on the morning of the following business day (once the report is generated by Webex) and will issue credit to any attendee with an ATD Attention Rating of 90% or higher. This allows for a slight margin of error on the attendee's part.
- The following verbiage will be provided to attendees at the start of every program in order to communicate affectively the requirements for credit completion:

- All attendees are required to receive an Attention Rating of 90% or higher in order to receive credits. The Attention Rating is calculated automatically through the Webex system and reported to our team at the conclusion of the program. In order to receive the highest rate possible, stay logged into the training for the duration, do not minimize the training screen, and do not open other screens on top of the training.

Evaluation Process:

- Evaluations will be emailed within two business days to the attendees with an ATD rating of 90% or higher. Certificates will generate upon submission of said evaluation and the attendee can print or save that page to their computer for their records.

Any questions or concerns regarding these processes should be directed to the appropriate Program Manager or staff member assigned to the specific program of concern (see below).

Annie Caporellie, Local Program Manager – acaporellie@chepinc.org
Carly Spiewak, Education and Training Manager – cspiewak@chepinc.org
Carissa Merritt, Development and Special Events Coordinator – cmerritt@chepinc.org

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