



CHEP's Virtual Learning Policies and Procedures

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 are inputted into the Webex Event and emailed an access link for the webinar a minimum of 48 hours prior to the start of the program. The access links that are provided to the attendee are tied to their name and email address and should only be used for them specifically. Access links *will not* be provided publicly. Note: only paid-in-full registrants will be able to attend.

CHEP utilizes event passwords and speaker/panelist passwords for each session for added security. These are provided to the attendee through the access link email.

Attendee Interaction:

Webex Trainings provides attendees with the ability to interact with the presenter(s), host/moderator, 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 beginning. 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 occurrence of the training link which is emailed to attendees starting 48 hours prior to the start of the program. These access links are tied to the attendee's email address and name and thus CHEP is able to monitor each registrant's attendance during the webinar. In order to receive credit for the program, a registrant must attend at minimum of 90% of the content portion of the program.
- The 90% attendance rating is calculated from the post-event reporting generated by Webex. Multiple occurrences of logins will be added together to determine the final attendance rating.
- CHEP recognizes that it is more efficient for teams working in the same office to all watch under one computer or login. One member will need to be logged in, and each additional team member viewing the webinar should email the CHEP Program Manager at the start of the webinar with their name and the name of the team member logged into the webinar in order to confirm their attendance.



- 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 Attendance Rating of 90% or higher in order to receive credits. The Attendance 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, participants must 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 attendees with an Attention 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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