

FREQUENTLY ASKED QUESTIONS FOR ONLINE (INSTRUCTOR- LED) COURSES

WHAT ARE THE AIB ONLINE COURSES?

The AIB Online Courses are instructor-led courses that are delivered over the Internet. In many respects, they are very similar to classroom-delivered AIB courses in that they have a start date and an end date with the students required to complete one or more lessons each week. Each lesson typically consists of reading a chapter in the textbook, completing a self-check quiz online and completing an assignment that is submitted electronically to the instructor. Students do not need to login at a certain time or date, but must make sure they read the assignments and post homework within the deadline given. Normally, students should be logging in at least twice a week.

Most of the sixteen-week courses (except for the certificate courses) include a textbook with the course. These books are sent to the student before the class starts and are included in the registration fee. Each class is limited to approximately 20 students. During the course students will be communicating with other students and the instructor using both e-mail and an online discussion board. Instructors are available to answer questions from the students and to provide feedback on the work submitted by students.

HOW DO I REGISTER STUDENTS

1. All registrations must be received at ABA at least one week before the class start date so registrations must be received by Tennessee Bankers Association prior to the one week deadline. For example, for a class starting on Monday, September 23 all registrations must be received by ABA prior to Tuesday, September 17th.
2. **Fax your registration to 615-244-0995 or 615/313-0214.** Please **make sure the registration is legible.** We receive many faxed registrations that are too difficult to read. To make sure we received the fax you can call us or you can mail the form. It is very important that the student's email address is clear and legible. Email is the primary method of communication among the students and instructors. All registrations must have the student's social security number.
3. ABA will fax a confirmation of the student's registration within 48 hours of inputting it into the system.

WHAT DOES THE STUDENT RECEIVE AFTER REGISTERING?

1. The student will receive an email from Tennessee Bankers Association and from ABA within 48 hours after the registration has been processed notifying them that they have been registered for the course. This email will include information on when the course starts and when and how to access the course site. See Example (Student Confirmation Letter).
2. If a textbook is required for the course, this will be shipped from the ABA warehouse. Materials are sent UPS ground delivery and take from five to ten business days to arrive at the student's address.
3. On Friday afternoon before the start of the class, students receive an email from ABA reminding them the class is starting with information on how to access the course.

WHAT IF THE CLASS IS FULL?

If a class becomes full there are two things ABA may do:

- 1) Another section of the class may be added starting on the same date or;
- 2) ABA will notify the student and Tennessee Bankers Association that the class is full and let the student select another date.

WHAT IF THE CLASS DOES NOT HAVE ENOUGH STUDENTS?

ABA generally does not run classes with fewer than 15 students. If they cancel a class, they will notify the student and Tennessee Bankers Association and move the student to the next available class, with instructions on contacting ABA if this date does not work for them.

HOW ARE GRADES POSTED FOR STUDENTS?

The student receives a letter of completion a week after the course has ended. See Example (Student Completion Letter). ABA also sends a grade report on a monthly basis to Tennessee Bankers Association and these grades become part of the students' permanent transcript.

WHAT IS THE CANCELLATION/TRANSFER POLICY?

1. For cancellations or transfers before the class starts there is a 100% refund for cancellations and no transfer fee if the student wants to move to another date.
2. If the student cancels within 10 business days of the class beginning, an administrative fee is charged (\$100 for all courses).
3. There are no refunds for cancellations made more than 10 business days after the start of the class, subject to special exceptions.
4. If a student would like to transfer to another class after 10 business days ABA will charge them the \$100 transfer fee on a one-time basis. If a student needs to transfer again after the 10 business days they will be required to pay the entire registration fee again (minus the textbook cost).

HOW DO THE CERTIFICATE COURSES WORK?

Students can earn the AIB Certificates by taking one of the following certificate courses **plus Banking Today (this may be waived based on experience.)** The certificate courses include all of the required courses included in each certificate. Because the online format does not allow students to select their own electives, we have noted the prerequisites and the elective courses we selected for this course (in parenthesis):

- Account Specialist Certificate (Retail Track: Cross-Selling Deposit Products, Consumer Credit Products, and Dealing Effectively with Co-Workers)
- Customer Service Representative Certificate (no prerequisites or electives required)
- Team Leader Certificate (no prerequisites or electives required)
- Sales Manager Certificate (Intro. To Relationship Selling, Meetings that Work and Identifying and Leveraging Target Markets)
- Branch Manager Certificate (Intro. To Relationship Selling, Managing Employee Relations, Performance Management and Coaching for Success)
- Supervisor Certificate (Managing Change)

Each of these certificate courses lasts 16 weeks.

When you receive the student's grade for these certificate courses it will be a letter grade. When they are input into the student records, a Pass/Fail may be posted to each of the individual courses. This allows for students to use the individual courses for other certificates and diplomas.

Once the student has completed the certificate class as well as either Banking Today or Principles of Banking (or applicable experience) please email or call Susan Conley at TBA, 800/964-5525 or 615/244-4871, and request the ABA/AIB certificate. Susan will order the certificate from ABA. The price for the certificate is included in the price of the course.

IF A STUDENT HAS QUESTIONS WHOM DO THEY CONTACT?

They may contact their bank representative first and then they or the representative may contact Debbie Brickles at Tennessee Bankers Association. TBA's numbers are 800/964-5525 and 615/244-4871. Email is dbrickles@tnbankers.org.

Sample: ABA Student Confirmation Letter



**American
Institute of
Banking**

National
Headquarters

Dear Registrant:

Thank you for registering for the AIB **Financial Accounting** online course. We look forward to your participation and working with you.

You should receive the course material within 10 days of your registration. If for some reason this shipment does not reach you in a timely fashion, please contact our Member Services Department at 1-800-BANKERS (1-800-226-5377).

The web address for your course is <http://aba.blackboard.com> and will be available on **September 10**. Do not add "www" to this address. Your Course ID is **ACC26**. Please use this in all correspondence with ABA and your instructors.

Click on the **Login** button. When prompted, type in your Username and Password. Both your Username and Password are your first initial and last name with no spaces, all lowercase letters. For example: If your name is John Smith your username will be jsmith and your password will be jsmith. However, there are some instances where we have to use student's first name and last name as username and password (for example, johnsmith). The software is case sensitive. Please be sure to enter the information as indicated here. If you have taken a course with us before, you will need to use the password you created for that course to access this course.

To access your course, click on the course title under **My Courses**. Once you have accessed the course site, please change your password to insure privacy. If you have difficulty accessing the course or need further information, please contact our toll-free help line at 1-877-871-3931. The line is available from 7:00 a.m. until 10:00 p.m. Eastern Time every day.

Once again, we look forward to working with you and appreciate your choosing ABA/AIB as your source for banking information and training.

Refunds will be made (less \$100 cancellation fee for 16-week courses and \$50 cancellation fee for 5-week courses) if received within 12 business days of start of course.

P.S. If you have not received an e-mail from us by the Friday before the class starts, it may mean we do not have a valid e-mail address for you. Please go to the website listed above to log on. After logging on, under "Student Tools" be sure to correct your e-mail address. Please also send an email with your correct email address to online@aba.com.

Users/dbrickles/WP/ONLINE CLASS INSTRUCTIONS

Sample: Student Completion Letter

November 4, 2004

Student Name
National Union Bank Kinderhook
Address
City, State Zip

Dear Allyson,

We are pleased to report that you have successfully completed the following ABA/AIB course:

<u>Course</u>	<u>Grade</u>
Banking Today	A

We hope that taking this course has been a rewarding educational experience for you and has encouraged you to continue your banking education. If you need any additional assistance feel free to write the ABA/AIB Online office, call 1-800-BANKERS or you can email us at online@aba.com.

We look forward to seeing you in future classes. You can check with your Local ABA Training Provider for new online courses being offered or you can visit the ABA website at www.abaelearning.com

Thank you again!

Sincerely,



Chris Kelly
Manager of Distance Education