Introduction to Resilience for Development
Massive Open Online Course

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Frequently Asked Questions
22 December 2017

1. How do I register for the course and what are the course dates?

Part 2 of the Introduction to Resilience for Development Massive Open Online Course
(MOOC) will take place from 23 January to 12 February 2018. All the participants who had
registered for Part 1 of the course are automatically enrolled in Part 2. If you do not wish to
participate in Part 2, you can unenroll by clicking on the Administration tab in the top left of the
course room and selecting 'Unenrol me from this course'.

2. Is this a free course?

Yes, this is a free course and is open to the public. You must create a free account on
ConservationTraining.org in order to enroll.

3. How many languages will be the MOOC be available in?

The MOOC is available in three languages: English, French and Spanish. To change your
language, on the course home page click the English, French, or Spanish link to view the course in
your chosen language.

4. Do I need to have a certain qualification to undertake this course?

This course is designed to build the capacity of policymakers and practitioners working in the
areas of biodiversity conservation and sustainable development. However, this course does not
require any particular qualification and is open to everyone.

5. Is it too late to join the course? When is the latest that I can begin to take the course?

Participants can register for the course at any time. However, you must complete the three
required online lessons, the course quiz and the course survey by 12 February 2018 to receive your
certificate of completion for Part 2.

6. Is the course accessible through mobile phones/I-pads/Kindle?

No. The course is only accessible through your computer browser.

7. Who are the course facilitators? How can I contact them?

The course coordinator will answer all questions about the Conservation Training course room,
the webinar series, or general course engagement. The course facilitators will help clarify course
material, answer content-related questions, moderate discussion threads and facilitate webinars.
The course coordinator and facilitators can be contacted by email or the course room.

The course coordinator for this course is:
Viktoriia Brezheniuk, Global Programme on Nature for Development, UNDP
viktoriia.brezheniuk@undp.org

The English facilitator for this course is:
Marcela Torres, United Nations Development Programme

mtorreschile@gmail.com

The French facilitator for this course is:
Laurent Mesbah, United Nations Development Programme
laurent.mesbah@gmail.com

The Spanish facilitator for this course is:
Martin Cadena, United Nations Development Programme
cadenamartin@gmail.com

8. What are the criteria for receiving the UNDP certificate of completion?

To receive the Part 2 Certificate of Course Completion, you are required to complete the three online lessons, the final course quiz and the course survey. These are the ONLY requirements to receive the certificate.

The certificate of completion will be made available when all lessons are completed, the course quiz has been passed with 60% or higher, and the compulsory feedback survey is completed. The certificate of completion will be available within the main course room home page.

9. If I have poor Internet connectivity, but want to undertake the course, what do I do?

We understand the limitations of participants who reside in locations with poor Internet connectivity. Once you register, we can support you to work off-line in several ways. Through email, we can provide the list of discussion topics, and readings.

All three online lessons will be available in the course room during the first week of the course. If your Internet connectivity does not allow you to complete the lessons online, you can download the self-paced lessons within the course room for each week, and share the screenshot of the completion page with the course coordinator at viktoriia@brezheniuk@undp.org. Viktoriia will manually mark the lesson as complete.

Here is an example of how to download the lessons. For each week, you will see the download option in the course room:

Download Lessons

If you are unable to view the lessons online, please download and view the lessons on your local computer. For instructions on how to download a lesson please visit our FAQ resource.

Download Lesson 1

Each lesson is stored on your computer in a zip file. Unzip the folder to your local computer. It contains a series of files. To run a lesson, double-click on the "story" file, which starts the lesson locally in your browser:

File	Date
adlcp_rootv1p2.xsd	Oct 21, 2017, 11:53 AM
ims_xml.xsd	Oct 21, 2017, 11:53 AM
imscp_rootv1p1p2.xsd	Oct 21, 2017, 11:53 AM
imsmanifest.xml	Oct 21, 2017, 11:53 AM
imsmd_rootv1p2p1.xsd	Oct 21, 2017, 11:53 AM
index_lms_html5.html	Oct 21, 2017, 11:53 AM
index_lms.html	Oct 21, 2017, 11:53 AM
lms	Today, 11:30 AM
meta.xml	Oct 21, 2017, 11:53 AM
mobile	Today, 11:30 AM
story_content	Today, 11:30 AM
story_html5.html	Oct 21, 2017, 11:53 AM
story_unsupported.html	Oct 21, 2017, 11:53 AM
story.html	Oct 21, 2017, 11:53 AM
story.swf	Oct 21, 2017, 11:53 AM

PDFs of the lessons will also be made available upon request. However, we encourage participants who experience Internet connectivity issues to take the lessons offline by following the procedure described above due to the interactive format of the lessons.

10. How do I inform the course coordinator about work that I complete offline?

If you complete the lessons offline, to receive a certificate of completion take a screen shot of the completion page at the end of each lesson. Send the screenshot to Viktoriia Brezheniuk (viktoriia.brezheniuk@undp.org). She will manually update your grade. It is not possible to join online discussions unless you have Internet connectivity. If you would like to post a discussion thread but cannot do so, also email it to Viktoriia, who will post it on your behalf.

11. The syllabus states that there will be a weekly webinar to kick-start the lesson. What if I miss the webinar due to poor Internet connectivity or conflicting priorities?

We will record each webinar and post it on the NBSAP Forum and NBSAP Forum YouTube page. After each webinar, we will also send a follow-up email with information on how to link to it.

12. What language will the webinars be conducted in and how will different time zones be managed?

Renowned experts in resilience, biodiversity policy, and protected area management from various agencies and organizations will conduct the webinars. The webinars will be conducted in three languages – English, French and Spanish. Click here to register for the webinar series.

The webinars will be hosted at the following times:
- o French - 8:00 am - 9:30 am Eastern Time/NY
- o English – 10:00 am - 11:30 am Eastern Time/NY
- o Spanish - 12:00 pm - 1:30 pm Eastern Time/NY

If you cannot make a webinar due to the time difference or other commitments, don't worry! We will post the webinar recording to the NBSAP Forum YouTube page by 5pm the day afterthe webinar.

13. How will you manage for differences across time zones?

Participants will undertake each week's course components at their own pace. Each week's exercises take approximately two to five hours to complete.

14. How do I interact with fellow participants? Is there a platform available for this purpose?

Within the course room on ConservationTraining.org there are weekly discussions. You may interact with your fellow learners by posting questions/thoughts and responding to other posted threads.

There is one discussion forum for each week for each language (English, French, and Spanish). You are welcome to participate in any language you choose. Click on the discussion forum language you would like to participate in.

We encourage you to participate in the discussions to share your ideas and knowledge with the other participants in the class. While we will not grade your participation, we will monitor the discussion forum for inappropriate use. Participants are expected to show respect for their fellow students. Clearly state what you believe, even when disagreeing, but never respond in anger. Take care to discuss only ideas. The facilitator reserves the right to remove any discussion message that displays inappropriate language or content.

15. Is it necessary to register myself at the NBSAP Forum?

Yes. The NBSAP Forum is an online community of practice that supports conservation planning practitioners to develop and implement effective National Biodiversity Strategies and Action Plans (NBSAPs). UNDP, the Secretariat of Convention on Biological Diversity, and the UN Environment Programme host it. The MOOC facilitators will post webinar recordings, course resource and weekly course summaries there. You are also encouraged to join discussions on the Forum. The NBSAP Forum is also a great place to discuss resilience and national biodiversity plans after the course is over.

Steps to join:

- Access the NBSAP Forum.
- Create a member profile here. Add your first and last name, email address and protect your profile with a password.
- After logging into your profile here, click on your name in the upper right portion of the screen. This step takes you to your "Member Profile" page. Once there, upload a brief bio, headshot and information on your countries/regions of focus, languages and expertise. For multiple option selection, press the Control (Ctrl) button on your keyboard and select all relevant options. See this member profile sample.

16. Who do I connect with if I have technical issues accessing the online lessons or cannot connect?

Please access our technical support forum here to see the answers to common problems, or to post your own question. You can also contact viktoriia.brezheniuk@undp.org or ctptraining@tnc.org.

17. What if the lessons are not playing when I click on them?

- Please review the System Requirements.
- Pops-ups must be enabled in your browser to view the online, self-paced lessons for each week. Click here for instructions on enabling pop-ups.
- Is Flash Player installed? To check to see if you have the player click here. To install the player, click here.
- Your connection may be too slow (Cable, DSL, or better is recommended). Go to the main course room and click "Download Lesson" to download the lesson to your computer (see FAQ No. 12).

18. What if the lessons are playing very slowly?

- Your connection may be too slow (Cable, DSL, or better is recommended).
- Go to the main course and click to download the online lesson to your computer. (Instructions for downloading are available above in Question 10.) Once you download the lesson you do not need to be connected to the Internet to complete it.

19. What if I cannot open the PDF files that are linked in the lessons?

You must have the Adobe Reader installed on your computer to view PDF files. To install, click here.

20. When I play the online lessons, I see a loading graphic each time I forward to the next screen.

The loading graphic will display when the screen and/or elements in the screen (graphics, images, etc.) are still loading. The amount of times you see the loading graphic depends on your connection speed (e.g. slow connections will see it more often and fast connections will see it less often). Some

lessons are larger than others and require more information to be loaded.

If the loading graphic is distracting or taking too long, you can download the lesson directly on your computer. To do this, go to the main course and select - download the lesson to your computer. Instructions for downloading are available above in Question 10. Once you download the lesson you do not need to be connected to the Internet to complete it.

21. **I get a message saying my browser has blocked a pop-up window when trying to start the course.**

- For the online material to be displayed correctly, you will need to ensure that your browser's pop-up blockers are disabled. You can allow a pop-up for www.conservationtraining.org.
- Click [here](#) for instructions on how to enable pop-ups.