

FAQ

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For assistance with account creation or accessing course, please email campushelp@extension.org Monday - Friday, 8 am -5 pm, CST.

General Questions:

Q: What is the Soil & Site Evaluation Course?

A: This course is designed for OSSF Designated Representatives, Site Evaluators, Installers, and Sanitarians requiring CEU hours to satisfy TCEQ, TDH and OESAC licensing requirements.

This is a basic introduction to soil and site evaluation. Dr. John Jacob, the lead Extension Specialist in the State of Texas for soil and site evaluation for on-site septic systems, developed the course. It addresses the major limitations of soils in terms of texture, groundwater, and restrictive layers. The course places a special emphasis on evaluation of the landscape in terms of shallow groundwater issues.

Q: How much does the course cost?

A: \$125.00 for 8 credit hours

Q: Where is the Soil and Site Evaluation Course taught?

A: The Soil and Site Evaluation Course is entirely online. All reading and testing is from your home or office computer and no travel is required. The course is organized in modules and your progress is tracked by module completion. There is a short quiz at the end of each module. You can stop the

course at the end of each module and begin again later as your schedule permits and your progress will be saved.

Q: What is required to complete the Soil and Site Evaluation Course?

A: To successfully complete the course, you must read the course workbook and complete all the quizzes and the final with a score of 100%. If you miss a question on a quiz or the final, you can keep retaking until you score a 100%.

You will need to have a valid and working email address (that has not been used previously for another user). Free email accounts can be set up with numerous web hosts including Google, Yahoo, etc.

Q: Do I need to purchase any books or other materials for the Soil and Site Evaluation Course?

A: No. There is an online Course Workbook located on the course website which will open in Adobe Acrobat Reader. You can either read the Course Workbook on your computer or you can print it. If you decide to print the workbook, it is approximately forty pages.

If you do not have Adobe Acrobat Reader, there is a link provided on the course website under “About This Course” which enables you to download it.

Q: Where do I register for the Soil & Site Evaluation Course?

A: Online at <https://agriliferegister.tamu.edu/index.cfm/productDetails/ProductID/1429> or you can call (979) 845-2604 and tell them you want to register for the Soil & Site Evaluation course.

Q: How long do I have to complete the Soil and Site Evaluation Course after I register?

A: You have one year to complete the course.

Q: How is TCEQ, TDH or OESAC notified after I complete the course?

A: Registration and tracking of course completion is through the Texas A&M University System. We will submit your CEUs to the Texas Commission on Environmental Quality (TCEQ) or the Oregon Environmental Services Advisory Council (OESAC) and e-mail you your certificate

of completion for your records **the first week of the month after you complete the course**. Due to large volumes of course participants, we are unable to make exceptions to this process, so please plan accordingly!

If you are a Sanitarian, you will need to send a copy of your certificate to the Texas Department of Health (TDH).

Q: Do I get a certificate of completion for the Soil and Site Evaluation Course?

A: Yes, it will be emailed to you after your hours have been submitted to TCEQ or OESAC.

Enrollment Issues

Q: Where do I enroll for the Soil & Site Evaluation Course?

A: Online at <https://agriliferegister.tamu.edu/index.cfm/productDetails/ProductID/1429> or you can call (979) 845-2604 and tell them you want to register for the Soil & Site Evaluation course.

Q: Will I receive a payment receipt after I enroll in the Soil and Site Evaluation Course?

A: Yes, it will be emailed to you after your payment has been processed.

Q: Do I need to keep the emailed payment confirmation receipt I receive after enrolling in the Soil & Site Evaluation Course?

A: **YES!** Attached to this email are instructions for further accessing the Soil and Site evaluation course.

Online Account Creation Issues

Q: Where do I create a User Account to take the Soil and Site Evaluation Course?

A: <http://campus.extension.org/>. Under the Login In section on the left side of the screen, you will click on the Create New Account link. This will take you to the Account Creation Page. **For**

assistance with account creation or accessing course, please email campushelp@extension.org Monday - Friday, 8 am -5 pm, CST.

Q: Should I keep a record of my User Name and Password for my User Account?

A: Yes! You will need to use this user name and password to log in every time you work on the Soil and Site Evaluation Course. Remember to secure your user name and password so it is not easily visible.

Q: After creating my User Account, I received an email from eXtension Campus Help Desk asking me to confirm my account but the link included in the email does not work? What do I do?

A: If you hover the mouse arrow over the link email, it will give you instructions on how to follow the link.

If that did not work, highlight the link, right click, and choose copy. Open an internet browser. Right click in the URL window and click paste. Hit the enter button.

If that still did not work, email campushelp@extension.org and let them know that you are having issues with the account confirmation link and you would like them to confirm your account for you. Make sure to provide the same name in the email you used to enroll in the Soil and Site Evaluation Course.

Q: I created a User Account at campus.extension.org but I cannot log in using my user name and password. What is going on?

A: Make sure you have confirmed your user account. There should be an email in your inbox with a link to follow. You must click on this link/go to this link in order to log in for the first time. After this, the log in at campus.extension.org should work by just entering your user name and password.

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Issues Taking the Soil and Site Evaluation Course

Q: Where do I go to take the Soil and Site Evaluation Course?

A: <http://campus.extension.org/>. You will log in from the log in window on the left using the User Name and Password you created at the time you created your User Account. If you have not created a User Account, See the Section for Online Account Creation Issues.

Q: Where do I go after I log in at campus.extension.org?

A: Click on the Agriculture & Animals Section → Scroll to the bottom of the page → The Soil and Site Evaluation Site is the 3rd Training Class from the bottom. Click on Soil and Site Evaluation

Q: When I click on the Course, it takes me to a page asking for an Enrollment Key to access the course. Where can I find the Enrollment Key?

A: You received the Enrollment Key with your payment receipt as part of the attachment. On the second page of the attachment, you will find the enrollment key. Remember, the enrollment is case sensitive. It must match exactly.

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Q: Where do I get the Soil and Site Evaluation Course Workbook?

A: On the side of the screen after you log in, click on Topic 1. Click on the link to SoilSiteWorkbook.pdf.

Q: My computer cannot read PDF's.

A: You can download and install Adobe Reader for free at <http://get.adobe.com/reader/?promoid=JZEFU>. This will allow any computer to read PDF files.

Q: How many pages is the course workbook?

A: 42 pages. You can read it online or print it out and read it. It is your preference.

Q: I have read the course workbook but I cannot start Topic 2. What is going on?

A: Before you start Topic 2, you must take the Quiz – Workbook under Topic 1. This “Quiz” is actually your certification that you have read the entire Soil and Site Evaluation Course Workbook. Click Next → Click Submit All and Finish

Q: I have completed a Module/Topic for the Soil and Site Evaluation Course and taken the quiz with 100% accuracy. However, the course never saves my progress? What is going on?

A: You must click the Submit All and Finish button in order for your progress to be saved

Q: I missed a question on the quiz. Does that mean I fail the Soil and Site Evaluation Course?

A: No, of course not. You can take the quiz as many times as you need to in order to get 100% of questions correctly answered. Re-taking the quiz does not count against you. However, you must re-take the quiz until your final score is 100% to progress to the next course topic.

Q: I've finished a course section, how do I return back to the main course page and go to the next topic?

A: At the top and under the Campus Extension Logo, you will see Home > SoilSiteEval > Topic 1 > Quiz – Workbook. Click on the “SoilSiteEval” link. Scroll down the page to Topic 2: Introduction – Soils as Treatment Units.

Q: The video under Sections 2 thru 6 does not play and freezes up my computer?

A: Sections 2 thru 6 contain a presentation on the course topic. If you have a dial-up internet connection, sometimes this presentation video does not work. Click on the link to the “PDF version of the slides with the transcript”. The only difference between the PDF and the video is the voice over that reads the transcript while the slides are presented. All the information and material presented in the video is present in the PDF with the transcript.

Q: How do I know I have successfully completed the Soil and Site Evaluation Course?

A: When you complete the course with a score of 100% on ALL the quizzes and the final, you will receive credit. A certificate of completion will be mailed to you **at the beginning of the following month** showing your completion date for your records. The credit hours are submitted at the beginning of each month using the actual date you completed the course.

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