

Frequently Asked Questions on E-Learning & ESC | eKnow™

What is ESC | eKnow?

ESC | eKnow is ESC's online learning solution for CEMS Training, software product training, Data Controller systems training, and more.

This enhanced e-learning community, built on an award-winning Learning Management System platform, has state-of-the-art interactivity, tracking, and many other modern features making it easier than ever for users to get the knowledge they need 24 hours a day.

In addition to full User Training, subscribers can also review quick modules on specific software tasks when they need it, where they need it, and just in time for accomplishing the task.

Who can benefit from using ESC | eKnow?

ESC's e-learning solution will benefit anyone needing basic user training or looking for "how to's" on specific CEMS-related tasks. **ESC | eKnow** can be used as an online resource center where subscribers can access and download printable job aids, step-by-step instructions, and complete student workbook materials.

How do I use ESC | eKnow?

Users are granted easy access with a purchased subscription and a signed license agreement. Subscribers are given a named seat in the system, which will track their progress. Student progress within a module will be bookmarked if a student must leave the lesson. Progress across modules is recorded as a permanent record of the subscriber, and certificates can be printed on demand.

Getting started is also easy. Simply sign-in, click on "Go to Class," select the module you want to view, and you are on your way.

What types of content/courses are available?

Complete core lessons are available for StackVision, Basic CEMS, and the ESC Data Controller. In addition, there are many “QuickBytes”, which are short lessons designed for learning specific tasks. These are quick and to-the-point demonstrations (15 minutes or less) designed for just-in-time training. Watch these modules from your workstation at the time of need, and review them each time you perform an infrequent task.

A handy Reference Library is also available with downloadable content such as student workbooks, step-by-step instructions, job aids, regulatory aids, and other documentation to make your CEMS responsibilities easier.

Once I start, how long do I have to complete each topic or lesson?

Modules can be completed on your own schedule. While lessons typically take between one and two hours to complete, there is no need to finish in a specified period of time. Work at your own pace, leave and return at your convenience, and review the lesson as often as desired. The system will bookmark the page where you leave the lesson and return you there next time you sign in.

QuickBytes are less than 15-minute-long “how tos” on specific tasks and features. These are designed for use at the moment of need or when you must learn how to accomplish a task that you do not frequently perform.

Do I get any materials to assist with the course work?

Written documentation from classroom workbooks are available in the Reference Library for each module. Simply print the documentation, and then use it while progressing through the lesson or afterwards for easy reference.

Do I get any materials after I complete a course?

Once a module is completed, you may generate and print a certificate of completion on demand.

Can ESC | eKnow be added to my DASProtect™ contract?

Yes. ESC | eKnow is a standard component of Fortress-level DASProtect and is also an optional add-on for Shield and Sentry levels of DASProtect coverage.

Why use online learning and ESC | eKnow instead of traditional classroom training?

Web-based training is convenient and can be accessed at any time, 24/7. ESC's e-learning solution is designed to be an online resource center for perpetual knowledge at your fingertips – not just a one-time training event. Learning is customizable to individual needs, and content can be skipped to save time if the learning isn't relevant or if the learner already owns the knowledge. The content can be repeated anytime and studied at the desired pace of the learner. All lessons are interactive, allowing users to interface in a simulation of the actual software.

Classroom and instructor-led training can be expensive and may be unavailable at the time of need. Students must share a learning environment and are led at a "class" pace, not an "individual" pace. E-learning offers learners greater flexibility and provides a place to return to time and time again for more information when they need it.

Who do I contact for more information?

Contact ESC University to find out more about **ESC | eKnow**. Individual 12-month subscriptions can be purchased for \$1,495.00 each. Email us at escu@envirosys.com or call us at 865-688-7900.