

Help Page

Contact Information

CDC University Learning Portal Support Team: 1-770-488-1818

CDC Management Information Systems Office (MISO): 1-404-639-7500

Frequently Asked Questions (FAQs)

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What can I expect from the Introduction to Policy Evaluation course?

The Introduction to Policy Evaluation web-based course will increase your capacity to

- Understand evaluation as it applies to the policy process.
- Recognize the value of and opportunities for policy evaluation.
- Identify tools and resources for conducting policy evaluation.
- Provide policy evaluation technical assistance.

The primary audience for this training includes policy analysts, program evaluators, and health scientists. Project officers, policy researchers, and communications staff may also benefit from the training.

The course consists of five lessons. Approximate seat time for each lesson is shown below and does not include time for reading external resources linked in the course.

- Lesson 1: Overview of Policy Evaluation (20 minutes)
- Lesson 2: Advancing Public Health Through Policy Evaluation (10 minutes)
- Lesson 3: Evaluation Within and Across the Policy Process Domains (35 minutes)
- Lesson 4: Overcoming Challenges to Policy Evaluation (10 minutes)
- Lesson 5: Course Summary (5 minutes)

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How do I get credit for this course?

The Learning Management System will track your progress and provide course completion credit after you have completed every lesson in the course.

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Do I have to take the lessons in order?

The course material is organized so that it will make the most sense to you if you start with Lesson 1 and proceed in order.

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Do I have to complete the whole course in one sitting?

No. The Learning Management System tracks the progress you make in the course. Be sure to exit appropriately, using the Exit button in the course, and you should be returned to the place you left off in the course from your last session.

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How do I make sure my progress in the course is saved if I need to quit and come back later?

Make sure you always exit the course by clicking the Exit button, located at the top right side of the screen. Simply closing the browser window may not save your data.

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How do I know what to click?

Selectable graphics are identified by a small image of a pointing hand in the corner of the image, and the cursor will change to a pointing hand when positioned over a selectable or rollover graphic. Also, bold blue text is selectable and allows you to view more information about a topic. Always read the instructions in the prompt area at the bottom of each page to ensure that you don't miss any information.

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When I click a link or graphic, nothing happens. Why?

You may need to set your browser to allow popups in order for some information to appear. If you are using the Google toolbar in your browser, you may hold the Ctrl key and select the item at the same time, which allows the popup window to open. In Internet Explorer, you can enable popups by selecting Internet Options from the Tools menu, then clicking the Privacy tab. Keep in mind that many of the graphics are not selectable. The cursor will change to a pointing hand when positioned over a selectable link or graphic.

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What do all the buttons do?

The table below describes the function of the buttons used in the course.

BUTTON	FUNCTION
EXIT	With confirmation, closes the course and tracks your location.
MENU	Returns you to the Lesson Menu.
GLOSSARY	Provides a list of terms used in the course with their definitions.
RESOURCES	Provides a list of resources (web links and PDF documents) referred to in the lesson. The final lesson includes a consolidated list of all resources used in the course.
HELP	Provides Help Desk contact information and this FAQ file.
REFRESH	Resets the current page.
BACK	Returns to the previous screen.
NEXT	Advances to the following screen.
PRINT	Opens a printable version of the instructional text in the lesson, as a PDF.

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What do I do if an animation or audio on a page doesn't function properly?

If an animation will not play, you may not have the Adobe Flash Player installed. Obtain approval and/or install the Adobe Flash Player on the computer. You can find information about the Adobe Flash Player at <http://get.adobe.com/flashplayer/>. You may also choose to read a text alternative or transcript of the interaction by selecting the appropriate link on the page.

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Can I read a transcript instead of listening to audio?

Yes. Any page that includes audio also includes a link to view the audio transcript

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Can I skip the questions in the course?

The Knowledge Reviews are provided for your benefit so that you may practice the new information in order to learn it more effectively. You may not skip the Knowledge Review questions.

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How do I find out more information about a topic or term?

Select the Glossary button at the bottom of the screen to launch a popup box containing definitions of terms used throughout the course. In addition, you may view a list of resources relevant to the lesson by selecting the Resources button at the bottom of the screen. When you select the items, they will open websites or portable document format (PDF) versions of various reference documents. You must have Adobe Reader installed to view these documents; you may download the reader at <http://get.adobe.com/reader/>. The final lesson includes a consolidated list of all resources used in the course, as a PDF. All links will open in a new window.

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I'd like to be able to refer back to the course materials later. Will I have to log in to the Learning Management System?

You may save and/or print each lesson in portable document format (PDF) for later reference. A link is provided on the first and last page of each instructional lesson. Note that the Knowledge Review questions are not included in the print versions.

You must have Adobe Reader installed to view these documents; you may download the reader at <http://get.adobe.com/reader/>. Also be sure to save or print the course resources, available from the button on the lower left side of the screen. The final lesson provides a consolidated list of all resources used in the course, as a PDF.

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What other courses should I take to learn more about public health policy?

You may benefit from the following courses, available through the Learning Portal:

- Introduction to Health Policy
- Introduction to Policy Analysis
- Public Health Policy Solutions

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