

EDUCATION AND TRAINING PROGRAM

FREQUENTLY ASKED QUESTIONS

APPLICABLE TO ALL LEVELS AND TO MEMBERS IN GENERAL:

Administration:

- Is the new program easier?
 - No. It is more accessible and more flexible to better meet the needs of members.
- Is the new program harder?
 - No, it is different. Members will not sit through lectures, but the assignments members are asked to complete will be application-based. Expect active learning with lots of discussion and application.
- Is face-to-face training going away?
 - No. Every module can be taken onsite or online. Squadrons, groups, wings, and regions can offer the modules in a way that works for their members if they have a trained Volunteer University instructor. This includes offering classes via Teams/Zoom. We call this Virtual in Residence or VIR.
- Can I still get credit for PME?
 - Yes, but it will not be credit for full levels. It will be Equivalency Credit (EC) for modules that most closely align with the PME curriculum. CAP-specific topics like CAP's Strategic Plan or the Board of Governors will need to be completed. The appendices to CAPR 40-1 provide information about EC. Send PME credit requests to lmmeforms@capnhq.gov with proof of PME completion when a member begins Level 1. This will ensure they have credit by the time they get to Level 2.
- Can I still get credit for other colleges (SE, HC, Legal, IG)?
 - You can get Equivalency Credit for the topics covered in your college. Other CAP colleges no longer count for a full level because they do not cover leadership, governance, etc. The appendices to CAPR 40-1 provide information about EC for other CAP schools.
- What are the key points about the new program that I need to communicate with members?
 - Former cadets will have a path in Level 2 that better meets their needs and values their knowledge. This path is for members who are only a year or two from the cadet program. This path is not the correct choice for a member who was a cadet years ago. Members who were cadets years ago should choose the new member path. If a milestone award appears on an eServices record, it will automatically grant any credit due in all levels. If your milestone award does not appear in eServices, the member should send proof of having earned the milestone award to lmmeforms@capnhq.gov before beginning Level 1.
 - New members will not experience any changes.
 - Former military members will have a path in Level 2 that better meets their needs and values their knowledge. This is the correct path for any member who is currently serving or has served in the military. Members who served in the military should send

PME credit requests to immeforms@capnhq.gov with proof of PME completion when a member begins Level 1. This will ensure they have credit by the time they get to Level 2.

- Professionals will have a path in Level 2 that better prepares them for advanced grade and values what they bring to CAP better. Any member other than military personnel or former cadets who will receive a special promotion for a skill, or their career field should choose this path (CFIs, pilots, educators who will be AE officers, accountants, chaplains, doctors, lawyers, etc.). Members who will not receive a promotion based on a professional skill they bring to CAP should not choose this path.
- Will the new program take longer to complete than the old (legacy) program?
 - No. The hours required at each level are similar, but the delivery is more flexible.
- Who is going to teach me how to use them?
 - We have posted a guide on our website for the new tools in eServices as well as many other helpful resources. We also presented on the new tools at the National Conference. We are available for questions at capvolu@capnhq.gov any time. We have a Teams site for wing and region Directors of Education and Training with many resources. Wings and regions can also request presentations from our team to help them with program questions, etc.
- Will there be new certificates associated with the new program? How do we get them?
 - We are working on creating certificates for SCC, GCC, and RCC. Currently, credit appears in eServices on your record for these certificates.
- I completed my level, SCC, GCC, or RCC but I don't have credit. What should I do?
 - Did you submit your accomplishment for approval? Once you complete an accomplishment, you need to submit it for approval. If you review your Accomplishments page for the item and there is a blue bar at the top that reads SUBMIT PATH FOR APPROVAL, then you need to submit it so credit can be granted after any necessary approvals.
- I heard that the UCC is going away. Is this true?
 - The SCC replaced UCC in the new program.
- Is Cadet Protection Basic and Advanced going away?
 - No. Cadet Protection training is the same; however, it is now located in the AXIS LMS. The Summary Conversation credit is entered in a different location (Accomplishments) but remains the same. You do not need to be a Volunteer University instructor to conduct the Summary Conversation. The following members are approved by Cadet Programs to conduct the Summary Conversation: Commander, Deputy Commander, Deputy Commander for Cadets, Deputy Commander for Seniors, Director of Cadet Programs, Director of Personnel, Director of Professional Development, Personnel Officer, Professional Development Officer & Vice Commander. You can find the materials for the Summary Conversation and more information at <https://www.gocivilairpatrol.com/programs/cadets/cpofficer/cptraining>. The eServices tools guide posted on the Education and Training page on the website provides step by step instructions for entering the Summary Conversation completion in Accomplishments.
- Where does the new Core Values for Seniors fit into the new program?

- The Core Values for Seniors is an optional program. Each level of the Education and Training program has modules related to the Core Values but the two are different.
- Will there be a new Command Specialty Track?
 - Yes, there will be a new Command Specialty Track when the specialty track changes are implemented. SCC will replace UCC in the Command Specialty Track.

New Program Training for Leaders:

- Will there be an implementation guide for the new program?
 - The chairs are working on developing guides for implementing each level.
- When will my Directors of ET and ETOs going to get trained on administering the new program?
 - We have posted many helpful documents on the Volunteer University pages on the website, the Region and Wing Directors of ET Teams site, and did several presentations at the National Conference. We are available for help and presentations via the capvolu@capnhq.gov email address. If you need help, reach out to us for assistance at our email address.
- Will there be instructor training?
 - Yes. Instructor training is conducted in AXIS or by arrangement onsite. The conversation at the end of instructor training can be scheduled through our website. Look on the Volunteer University page and scroll down to below the application.
- How will new instructors be trained? Is there a certification?
 - Instructors will complete training before teaching through a series of modules on teaching best practices and the specifics of our Education and Training program. There is no certification in the way educators use that term. Volunteer University will track whether a person has completed the required training and is recommended to teach. There is a process map for applying to be an instructor on the website. Completion of the instructor course for Volunteer University appears on the eServices record. Region and wing Directors of Education and Training can find an updated list of instructors on our Teams site. If you are a region or wing DET and need added, please contact us at capvolu@capnhq.gov.

MEMBER FOCUSED QUESTIONS:

General:

- A lot of topics in the new program look much like the topics I have completed within the legacy (old) program. Why not just let that credit transfer to the new program?
 - Some topics are similar, and others are different. Even if the name is the same, the content has been revised.
- Does the new program mean I have to complete all the coursework online?
 - No. Every module is available online and onsite.
- I understand that CLC will not count towards Level III if I do not finish the rest of my requirements within 6 months; but what about the rest of the things I have done? Will I have to start Level III from scratch? Will I have to go to another 2 conferences, or get a Senior rating in a new specialty?
 - No. Conferences and specialty track ratings will still count toward the new program.

- I am a member of a local squadron and have always been happy here. In the old (legacy) program; I had a clear path to finish my Wilson and to become a Lt Col. In the new program, I'll have to leave the unit so I can't finish. How can I still get my Wilson and become a Lt Col? I have given so much for so long . . .
 - You do not have to leave the unit to serve in a duty position at higher levels. Many members attend local meetings when they serve in duty positions at higher levels. Consider broadening your perspective by serving in an additional duty (ADY) at a higher echelon. Service as an assistant will count toward Level 5. You do not have to leave the unit.
- There are not any jobs for me at Group or Wing. How can I progress?
 - Service at group or higher is required for achieving Level 5. In the years one works on Level 5, positions are sure to open at the group, wing, region, or national level. Only one year of service at group or higher is required.
- I am an ES specialist, and am highly active in (ground team, aircrew, mission staff duties). Can you tell me how the new program will help me do what I do better?
 - The new program does not address mission skills.
- I already have my Wilson; is there a way I can get credit for lessons I take in the new program? Can I take lessons in the new program?
 - You can access the written lessons in the new program. The student guides, instructor guides, and PowerPoints are available on the Volunteer University website.
- I completed NSOC in November 2020. Can I use it for RSC?
 - No, only courses completed before the 04 August 2020 transition can be used to fulfill legacy program requirements.
- How do I sign up for a cohort?
 - The eServices tools guide posted on the Education and Training page provides step by step instructions for signing up for a cohort.
- My cohort request disappeared and now I cannot find my level on the list. How do I request my cohort again?
 - You do not need to request your cohort again. Your request remains in the cohort request area until we assign you to a cohort. Once we assign you to a cohort, the request disappears. The reason you cannot see it on the menu is that you already requested it.
- When do cohorts start?
 - Cohorts start the first Tuesday of each month.
- When can I sign up for a cohort?
 - You can sign up for a cohort any time. We fill cohort requests through the last Wednesday of each month.
- My request disappeared and I have not heard from my instructor about my cohort starting. Who can I email for help?
 - Email the level chair for the level you are requesting. You can find their contact info on the level pages on the Volunteer University website. If you do not hear back in 48 hours, email us at capvolu@capnhq.gov.
- I have been waiting more than two weeks for my work to be graded. Who can I contact?

- Email the instructor first. If you do not hear back in 48 hours, email the chair for the level. If the chair does not respond in 48 hours, email the dean then the provost then the Chief of Education and Training.
- How many people are in a cohort?
 - Approximately 25.
- Do cohorts have hard deadlines for work completion?
 - No. See the How Cohorts Work document on our website for more information.
- What do I do if my instructor tells me we have a deadline for my online cohort for a module or the level?
 - Contact the chair for your level. If the issue involves the chair, then contact the dean. If you don't hear from the dean in 48 hours, contact the provost then Chief of Education and Training.
- I do not understand all the terms you use when you talk about Vol U. How can I learn more?
 - Check out the Vol U Lexicon on our website. It defines terms like automated, moderated, virtual, online, and onsite.
- I completed some modules in AXIS, and they are not transferring to my Accomplishments page.
 - Three things trigger module completions transferring from AXIS to eServices: searching in Member Search, searching in Past Results in LMS, and the member logging into eServices. Please try one of these things and see if it triggers the modules transferring. If not, contact capvolu@capnhg.gov for assistance.
- I am rejoining after more than a 2-year break in service and I need to complete Level 1. I cannot see Level 1 in AXIS. I see the level I was at before I left CAP. What should I do?
 - The computer cannot tell that you need to complete Level 1 again. Email capvolu@capnhg.gov for assistance and we can help you get Level 1 modules loaded.
- I am in Level 3. I need to take SCC. Should I request a cohort?
 - No, the SCC modules are included in Level 3.
- I am in Level 4. I need to take GCC. Should I request a cohort?
 - No, the GCC modules are included in Level 4.
- I am in Level 5. I need to take RCC. Should I request a cohort?
 - No, the RCC modules are included in Level 5.
- Should I do the elective modules while I am in the level (SCC-Level 3, GCC-Level 4, RCC-Level 5)?
 - Yes, it is better to complete them when you are in the level.
- I am either above or below Level 3 and I need to take SCC. Should I request a cohort?
 - Yes! Please request only one online cohort at a time. If you request more than one, it causes technical difficulties that will impact your experience negatively. It also makes it hard for us to help all the members who are signing up for online cohorts.
- I am either above or below Level 4 and I need to take GCC. Should I request a cohort?
 - Yes! Please request only one online cohort at a time. If you request more than one, it causes technical difficulties that will impact your experience negatively. It also makes it hard for us to help all the members who are signing up for online cohorts.
- I am below Level 5 or done with Level 5 and I want to take RCC. Should I request a cohort?
 - Yes! Please request only one online cohort at a time. If you request more than one, it causes technical difficulties that will impact your experience negatively. It also makes it hard for us to help all the members who are signing up for online cohorts.

- I want to take several things (SCC, GCC, RCC, a level). Can I ask for all of them at once?
 - You can request a cohort and command training; however, we ask that you only request one cohort at a time. We start new cohorts each month. We have limited seats available. Asking for several cohorts at one time may prevent another student from taking a class he or she needs. We understand if you are new commander and need SCC in addition to Level 2 or something of that nature; however, we appreciate you keeping cohort request reasonable so we can take care of all those who need training. Requesting more than one cohort will also cause technical difficulties that will impact your experience.
- I completed Level 1 in the legacy program. How do I choose a path for Level 2?
 - You can choose a path in Level 2.
- I am currently in Level 3, 4, or 5. I do not have a green bar on Level 2 Part 1. Do I need to go back and repeat Level 2?
 - No. You will only receive credit for those things you completed. Completion of Level 2 will be shown on the Level 2 Part 2 page for those who completed in the legacy program. A member never needs to go back and complete modules or tasks in previous levels.
- How do I know if I completed a level in the legacy program?
 - The green bar at the top of the level in Accomplishments will say, “Membership System.”
- Do I have to take SCC before GCC or GCC before RCC?
 - No, if you are in the levels, please begin with the electives for your current level. Once you complete the level you can add the missed training.
 - If you have not yet started the sequence, we recommend you take SCC before GCC and GCC before RCC.
- I found an error in the materials for my class. Who should I report it to?
 - Report errors in content to the chair for the level. Their contact information is available on our website.
- What do I need to do to teach for Volunteer University?
 - The first step is to apply on our website and send us your resume. We will seek command approval for you to teach. Once we get approval, we will enroll you in training. Once training is completed, a member can teach for Volunteer University.

Equivalencies:

- Can I use my ES quals in the new program? I do not plan to be a commander or a staff officer, but I still want to progress.
 - You can progress by serving in a staff position. You do not have to serve as a commander. You will not notice a change with the new levels; however, you may notice a change when specialty track revisions are rolled out in the future. In the new system, tasks you complete will cross populate like they do in your ES SQTRs.
- Is it true that former cadets will “lose” credit for their achievements in the new program? What can they keep?
 - No, former cadets will still be able to use milestone awards for Equivalency Credit (EC) in the senior Education and Training Program. Former cadets will have modules in Level 2

that were created by recently transitioned seniors for cadets who will follow them. These modules will be required regardless of the milestone award achieved. Several modules for former cadets are shorter than the modules required for new members to better value the skills cadets bring to senior membership. Also, former cadets need not be in the Cadet path to receive EC.

- Who do I contact with questions about equivalencies?
 - You can contact the Education and Training Leadership at capvolu@capnhq.gov.

QUESTIONS UNIQUE TO UNIT PDOS AND COMMANDERS:

- What will Cadet Sponsor Members have to take in the new Level I?
 - There will be no change to what is required for Cadet Sponsor Members. CSMs complete all of Level 1. Many later transfer to active membership.
- I have a Cadet Sponsor Member who is thinking about becoming a regular senior member when he renews in September. Will he have to take Level I again in the new program?
 - No.
- I am a little confused about the new Level I. Is it longer? Why is it split into 2 parts?
 - No, it is not longer. It is not split into two parts. Level 2 has two parts—a core that applies to all members and paths that are tailored to the skills members may bring to CAP. After a member completes the first part of Level 2, he or she is eligible for promotion.
- How does the new program work for Health Services Officers?
 - There are no differences in how the program works for Health Services Officers versus other officers.
- How do I as a unit PDO still record my former military members' professional military education (PME) in the system? Do I still need to?
 - Send proof of completion for the member's highest PME to lmmeforms@capnhq.gov when the member begins Level 1. CAP/DPR will ensure the member has Tier credit on his or her record. The system will read the Tier and grant EC in all applicable levels. PME credit will still result in equivalencies in the Education and Training program for modules on general topics. Modules on CAP-specific topics will need to be completed. For example, military personnel with appropriate PME might receive equivalency credit for Executive Leadership in Level V but would need to take the CAP Governance module. Under no circumstances should a Volunteer University instructor grant EC using the Bulk Entry tool. Instructors only grant credit for classes they teach—not milestone awards or PME. PME and milestone credit are granted at NHQ.
- Do I still need to ask for Cadet Programs Officer Specialty Track credit and Yeager credit for my former cadets?
 - Cadets who wish specialty track and/or Yeager credit for their Cadet Milestone Awards should send an email to lmmeforms@capnhq.gov requesting credit. See CAPR 40-1 for more information.
- Will pilots have to take Level 1B before they can fly?
 - There is no Level 1B.
- I have a member who has a business management degree. Do they still have to do the leadership/management modules?

- For now, the member will have to complete all the modules in the level.
- I have a member who has a teaching certificate, do they still have to take the instructor training?
 - Yes. The instructor training will help members learn about teaching volunteers and our education and training program.
- How many of the modules can I host at my squadron? How do I get them approved?
 - What can be hosted locally depends on the instructors available in your area. The local Education and Training Officer can work with group, wing, and region to schedule local training.
- How much time is required of those who teach?
 - Each member controls the amount of time he or she agrees to teach. Much like in the legacy program, teaching could mean 15 minutes on a day set aside for training, an hour on a meeting night teaching a single module, or some other combination. There is no full-time teaching position, and nobody is required to teach if he or she does not wish to do so. Members control their own time volunteered.
- How can I help my members if I can't see exactly what they see in AXIS?
 - All members have a similar experience. No matter what level you are in, you have a tab in AXIS for the training. All tabs are set up similarly. If you look at your AXIS and see a Level 3 Training Tab, know your member in Level 1 or Level 2 has a Level 1 Training Tab.
 - You can see what your member sees if you sit down with them and ask them to show you. In this way, you can walk them through how to solve an issue or how to find something.
 - You can see what your member sees if you set up a Teams/Zoom/Google Hangouts/GoToMeeting session and screenshare. The two of you can walk through any level, any assignment, and any issue together.
 - Our conference presentations show screenshots of all levels for general information.
- What is Virtual in Residence (VIR) and how can it help my unit?
 - VIR is the offering of modules via technology such as Teams, Google Hangouts, Zoom, or Go To Meeting. We consider this face-to-face training as everyone is online together and can see each other for discussion via the technology. VIR falls under onsite education because it is synchronous (everyone is present together). Squadrons, groups, wings, and regions are authorized to offer VIR modules with no additional permissions. Because units indicated they needed assistance with module availability, Vol U has VIR classes offered weekly. You can find out more on the Level 2 and Level 3 pages on the Volunteer University website. Your members can sign up for these classes if you are not able to offer classes locally due to not having an instructor, the pandemic, etc.

QUESTIONS UNIQUE TO REGION AND WING DIRECTORS OF EDUCATION & TRAINING AND COMMANDERS:

- Does the new program mean that the region/wing does not have to hold ET courses on weekends anymore? Can my wing still hold ET weekends if it wants to?
 - The wing can and should offer face-to-face training. The new program is more flexible than the old program.
- Can my region/wing host the new modules during our conferences?

- Yes, that was one of the goals of the new program.
- My wing does not have the people to instruct the higher-level ET modules. Where should I send my members? Will they have to wait?
 - Every wing will have some qualified instructors. Neighboring wings may also have resources as well as regions. You can also have your members take the modules online.
- Is Wing Commanders College going away?
 - Wing Commander College is not going away, but it is changing to better meet the needs of our members. These changes started a few years ago and will continue in the future.
- Will National HQ still have a calendar for posting available hosted modules?
 - Yes. We will advertise education and training opportunities on the Volunteer University website. Check out the Level 2 and 3 pages for virtual in-residence training opportunities.
- How many assistants can I assign to my (region/wing/group) to allow more members to get their staff time?
 - Each commander chooses his or her own staff to meet his or her needs.
- Do I have to complete instructor training to teach a module?
 - Yes, all instructors will complete training and be approved before teaching.
- How can I see who is qualified to teach?
 - Region and Wing Directors of Education and Training can obtain the list from our Teams site. Others may request it by emailing capvolu@capnhq.gov.
 - I am a Region or Wing Director of Education and Training but do not have access to the Teams site. How do I gain access? Request access by emailing capvolu@capnhq.gov
- We want to teach a class using Teams/Google Hangouts/Zoom/GoToMeeting. Do we have to get permission? Is it considered online or onsite?
 - No permission is required to teach courses using technology such as Teams or Zoom. These classes are conducted with members meeting synchronously and face-to-face using the technology. We consider them onsite offerings.
- We need someone to help us understand the new program. Where can we get help?
 - Email the capvolu@capnhq.gov email address. We are happy to assist you in navigating the new program.
- Can we have a trained Volunteer University instructor grant equivalency credit for PME or cadet milestone awards using Bulk Entry?
 - No. PME EC and cadet milestone award EC must be entered at NHQ. If the milestone award is on the eServices record, EC should be granted.
- My member's PME was entered before as credit for RSC/NSC/OBC. Does it have to be entered again?
 - It depends. If the credit is listed as SOS, ACSC, AWC, etc. then the system may read that from their record. If it is listed as NSC/RSC/OBC, then the system will not read it and grant EC. The Tier credit or actual school must be listed for EC. Email us at capvolu@capnhq.gov for help with this.
- We are preparing for a CI/SUI. My member has completed cadet protection basic course (CPBC), but it is not on the report. Why not?
 - All of Level 1 should be completed. Have the member complete the rest of Level 1.
 - The member completed all of Level 1 and it is still not showing up on the report.

- Use the individual record to show completion. Email capvolu@capnhq.gov for assistance.
- I know some members can enter information and approve it at the same time. Who can do that?
 - These members are known as entry validators. Entry validators include Commanders, Vice Commanders, Chiefs of Staff, Deputy Commanders, Deputy Commanders for Seniors, Administrative Officers, DCS PD (Education and Training), Director of Administration, Director of Professional Development (Education and Training), Personnel Officers, Professional Development Officers (Education and Training Officers).
- Who can approve levels or tasks in eServices in Accomplishments?
 - Approval authorities include Commanders, Vice Commanders, Chiefs of Staff, Deputy Commanders, Deputy Commanders for Seniors.
- Can we enter credit for specialty tracks, duty positions, and classes in Accomplishments?
 - No, you cannot. No credit for modules is entered from Bulk Entry by qualified Vol U instructors or transfers from AXIS for online completions. Specialty tracks and duty assignment time is read from the eServices record. If the record is not reading correctly, you can contact us for assistance.
- Where can we find the materials for teaching onsite in our unit?
 - Content is available on our website under each level.
- Can we set up our own online, asynchronous training using Teams or another software?
 - No, the only approved online training is offered by Volunteer University using the AXIS LMS. Units have many options and can offer onsite training or training conducted synchronously via technology.
- Who can approve the tasks required in each level?
 - Summary Conversation in Level 1 is approved at the unit level.
 - Progression to Path in Level 1 or Level 2 is approved at the unit level.
 - Attend Wing, Region, or National Conference (2) for Level 3 is approved at the wing level.
 - Mentoring a member through Level 1 for Level 3 is approved at the unit level.
 - Serve on Staff at an Approved Activity for Level 4 is approved at the wing level.
 - The Presentation requirement for Level 4 is approved at the unit level.
 - Serve on Staff at an Approved Activity for Level 5 is approved at the wing level.
 - Mentoring a member through a technician rating in a specialty track in Level 5 is approved at the unit level.
 - How did you determine who approves each task?
 - We tried to determine where the activity likely occurred. For example, mentoring generally occurs locally so those items are approved at the unit level. Serving on staff at an activity or attending a conference normally occurs at the wing level or higher so those are approved by the wing.
- What is my role as an Education and Training leader?
 - Your role is to evaluate what training your members need and schedule it. You and your members can rely on Volunteer University modules online but many members like

face-to-face opportunities and would enjoy training you schedule with instructors in your regions, wings, groups, and squadrons.

- Your role is to encourage your members and cheer for them when they do good work. When a member completes a module or a level, celebrate their success!
- Your role is to ask how your members are doing and help them resolve issues before they become frustrated. Help them find a Vol U contact on our website. Give them good advice. For example, if they are waiting on work to be graded, help them compose a kind email to their instructors after a week to inquire when grading might be done. If they don't get an answer, encourage them to elevate their request to the chair for their mode/level. If that doesn't work, help them contact the appropriate dean and after that the provost then chief. Encourage your members to grow and learn more at every level. Training is more available than ever before.
- Your role is to reach out to us for help when you don't understand or need assistance. We are happy to do presentations, help you find instructors, and help you resolve any issues or questions.
- Your role is to encourage members to become instructors. We would hope you would encourage at least 2 members of each unit to apply. Follow up and ask those who have not completed the instructor course to do so. If you need help getting teachers through the Instructor Course, contact the deans for assistance.
- Who can help me with questions about the new program?
 - You can contact the Chief of Education and Training at capvolu@capnhq.gov.
- Who can approve a task or path for a commander?
 - The deputy commander approves a task or path for the commander. This is not a change. This is how the programming worked in the legacy program also.
- How can a wing or unit best help its members?
 - Work to have two Volunteer University instructors per unit. Offer the Level 2 and Level 3 moderated modules locally. Members can easily access the automated modules in AXIS.