



International Institute for Software Testing

Promoting Disciplined Software Testing Practices

On-Line Courses Q&A

The following are answers to some of the questions you may have about On-Line Training from The International Institute for Software Testing (IIST). If you still have questions after reading this document, please contact the IIST at onlineadmin@iist.org or call us at 1-877-Get-IIST.

What do I need to have on my computer to use on-line training from IIST?

Minimum System Requirements:

- ❑ A Windows (98, Me, NT 4.0, 2000, XP) or higher computer.
- ❑ A color display with at least 800 x 600 pixel resolution.
- ❑ For Windows, use Internet Explorer 6.0 or Netscape Navigator 7.1 or 7.2.
- ❑ Javascript enabled.
- ❑ A 28.8k modem or faster Internet connection. (High Speed recommended for best performance).
- ❑ Microsoft Windows Media Player Version 7.0. or higher (For Windows 98, Me, 2000, or XP users)
- ❑ RealNetworks RealPlayer (Version G2 or later)

Use WebEx's quick three-step system check to:

1. Check your system settings
2. Check your streaming media settings
3. Perform a firewall test

Check your system here:

<https://secure.webex.com/p2/pls/htmldocs/newuser-1.html>

How do I get to View the course?

When you sign up for a course, you will be issued an access code. Your access code gives you a single user license to access the course material. The use of the access code by multiple users will result in termination of the access code. You will not be able to download the course to your machine.

When you access the courses for the first time, you will be presented with the Presentation Playback Settings window below. Just click OK to accept default

settings. The course should start playing. If for any reason the course does not start immediately, close your browser and start it again. This action normally takes care of any problem.

What do I do if I have problems accessing the course material?

If you have technical problems accessing course material, the first thing you might want to do is to restart your browser. This normally takes care of most problems. If you still have a problem, you should call WebEx Technical Support at: 1-866-229-3239. It is always recommended you send an email to IIST at onlineadmin@iist.org letting IIST know you are experiencing problems, so we make sure it gets resolved in a timely manner.

For any questions regarding course contents, procedures or exams, send message to onlineadmin@iist.org.

Will I receive a copy of the course material?

During the access period, you will have access to the course material and audio 24 hours a day for 30 days. You will not be able to download the course material to your computer. However, once you have completed your exam, you will receive an electronic copy of the course material if you receive an 80% or higher on the exam. You must pass the exam before receiving a copy of the materials because IIST does not permit open book exams.

How much time do I have to finish the course?

Your access code is good for 30 days from the time you sign up for the course. During these 30 days you have 30 hours of access to the course material. After 30 days or 30 hours of access, whichever comes first, you will not have access to the course material. We will not be able to extend your access period. Please make sure to take and submit your test before the expiration of your Access Code. If the on-line class doesn't have an exam inside it, please contact onlineadmin@iist.org and indicate which class exam you need. You will then be emailed an access code and link to the exam for that class. Not all on-line classes have the exam attached to the class. This is due to the two different ways in which IIST has produced the on-line classes.

What happens if I do not finish the course in the 30 days or 30 hours I have of access?

If you do not finish the course in the time allotted, you can get another 30 days access for a charge of \$100.

How do I communicate with the instructor?

In order to get the most value out of our on-line training, we want all interactions with the instructor to happen through our On-line Administrator

(onlineadmin@iist.org). You can email the On-line Administrator stating the class and your question. The On-line Administrator will email the question to the appropriate instructor and carbon copy you on the email, so you can be in contact with the instructor and get the answer needed.

In order to get the most value out of our on-line training, we suggest you can go into the “Class Discussion” feature using the IIST BUG Free Zone. This way you can see questions/interactions from other class attendees and instructor’s responses as well.

In order to access the Class Discussion, you need a two-level login process. You need to [become a member of IIST Bug Free Zone](#) and also become a member of the Discussion Board, where you will be able access the Class Discussion.

How is certification exams handled on-line?

Courses may count towards the [Certified Software Test Professional \(CSTP\)](#) or the [Certified Test Manager \(CTM\) certification](#). Please consult the course description to see what area the course counts towards. For information on these certifications, visit the IIST web site at www.iist.org.

The exam is closed book and you should not consult any materials while answering the exam. Questions will be essay style questions. You will have only 30-45 minutes to complete the exam on-line. The time allowed for the on-line exams varies depending on the course. It will be clearly marked before you enter the exam how much time you will have to complete it. If you do not submit your answers within the 30-45 minutes, you will not get credit for the. You can submit the exam only once any time you register for a course, although you will continue to be able to access the course material for 30 days or 30 hours whichever comes first.

After the exam is scored by the instructor, you will receive your score and detailed points for each question by email. Please allow up to 4 weeks for the on-line exam to be graded. If it is not graded by this time, please contact the On-line Administrator (onlineadmin@iist.org) and let him know which course exam you haven’t received a grade for yet.

Will I get any proof of completing the course?

Once your exam for a course has been scored by the instructor you will receive an email with your score. An 80% score is required in order to pass a course. IIST will then send you a certificate of completion through regular postal mail and a copy of the on-line materials in PDF format through email if you achieved a score of 80% or higher. Please allow up to 2 weeks to receive these.

What if I do not achieve the passing score on my first attempt to the exam?

If you receive less than 80%, you will have a chance to review the on-line course materials for a second time and take a retake exam for a charge of \$100. You can register for an on-line course retake by going to the following link.

<http://www.iist.org/online/retake/registration/registration.php>

Is there a group discount for taking On-Line Training from IIST?

IIST has set the prices for on-line training to be lower than any other competing courses. However, to encourage group registrations, IIST offers discounts for on-line classes purchased in a bulk of 20 or more classes. To get more information on a group discount please contact the IIST office at 1-877-GET-IIST or contact John Kallerup through email at: jkallerup@iist.org.

If you have any questions that remain unanswered after reviewing this information, please contact the On-line Administrator at: onlineadmin@iist.org.

Thank you for your interest in on-line training with IIST.