

Online CE Classes

A short guide on how to earn credits on the day of class

Instructions will be shared at 8:50 and 9:03 on class day on how to participate/pass the course.



Continuing Education Class Presented by

ServiceMaster Professional Services

Instructor:
Fred McGuire

For Best Results Today

- Listen with headphones.
- We will be showing several videos and we don't want you to miss anything.
- Adjust volume once.



To Earn Credit Today

- Interest Rating
 - You need to have a 70 or greater to get credit today out of 100.
 - People with 2 or more screens won't pass. Turn it off or disconnect it.
 - That means that this presentation must be on your Main Screen.



The Interest Rating Equation – 6 Inputs

1. (R) Registration Data - Percent of completed questions
2. (P) Polling - Percent of answered poll questions
3. (Q) Q&A - ([The number of times an attendee initiated dialogue] divided by [most frequently initiated attendee dialogue attempts]) times 100
4. (A) Attentiveness - Percent of time the GoToWebinar Viewer was the primary window on the attendee's screen
5. (S) Survey - Percent of completed survey questions
6. (L) Attendance length - ([Attendee end time minus attendee start time] divided by [longest attendee length]) times 100



GoToWebinar

Registration Data

- All questions/fields are required so your registration is complete



Course Name

Packout Claims: It's just stuff, but...

This webinar is offered several times. Select the date and time that works best for you.

Wed, Dec 15, 2021 9:00 AM - 12:00 PM CST

[Show in My Time Zone](#)

Some losses require a removal, or Packout, of the client's belongings in a home. An important review of how a company handles their prized possessions.



*Required field

First Name*

Last Name*

(R) Registration Data - Percent of completed questions

Polling

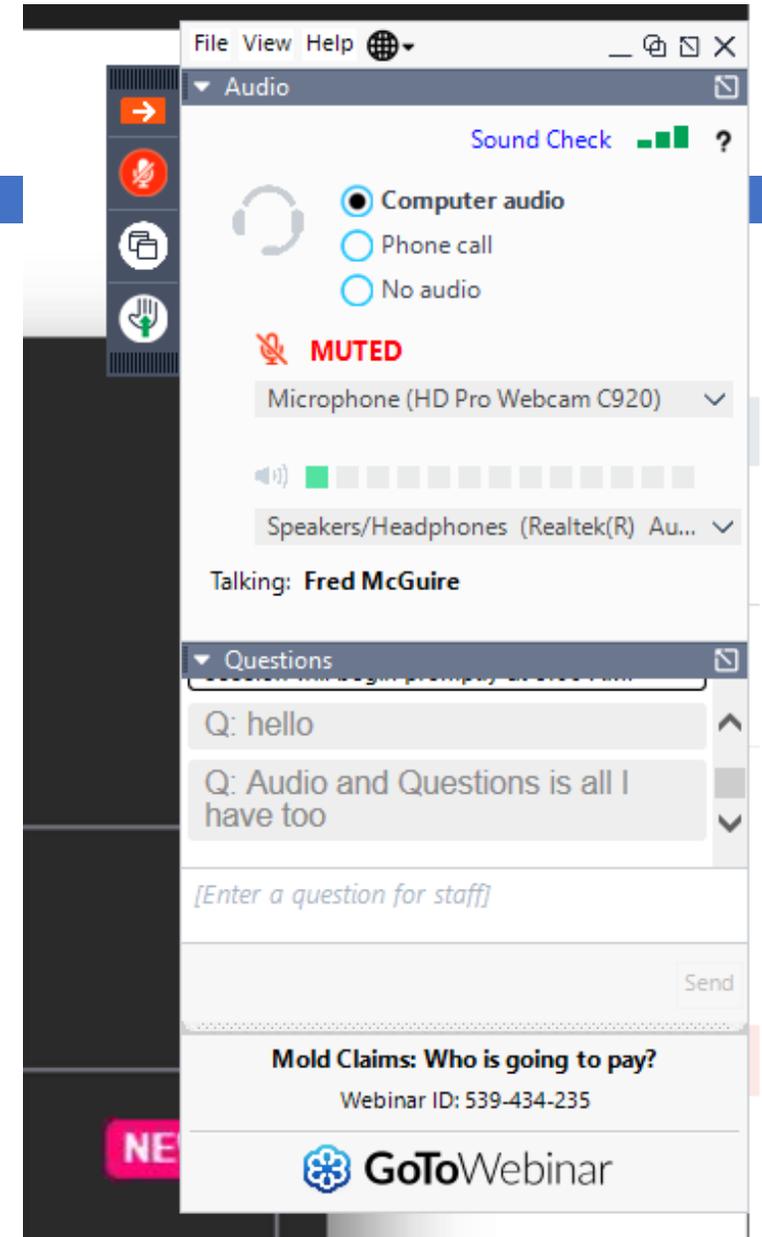
- 2 Polls each hour – you must participate in each one.
- Will pop-up on your screen.
- Answer and submit.
- However you don't need to get answers correct.

(P) Polling - Percent of answered poll questions

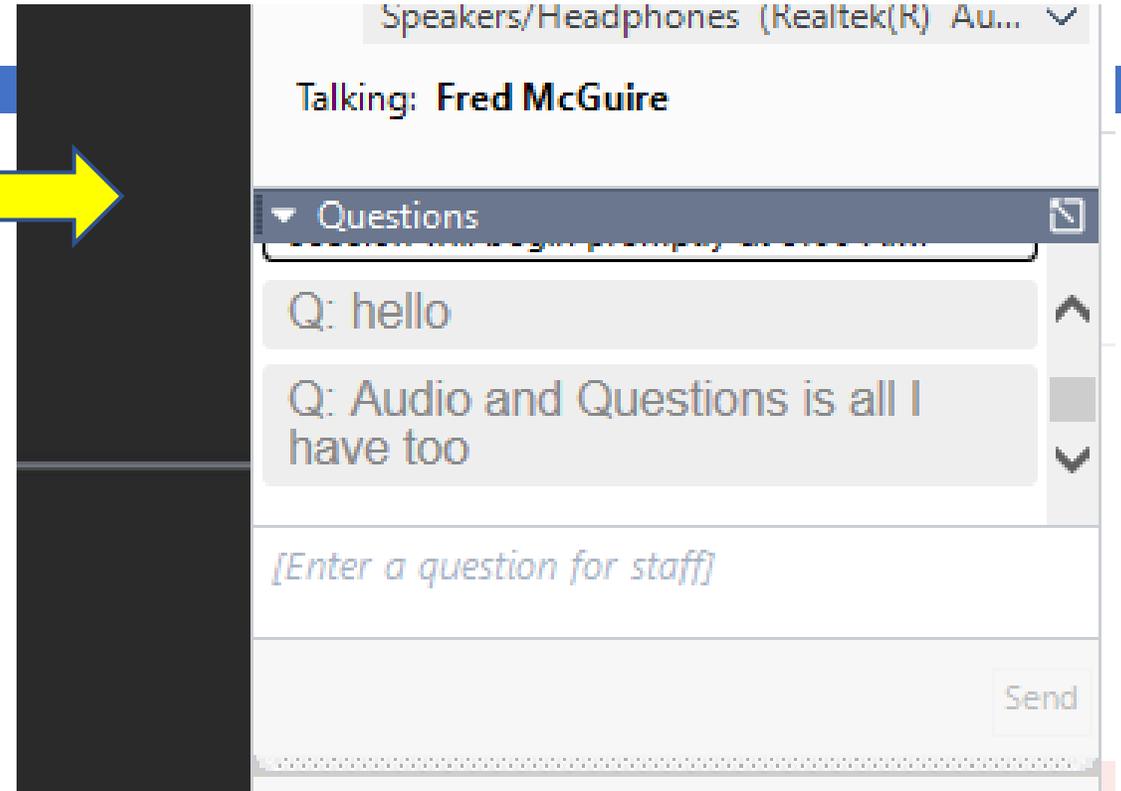
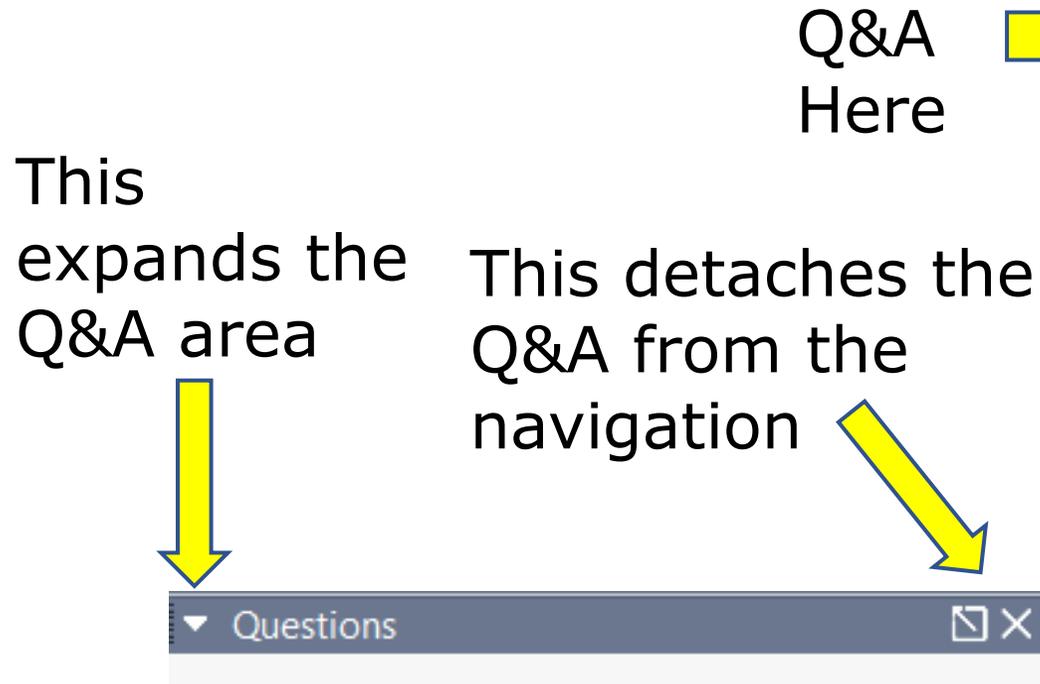


GoToWebinar Side Navigation

- You see this on the right of your screen.
- It can be moved where you would like it.



Q&A on PC

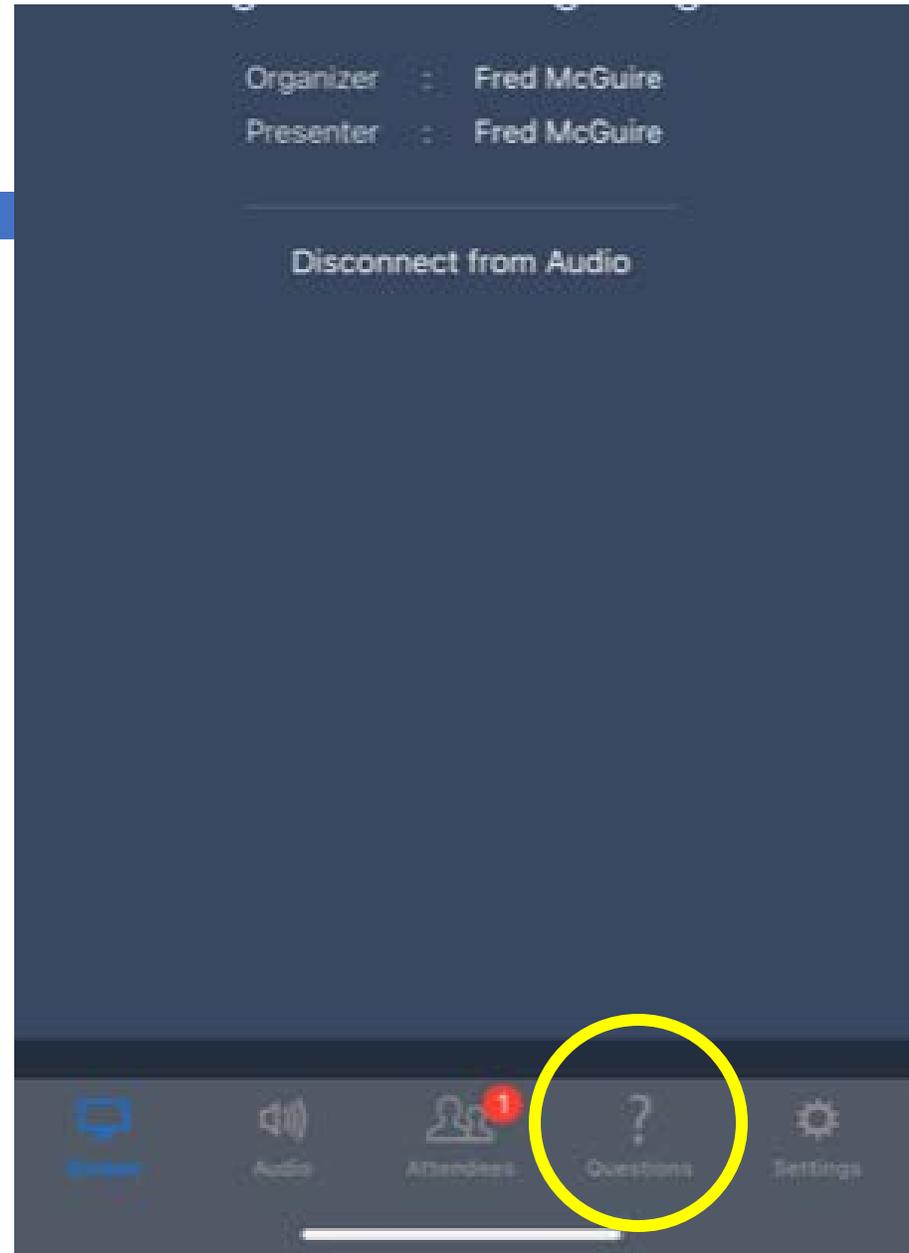


(Q) Q&A - ([The number of times an attendee initiated dialogue] divided by [most frequently initiated attendee dialogue attempts]) times 100

Q&A on Smart Phone

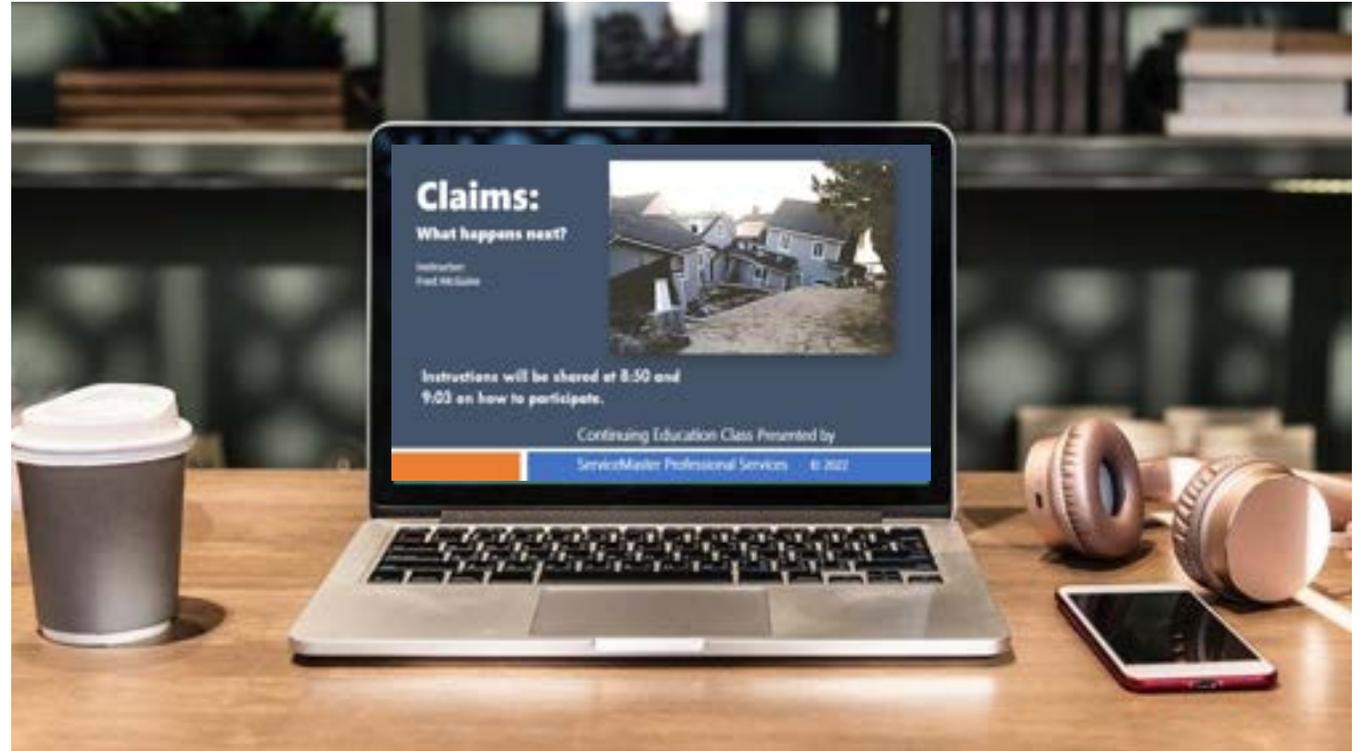
Phone App

Q&A
Here



Attentiveness

- DO NOT click outside your webinar screen.
This can nullify your attendance.



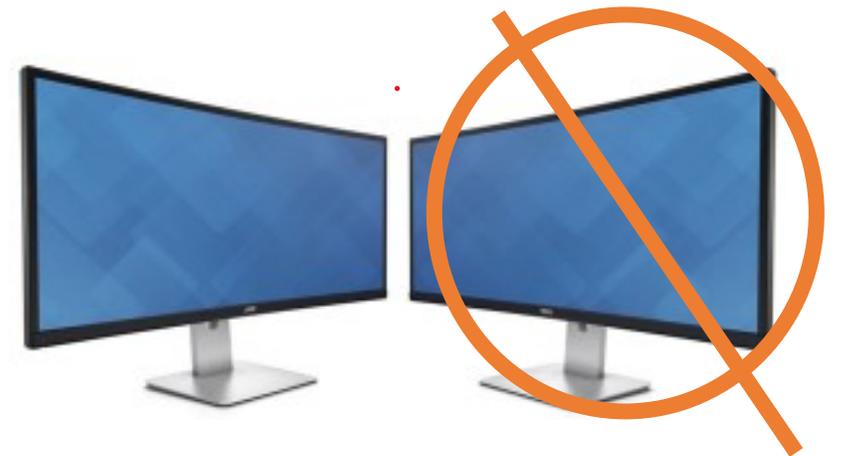
(A) Attentiveness - Percent of time the GoToWebinar Viewer was the primary window on the attendee's screen

Even during breaks!

Attentiveness

- I can attest that the scoring had to be because I was plugged into multiple screens! Same attendance as the Tuesday CE that was 43 and Thursdays I completely unplugged from my docking station and it was 92.
- 52 on Hoarding class and then they switched to one screen and the score was 99.

(A) Attentiveness - Percent of time the GoToWebinar Viewer was the primary window on the attendee's screen



Survey

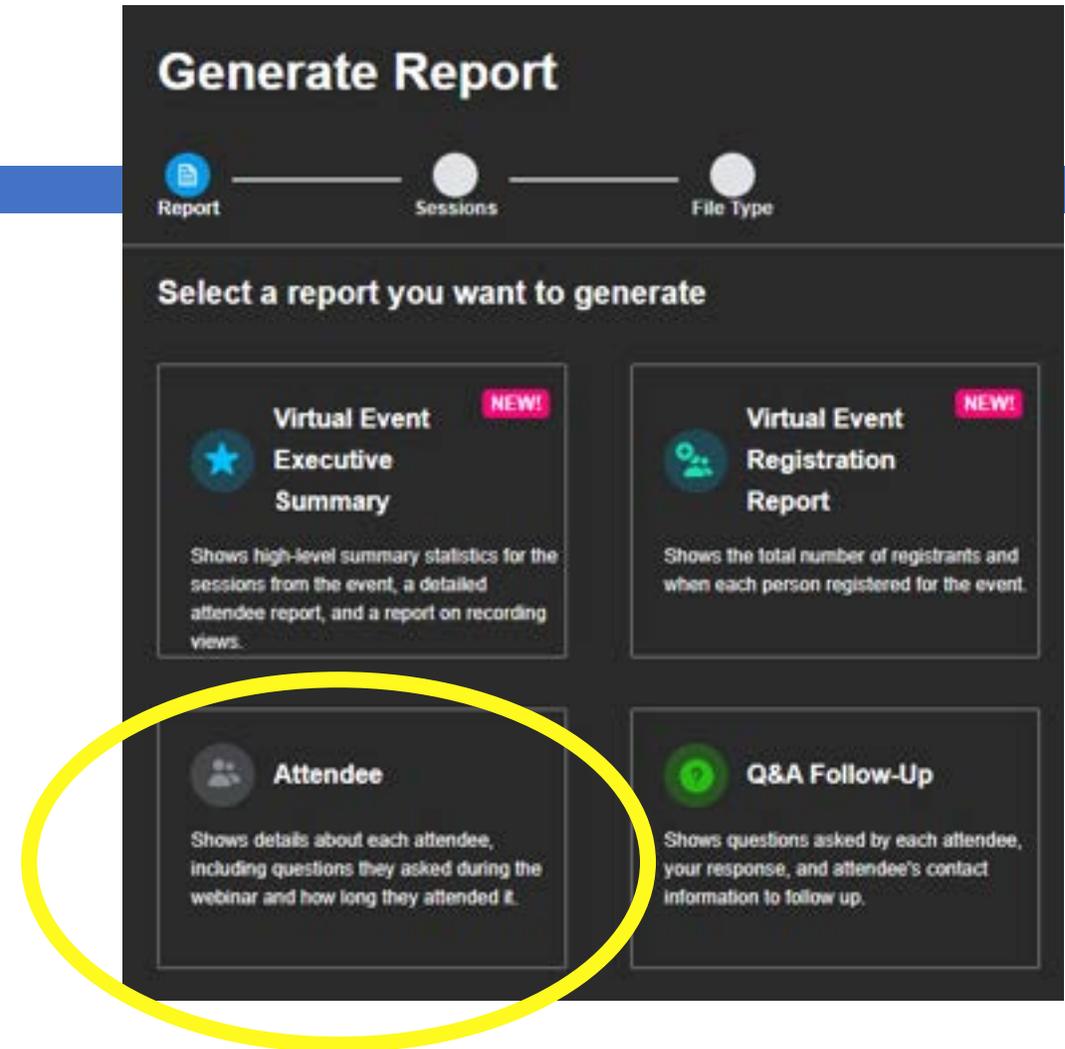
- Once you log out of the course today, you will be sent a short 3 question survey.
- Please complete.
- The survey is expected for each attendee.



(S) Survey - Percent of completed survey questions

Attendance Length

- Electronic Reports will be generated after class.
- The “Attendee” comprehensive report is used.



(L) Attendance length - ([Attendee end time minus attendee start time] divided by [longest attendee length]) times 100

Wifi Issues?

- If disconnected, go back in right away and you should be approved.



A Smartphone is a good option

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- The highest class scores are almost always on a smart phone

