

Victim Impact Panel (VIP)

FREQUENTLY ASKED QUESTIONS



How do I register for the Victim Impact Panel course?

Once the VIP coordinator receives your paperwork from the court, they will add you to the next registration group. You will first receive an email to confirm your course date. Then when the course opens, you will receive a second email containing instructions on how to log in and take the class.

Do I have to complete more than one class?

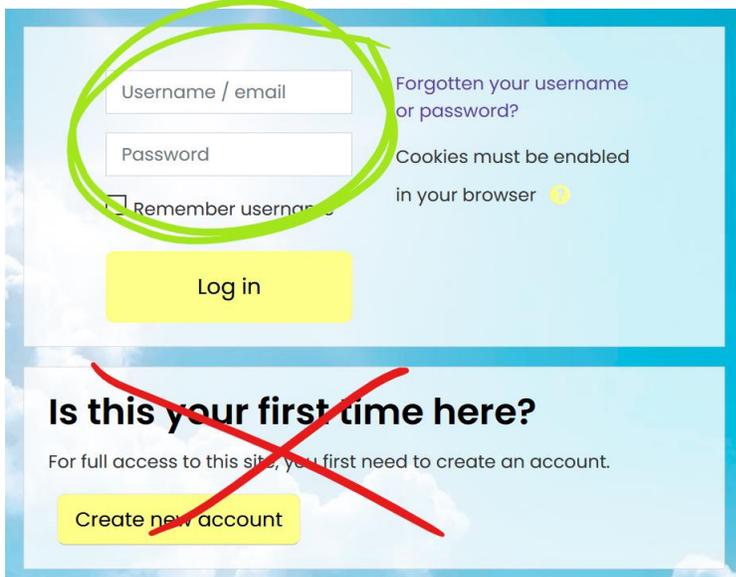
If you have been mandated to take our VIP class, then that is the only course you need to complete on our website. **DO NOT TRY TO REGISTER FOR OUR TEEN DRIVING CLASS.** If you have also been mandated to take the seven-week Impaired Driver Program (IDP), you need to look at your court paperwork for the correct contact info. IDP is a different class from our Victim Impact Panel and is run by Dutchess Community College.

How long will it take to complete the course? Can I exit and come back to it?

The course takes about 80 minutes to complete. If you exit the course, you will be able to resume where you left off. Please note that all the sections have a minimum time requirement. You must read all the text and watch all the videos in full. If you reach the end of the section before the minimum time is reached you will receive a warning letting you know that you will have to start it over to get credit.

What is the correct website to take the course?

The website address for our online classes is <https://capedc-education.org>. When you reach the login page, please do not click the link to create an account. Your account has already been created by the VIP coordinator. Use the login area circled in green.



What is my login and password? Why won't my password work?

Your username and password will be sent to you via email by the VIP coordinator when the class opens. If you lose your credentials, please do not try to reset them. You can reach out to the coordinator to confirm your login info. If you are receiving an error message and are unable to log in, please double-check that your username and password are being entered correctly before contacting the coordinator. Passwords are case-sensitive and may include symbols.

How do I pay for the class?

The VIP course costs \$70 per person and can be paid online when you enroll. When you click on Victim Impact Panel, you will see the cost and a button that says, "Send payment via PayPal" (see screenshot below). Once you click that button, you will see the PayPal payment portal. You DO NOT need a PayPal account to make a payment. You can pay with credit card, debit card, or a PayPal account (if you have one). If you cannot pay online, please contact the VIP coordinator to make other arrangements.

Enrollment options

Victim Impact Panel (English)



This is a court-mandated program where participants listen to stories from victims and/or their family members who have been impacted by the consequences of drunk, drugged, or distracted driving.

VIP Administrator: [Kathy Knauss](#)

This course requires a payment for entry.

PayPal

Cost: USD 70.00



Use the button below to pay and be enrolled within minutes!

[Send payment via PayPal](#)

Why aren't the videos working?

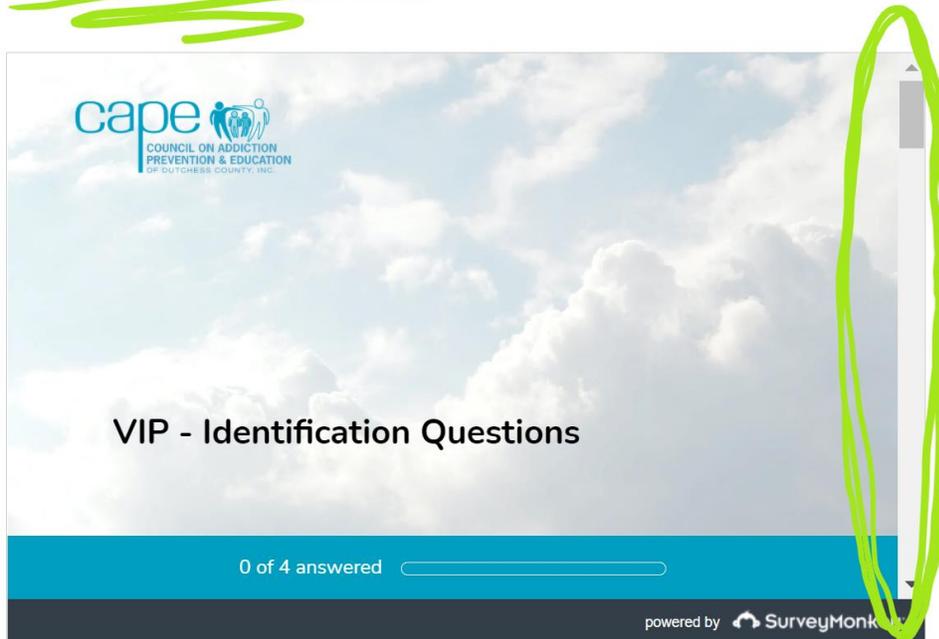
The videos are all working correctly. They have already been tested on several devices and internet browsers. If the video won't play, the issue is likely being caused by your internet browser (i.e. Internet Explorer, Safari, Microsoft Edge, Mozilla Firefox, Chrome, etc.). The video is set to auto-play on a loop. If the video is just buffering or showing as a still image, then it is being blocked by the security settings on your internet browser. Every browser is different. Go to the browser settings and look for something that lets you block or allow auto-play of videos or audio/visual content. Once you make sure the settings are set to ALLOW the video to play, you just need to refresh the page and the video will work. You can do this by going out of the section and coming back into it, or you can look for the refresh button on the top left of your browser (this is usually an

arrow in the shape of a circle (↻). If you need further assistance with your browser settings, please utilize Google search to find where the settings are for your particular browser. All you need to do is Google 'Why won't videos play in [insert name of browser]' and the answer will come right up. If you or someone in your house cannot resolve this, please try using a different browser or a different device. We recommend using the Microsoft Edge browser.

How do I answer the identification questions and/or take the survey?

There are two sets of questions that must be completed as part of the course. The first is the Participant Identification section. When you reach this section in the Opening Remarks, you will see a SurveyMonkey box embedded into the page. The box has a blue sky and clouds in the background (see screenshot below). There is a scroll bar on the right-hand side (circled in green) that you can use to scroll down through the questions. Make sure to click the blue submit button at the end of the survey. You will get a confirmation message from SurveyMonkey saying 'Thank you for taking the survey' once it has been submitted successfully. At the end of the course, in the Closing Remarks, there is another set of questions on a page titled "Participant Feedback Survey." This will be the same type of box as the ID questions.

Participant Identification



Why does it say 'Not Attempted' under the course section after I completed it?

If you see 'Not Attempted' under the sections, you can disregard it (as long as you have a blue checkmark to the right of that section).

How do I know if I completed the course?

Use the yellow buttons at the bottom of each page to move from page to page, until you get all the way to the end of the course. When you complete the final survey, you will see a message that says "Congratulations - end of lesson reached." Below that

message, you must click the link that says, "Return to Victim Impact Panel (English)." On the course outline page, you can double-check that all your course sections have the required, automatic, blue checkmark in the box to the right of the section name. You can check that your survey has been submitted successfully by returning to the survey page. If you remember filling out the questions and the page has a message saying 'Thank you for participating in the survey' then you have submitted it successfully. ALL SECTIONS MUST BE MARKED AS COMPLETE AND YOUR SURVEY MUST BE SUBMITTED TO RECEIVE FINAL CREDIT FOR THE COURSE.

What if I completed a section but there is no blue checkmark on the outline?

If you find that there is a section without a checkmark, it likely means that you did not meet the requirements by watching all videos in full or you did not spend the minimum amount of time in that section. You can click on any of the sections that are not marked as complete to return to that lesson and watch the content again.

Do I get a confirmation email or course certificate at the end of the course?

There is no automatic confirmation email when you are done. The VIP coordinator will check your results and send the completed paperwork directly to your court and/or probation officer. You will also receive a copy of this paperwork via email.

What if my questions are not answered by this FAQ?

This FAQ and the instructions provided within the course address all common questions or issues experienced by participants. Please read through the course CAREFULLY, especially at the beginning and end of the course. Any further questions should be directed to the VIP coordinator.

VIP COORDINATOR:

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