



Q: Is WE CARE ONLINE approved by the State of Kansas

A: Yes, **WE CARE ONLINE** is approved by Kansas Dept of Health and Environment as well the Kansas Board of Regents. **WE CARE ONLINE** is considered a secondary education entity.

Q: How do I see what classes are available and where clinicals are located?

A: Click on the register link that looks like this.



This will take you through a series of questions

- Click your State
- Click CNA
- Here you will see a list of clinicals so far in the State of KS.
 - We add clinical sites often to the site so you can check back or sign up to be placed on the waiting list.
- **If there is not a clinical in your area or the schedule doesn't work** for you that month, please sign up for the waitlist free of charge. You will be contacted at a later date if a clinical becomes available in your area. You will find this on the top of the page under student registration and CNA Page.
- If the clinical site and dates do work for you, click the circle next the site and then at the top of the page click continue.
 - Click New User or Returning User.
 - This takes you the next screen then to view dates, schedules, and clinical sites.
 - If you are a return user to this Thriva system, sign in with your info.

Q: How many hours is classroom?

A: 45 hrs is classroom over 4 wk period.

Q: How do I enroll in the course?

A:



- Click on Register link.
- It will take you through a series of questions to answer.
- You can also pay for the course during that session. (See below for payment details).
- **IMPORTANT:**You will also need a reading test required by the State of KS and those results will also need to be faxed to us. (See below for reading test details)

Q: What happens after I fill out the enrollment application form online?

A: You will receive an email immediately after enrolling if your enrollment submission was successful. Please be sure your email address is correct. If it is not correct, you will not receive the email you were expecting.

Q: How long does it take to process my enrollment application?

A: The enrollment process is immediate and you will be enrolled and accepted into the course if the seats are available. If there are not any seats available, the online system will notify you of that during the enrollment process.

Q: If I enroll in the course then I am in the class and I have a seat.

A: Yes, if you submitted it with payment.

Q: What if all the seats in the class are taken?

A: You may sign up to be placed on the waiting list (Free of Charge) and will be notified if a person drops out of the class and will be offered their seat.

Q: Does completing the enrollment form guarantee my seat into the class I enrolled in?

A: Yes, if the seats are available and you made full payment.

Q: Does completing the enrollment form without payment, give me a higher status in enrollment or hold my seat in the class?

A: No, filling out the enrollment form without payment does not allow you to have a seat in the class. It just begins the enrollment process. It also does not supersede any other student application because payment was not received with your enrollment form.

Q: Does calling into WE CARE ONLINE to enroll speed up or guarantee my seat into the class I wish to enroll in?

A: No, calling **WE CARE ONLINE** to enroll does not speed up or guarantee your enrollment into the class. It is processed online just as if you were doing it on your computer at home in the same fashion. If you need assistance in enrolling, **WE CARE ONLINE** would be happy to assist you in that process if you are having difficulty doing so.

Q: How do I pay for the class?

A: There are a few ways to do this.

1. You may fill out the enrollment form application and during that time it will ask who is paying for the class. At that time, you may pay for class in full with a debit or credit card.
2. If you have already completed your enrollment form and only paid the registration fee, you may login with your account information you created and make payment online with your account.
3. You may send a check or money order to **WE CARE ONLINE**, 4601 E Douglas, Wichita, KS 67218. Keep in mind it can take 1-3 days in the mail, so this process is much slower and does not hold your seat in the course. You will only be placed in a seat after your check is received and cleared.
4. If you wish to make payments, you can do so by going back to our website and clicking on Access Account. There you can make payments. It **MUST** be paid in full the Friday before class begins.

Q: What happens after I am placed on the waiting list?

A: **WE CARE ONLINE** will contact you via email each time there is a clinical site available in your area. You will be taken off the list once you attend a class or if you contact us to take you off of the waiting list.

Q: What if the schedule states “Clinicals Coming Soon?”

A: If the clinical schedule is not listed then the schedule has not yet been set. Keep checking back at the site for the schedule if it is not yet posted.

We will post it as soon as it becomes available.

Q: What if one of the days on the clinical schedule does not work for me?

A: Rarely are there clinical make up days for 1 individual student. If clinical make up days are necessary, those days are done as a group and not on an individual basis most of time. If there is a day or days that do not work for you, **WE CARE ONLINE** does recommend waiting for the next class. Clinical schedules are NOT flexible.

Q: Do I have to attend each and every clinical schedule listed?

A: Yes, in order to pass the course, you need to attend each clinical day listed on the schedule.

Q: Who do I contact in regards the clinical date/time if I have questions?

A: If you have questions regarding clinical date/time you can contact the clinical instructor listed on the clinical schedule form and he/she would be happy to answer them for you. His/her phone number is listed on the clinical schedule posted.

Q: Are there any pre-requisites needed for this course?

A: No, the State of Kansas does not require pre-requisites for the CNA course.

Q: Is there a minimum age a student must be in order to take the class?

A: No, there is minimum age to take the KS CNA course. However, keep in mind, most facilities have state regulations on age hiring requirements but there have been 14 and 15 year old high school students take the course and pass successfully!

Q: Is there a textbook that is required?

A: Yes, there is a textbook that is required and **WE CARE ONLINE** does provide a link in order to purchase your textbook, listed on the CNA course site. You can choose from any vendor. The workbook is optional.

Q: I have an older version of the textbook that is required, can I use that?

A: No, an older version of the textbook will not work for your class. You'll need to get the updated version in order to follow along in the classroom session.

Q: Class has started or starts in 2 days and I don't have my textbook yet, what do I do?

A: You can go the link listed on the website and order your textbook and ask for 2 day shipping. **WE CARE ONLINE** is not aware of any local bookstores carrying the textbook required. You can also get them at a reasonable rate online new or used. There is also enough to do online before your textbook arrives.

Q: How many hours is the CNA course

A: It is a 90hr course over a 4 wk period.

Q: How many hours is classroom?

A: 45 hrs is classroom over 4 wk period.

Q: How many hours are clinicals?

A: 45 hrs is classroom over the same timeframe as classroom.

Q: Is there a certain day or time I have to login for the classroom portion online?

A: No, there is no certain day or time you have to login for the classroom portion of the course. You can access Blackboard 24 hrs a day, 7 days a week. You will have assignments due every other week but you work on those on your own time.

Q: Can I access the classroom portion online before class begins?

A: No, you may not begin before the first day of class that is posted and all students must finish class by the end date of class dates posted as well.

Q: What is the course load like?

A: There are 4 units in the course and each unit is due every week but you can work on your assignments at your convenience. And then there is a final exam due the last week as well. There is not a certain time you are expected to log on. Students spend 11-12 hours on the classroom portion of the class a week online.

Q: Can I take the class portion of the class and complete my clinicals at a later date?

A: You cannot take the classroom portion of the class and take clinicals at a later date. According to state guidelines you must take the classroom and clinicals in one class session.

Q: How many hours will I be spending at lab/clinical in person?

A: 45 hrs is required by the State of Kansas for lab/clinical time. Each clinical instructor will have their own schedule and no two are alike. You will just have to check the schedules posted on the website to see if it works for your schedule or not.

Q: Where are clinicals held?

A: Clinicals are held at a long term care facility or assisted living which they have agreed to host the clinical portion of the class. The clinical schedule will be posted online at wecareonlineclasses.com as soon as it is become available from the clinical instructor for that clinical site.

Q: Do I set up my own username and password on Blackboard to get started?

A: NO, **WE CARE ONLINE** will enroll you in the course in Blackboard on the first day of class which always starts on Monday. You will not need to enroll yourself online as it will not give you access to the course.

Q: How will I know what my username and password is to get started in Blackboard?

A:

- Your classroom instructor will send you an email by 5pm on first day of class.
- The email will contain your login information and how to enter your classroom on Blackboard.

Q: I am nervous about taking an online course. I don't know what to expect?

A: The email on the first day of class will also give you information regarding how to navigate the site. It is very basic and if you used email before and navigated even a little online, you will do fine in the course.

Q: How will I know when the assignments are due?

A: You will have assignment due every other week and in the first email you will receive the due dates for those assignments are given to you. You will want to keep this email and also write down on your calendar when the assignments are due.

Q: Where will I take my state exam?

A: Students will take their state exam at one testing sites near their own location at a tech college or vo-tech school who offers them monthly.

Q: When will the state exam take place?

A: Most generally, the CNA State exam will take place within the first month after class ends. You will be notified by **WE CARE ONLINE** after class ends. It can take UP TO 3 WKS before We Care Online is notified by the Testing Site of your date and time of the exam. We will not have access to date or time prior to time per state guidelines.

Q: Are the state exams scheduled during the week or on weekends

A: State exams are held during the week during business hours.

Q: What if I accidentally missed taking my state exam that was scheduled.

A: If you missed taking your exam on the date assigned to you, then you must contact **the State of Kansas** and they will send you the reschedule form you'll have to fill out and send in \$20 to application fee. The testing site will then send you your letter to test.

Q: What happens if I do not successfully complete the course?

A: If a student fails the course, the candidate must retake the course before taking the state exam.

Q: How many questions are on the CNA State Exam and how long do I have to take it?

A: The state test is timed and contains 100 multiple-choice questions. You are given 2 hours in which to complete the test. The score of 75% or greater constitutes a passing score.

Q: What will the test measure our knowledge on?

A:

- Current drug classification, action, use, side effects, adverse reactions, interactions, and nursing care for medications used to treat commonly recurring health conditions affecting body systems.
- Administering prescribed medications and monitoring oxygen therapy and applying non-sterile dressings.
- Legal, ethical, and current practice
- Communication
- Documentation

Q: What happens once I complete the course successfully?

A: Once you complete the course your instructor will send your name to the testing site that you have successfully passed the course. As soon as the instructor receives the "Approval to Test Notice" (which is your letter to take the state test) the We Care Online coordinator will make arrangements for you to get you the "Approval to Test" letter. You will need it to take to the state test.

The "Approval to Test Notice" will assign the test date, location, and time as well as what you need to take with you on the day you test.

- NOTE: We will not know the date of the state test until the letters are received after class ends. It is usually up to 3 wks after the last day of class before we know your testing date or time. It is out of our control as this is state regulated to give testing date after class ends.

Q: What if I am unable to take the test on the date scheduled?

A: If you are unable to take the test on the date assigned you must contact Health Occupations Credentialing (HOC) at 785-296-1250 to request a rescheduling form to submit along with a \$20 application fee.

Q: Tell me more about the state test.

A: The state test is timed and contains 100 multiple-choice questions. You are given 2 hours in which to complete the test. The score of 75% or greater constitutes a passing score.

Q: What do I need to take to the state test?

A: You must provide the following at the test site when you go to test:

- Original photo ID
- Test fee
- Approval letter to test

You need to be extremely punctual for the state test. This test is timed and there are other students testing as well. The testing sites are very prompt on delivering the test. The testing sites will not accept any students who walk in the door after the testing has begun. I recommend you arrive at least 30 minutes ahead of schedule to get seated for your state test.

You WILL NOT be admitted if you are not listed as eligible on the site schedule, or are late, or do not provide required ID

Q: What if I have a disability?

A: Any candidate who has a:

- Physical disability
- Learning disability
- Psychological disability

If you require a reasonable accommodation to take the state test you need to complete a request form. As a student you must have performed in a satisfactory manner in the classroom and lab/clinical settings of the course, and successfully completed the Skills Competency Checklist.

Q: Is the state test given in more than one language?

A: The state test is read in only the English language. If English is your second language may use a bilingual language dictionary during the state test. Computer dictionaries and medical dictionaries are prohibited.

Q: What happens when I pass the state test?

A: If you pass the state test, a certificate will be mailed to you at the address in which you provided. On average it takes 3-4 weeks from the time the state test has been taken until the department received and enters the test score. You should allow 30 days to lapse from the date the test was taken before calling the department to check on the status of the certificate. 785-296-1250.

Q: What happens if I fail the state test?

A: You will receive a letter that includes the score. The information on your performance in the categories will help you prepare to retake the test. A rescheduling form, if you are eligible, will be included. You should complete this and send it to HOC with the non-refundable \$20 application fee.

Q: How long do I have to retake the test?

A: The state test must be passed within one year from the beginning date of the nurse aide training course. You are eligible to retake the test a maximum of 3 times within that year. If the test is not passed within one year from the starting date of the course, the entire course must be retaken to be eligible to take the test again.

Q: What is KNAR?

A: KNAR is the Kansas Nurse Aide registry which is federally mandated program to track the employment and training for aides in Kansas. A unique identification number is issued to you if you have successfully completed the state nurse aide course and passed the test.

Q: What are record checks?

A: The KNAR will be checked for reports of abuse, neglect, or exploitation, prohibited offenses, or misappropriation of resident property. Each adult care home must contact the registry prior to hiring you as a nurse aide. A criminal record check will be requested by a facility to determine your eligibility to work. A facility may NOT employ any person with any of this on record after April 1, 1992. You can see prohibited offenses under the tab "Course Information".

Q: KNAR should never be contacted to:

- A: • Inquire about test results. The results are mailed to you within 30 days from the test date. The test results cannot be given over the phone. Call 785-296-1250.
- Inquire about test sites. Instead call 785-296-1250
 - Request replacement copies of certificates. Instead call 785-296-1250
 - Report abuse complaint about a CNA or other personnel. Instead call 800-842-0078
 - Inquire about the CNA and competency evaluation Instead call 785-296-0058
 - Inquire about employment verification procedures or issues. Instead call 785-296-1250
 - Locate course offerings. Instead call 785-296-1250 or access website at www.kdheks.gov/hoc

Q: Does my CNA certificate expire?

A: CNA certificates do not expire therefore you will not receive new certificates automatically. As a CNA you will be eligible for employment for 24 months following the date the certificate is issued. In order for you to extend the eligibility period, you as a CNA must be employed to perform nursing or nursing related tasks for at least 8 hours in the 24 month period.

Q: What if my employment was not received by KNAR?

A: If you worked 8hr in a 24 hr period and the information was not received and noted on the CAN's KNAR record, the CNA should request the Employment Verification Form from HOC.

Q: What happens if I have not been employed in a 24 month period for 8 hrs?

A: If a CNA has not been employed to perform nursing or nursing related duties in the past 24 mo you can have a licensed, registered nurse may elect to administer the Kansas Nurse Aide Task Checklist-For Employment Verification. The checklist may be done in an adult care home, hospital, or laboratory setting. The checklist shall not be given to the aide. Or the CNA may take a refresher course, if available, instead of having a nurse administer the task checklist. Once completed and submitted to HOC, the eligibility period is extended by 24 months. It is not necessary to work for "40 hrs" in order to complete the checklist for employment purposes. The amount of time it takes to perform each task will vary.

Q: What if I have lost my CNA certificate?

A: If you have lost your CNA certificate, an application form is available and a new certificate will be sent upon receipt of the form and a fee.

Q: What if there is a change in name, address, phone number as a NAT or CNA?

A: Whenever there is a change in your mailing address, telephone number, or name you need to contact HOC so the department can keep your information updated. 785-296-0060.

WE CARE ONLINE *classes have been very successful and students enjoy them for the time flexibility it allows them as well as keeping the cost down as much as possible to keep it affordable for you.*

I hope I have answered a lot of your questions regarding our online course, if you have further questions not listed above, or need further clarification, please let me know and I will be happy to answer them for you.

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