Webinar FAQ's

Which courses are offered online?
We have many courses available online. You may view which courses are needed for your position, activity, or topic you are interested in at www.gswcf.org/training

Are webinars offered live or on-demand?
Occasionally a webinar will be offered live. Live webinars will require pre-registration. Most of our webinars are offered on-demand. This means that they are always available and you can take them at your convenience.

I'm a member now but I took a webinar before I had a member account. How do I make sure it gets on my training record?
Please contact adultlearning@gswcf.org for assistance. We will look up the record and work to assist you.

Why are some webinars tracked for the training report and some aren't?
Currently our webinars are hosted by a few different programs. Some programs have the functionality to embed tracking systems in them while others do not. We are working towards all of our webinars having tracking capability in the future.

How do you track attendance at webinars for training records?
For those webinars that currently have the functionality to be tracked, completing the evaluation for each webinar you take is imperative. The program doesn't have the capability to save the name entry/certificate, so we rely on the evaluations which feed into another system to track webinar usage, exporting and manually adding the entries in the evaluation system to your training record on your member account once a month.

Do I receive a certificate after completing a webinar?
GSWCF Webinars in which you have to enter your name at the beginning to populate on the certificate will issue a certificate at the end. Any you do not have to enter your name at the beginning will not issue a certificate. Certificates will populate after the evaluation slide, which opens in a new tab. After completing the evaluation, you will need to go back to the webinar tab to play through to the certificate slide.
GS101 and Volunteering for GS Series & Events are GSUSA webinars in which your certificate will be emailed to you within one month of your participation.

What do I do if the webinar won't play on my device?
Many of the webinars need flash (.swf) to play some of the interactive elements. Some browsers no longer support flash files. Chrome and most Apple products do not support flash files. Some browsers such as Internet Explorer may let you re-enable flash.

I'm having trouble printing my certificate from the webinar, what should I do?
Please contact adultlearning@gswcf.org and we will help you get a copy of your certificate.

Why do I have to take an evaluation after each webinar?
The evaluation is your opportunity to give feedback on the webinar to help us create content to best serve the needs of our volunteers. Also, for webinars that currently have the functionality, completing the evaluation for each webinar is imperitive. The program doesn't have the capability to save the name entry/certificate, so we rely on the evaluations which feed into another system to track webinar usage, exporting and manually add the entries in the evaluation system to your training record on your member account once a month.