Frequently Asked Freshmen Question about AlcoholEdu, and Haven

What is EverFi?
EverFi is the company that has created AlcoholEdu, Haven: Understanding Sexual Assault

How do I login?
Login using the link below:
https://services.bridgew.edu/everfi/alcoholedu.cfm
Your username is your BSU student username: everything before the “@” in your BSU email address.
For example: “asmith” would be the username for a student whose email is asmith@student.bridgew.edu.
Your password is the same one you use for your email.

How long do these courses take?
Part 1 of each course will take you approximately 45 minutes to an hour to complete. Part 2 of AlcoholEdu is about 20 minutes long. Part 2 of Haven is about 5 to 10 minutes long.

That’s a long time! Do I have to take these courses all in one sitting?
No. Both AlcoholEdu and Haven are divided into smaller mini-segments, or modules. You can complete a module in about 5 to 10 minutes. As long as you complete a module in its entirety, you will be able to log back in later and begin with the next module.

When do I have to complete this?
Part 1 of AlcoholEdu and Part 1 of Haven are due before you come to campus for June Orientation.
Part 2 of both programs will be due in the fall. You will get access to Part 2 in September.
If you do not complete Part 1 by the deadline, you’ll be behind for Part 2. If you don’t complete Part 2 by the deadline, you won’t be able to register for classes the following semester on time.

I just finished Part 1 of AlcoholEdu and Part 1 of Haven. Can I do Part 2 of each right away?
No. Both AlcoholEdu and Haven are formatted in the same way:
- Pre-course assessment
- Course (Part 1)
- Wait Period (intersession over the summer)
- Post-course assessment (Part 2 will become accessible in Fall 2017)

What is an intersession?
After you complete Part 1 of Alcohol Edu and Part 1 of Haven, you must wait until the fall to complete Part 2 of each.

Why do I have to wait between Part 1 and Part 2?
The courses are designed to see what you know before you take them. The post-assessment in Part 2 checks your understanding after you have had time to process the material. This pre- and post-assessment helps BSU to determine if the courses are effective.
Are AlcoholEdu and Haven: Understanding Sexual Assault one course?
No. These are two separate courses. Each has two parts.

Is Haven Part 2 of AlcoholEdu?
No. Haven is divided into Parts 1 and 2; AlcoholEdu is divided into Parts 1 and 2.

I am trying to complete Part 2, but I can’t get into the website and/or I am receiving an error message that says the course content has been moved. What do I do?
The course content is still there. Please clear your history and cache and try logging back in. If this doesn’t work, try using another web browser.

What happens if I do not complete on time?
If you do not complete AlcoholEdu and Haven, a hold will be placed on your student account which will prevent you from registering on-time for classes the following semester.

Why do I have to take both?
Studies show alcohol is often a factor in incidents of inappropriate behavior and assault. We want you prepared on all fronts. Plus, it’s your responsibility as a member of the BSU community.

I’ve already taken this course at my previous school. Do I have to take it again?
Yes, all freshmen BSU students must complete both AlcoholEdu and Haven.

I’m a commuter. Do I have to take these courses?
Yes, all freshmen BSU students must complete both AlcoholEdu and Haven.

I am 45 years old and have grown children. These courses are not relevant to me. Must I take them?
Yes, all freshmen BSU students must complete AlcoholEdu and Haven regardless of age. Although the information in AlcoholEdu is geared towards traditionally aged college students, you have the opportunity to be a resource for your fellow students and/or your children. If you would prefer, you may take HavenPlus rather than Haven. This program is designed for non-traditional students and may be better suited for someone in your situation.

I’m only taking 1 class this semester. Do I still need to take these courses?
Yes.

I’m a sophomore, junior, or senior. Do I have to do AlcoholEdu or Haven?
Freshmen BSU students are required to take AlcoholEdu and Haven within the deadline. However, all students are strongly encouraged to take Haven. The link to Haven only is https://services.bridgew.edu/everfi/haven.cfm.

I already participated in sexual assault prevention or alcohol awareness programming during Orientation/Welcome Week. Do I have to do this too?
Yes.

Will I receive course credit for completing these training programs?
No. These programs are not for credit.

Are these programs accessible for visually impaired students?
Yes. The programs are most compatible with Jaws on Internet Explorer or VoiceOver through Safari on a Mac. Students experiencing any trouble at all with this should contact the Office of Disability Resources at 508.531.2194 to arrange for accommodations.

I have a hold on my account, now what?
AlcoholEdu holds will be removed once students pass the exam with a 70% or better at the end of Part 1 and complete Part 2.

Haven: Understanding Sexual Assault holds will be removed once students complete Part 2. Once Part 2 is complete, you may request that your hold be manually removed. Please keep in mind that holds can only be removed Monday through Friday from 8:30 A.M. until 4:30 P.M.

With questions on Haven holds, contact Sherry Dray at 508.531.1241.
With questions on AlcoholEdu holds, call 508.531.2923 (freshmen ONLY)

Who can I contact with other questions?
If you have questions about AlcoholEdu, please call 508.531.2923 (freshmen ONLY).
Questions about Haven: Understanding Sexual Assault can be directed to Sherry Dray at 508.531.1241.

I have completed Part 1 but am receiving emails saying that I still need to complete Part 1.
You may not have completed the exam at the end of Part 1 for Haven and/or Part 1 for AlcoholEdu. Log back into your account and complete the exams. You need to earn a score of 70% or better to complete Part 1 of AlcoholEdu. After completing, you will be in the summer intersession (wait period) before Part 2 becomes available to you.

I am uncomfortable with the material because I experienced sexual assault and/or relationship violence in the past. Do I need to take these courses?
If you feel that the material in HavenPlus might be triggering, please call the Title IX Coordinator at 508.531.2477 or email edebobes@bridgew.edu to be exempted from taking the course. Please note that you will still be required to take AlcoholEdu.

Do you really think an online training is going to stop a sexual assault?
Haven is only one part of a multi-pronged sexual assault and dating violence prevention effort. BSU offers a variety of face-to-face trainings for students and administrators throughout the year. We also bring expert speakers to campus and organize other relevant events for the BSU community.

Troubleshooting
If you experience any technical difficulties, please read the information below.

Minimum System Requirements:
EverFi supports any major web browser released within the previous two-year period. Some browsers may require Adobe Flash for multimedia content.
- Chrome 20+
- Firefox 14+
- Safari 5+
- Microsoft Internet Explorer 9+
- AlcoholEdu For College is also supported on the default browser on Android 4.0+
- Smartphones will not work

Resolve Most Issues w/ these 3 Steps:
- Switch browsers: use Chrome or Firefox when you can instead of Internet Explorer
- If you seem stuck, your screen may be zoomed in too much causing you to miss a prompt or navigation button. To zoom out on a PC hit “control 0 (zero)” and on a Mac hit “command 0 (zero)”.

Additional Troubleshooting Options:
- Close all other applications and tabs (i.e. iTunes, Facebook, YouTube, etc.)
• Full Screen mode: Windows, press F11/Mac, click View menu on the browser and select Full Screen
• Ensure the course is in its own browser window and not within a frame of the school portal or email client
• If on a wireless connection, try a wired connection
• Reboot the computer
• Disable all popup blockers and 3rd party toolbars
• Try accessing the course from a different connection (computer lab, library, etc.)
• Try accessing at a different time of day (during non-peak internet usage hours, i.e. morning)

Still Need Help?
You can call the Everfi help desk at 866-384-9062 or visit Everfi’s 24/7 technical support center to speak with a live agent or submit a ticket. Click the Help link in the course to access the site or go directly there via this link: http://support.everfi.com/sims/helpcenter/common/layout/SelfHelpHome.seam?inst_name=everfi