A few hints to help you through these modules

The following notes cover some common issues you may experience when accessing these modules. If you have troubles that are not covered here, please consult the Student Guide to SoftChalk Lessons. If you continue to have problems, please email QUIC's International Training Coordinator and we will work through the problem together.

IMPORTANT: web browsers you should use when working on these modules: Internet Explorer or Firefox or Safari; please note, the software for this course does not support Chrome (why?).

Navigation through the modules:

In the left hand sidebar, you will see the titles of the six modules that make up this online training:

1. Tools for Success in an Intercultural World - Introduction
2. Thinking About Culture
3. Increasing Knowledge
4. Building Skills
5. Reframing Mindsets
6. Going Forward in an Intercultural World

If you do not see this list, click on the "Navigation" button at the bottom of this page (and each subsequent page), to reveal/hide the list. You can move freely between these modules, but we think the order in which they are presented is the most effective way to go through the material.

In the right hand sidebar, you will see a list of resources that are specifically related to the module that you are completing. The first resource for each module is "Queen's University International Centre" - we want to emphasize that QUIC is a resource for any intercultural question, concern, or need that you have while you are here at Queen's; if we do not have an answer, we will direct you to the office or person who does.

Within each module:

- you will see the module title in the header of each page;
- in the red bar at the bottom of the header, you will see the prompts "prev" and "next" that allow you to move through the pages of the module you are in, as well as the page number (of the total number of pages in the module) for that particular module.
- at the bottom of each page, you can also navigate through the pages (by clicking on "previous page" and "next page").
• at the bottom of each page, you will see the prompt "navigation" - clicking on this will hide/unhide the list of modules in the left hand side bar;
• at the bottom of each page, you will see the prompt "return to top" - clicking on it will take you to the top of the module page you are currently on.

Maximize your browser screen for the most visually effective presentation of the modules' content.

Information bar messages:

When you access these modules, you may initially get a message indicating that your web browser is blocking the page from running scripts or ActiveX controls; you will have to allow the blocked content in order to access all parts of the modules. Click on the information bar and choose the unblock option.

Enable JavaScript:

During some of the modules' activities, you may get the message "This content requires JavaScript enabled" - check that your browser has JavaScript enabled. If the activity screen is blank - again check that your browser has JavaScript enabled.

(Enable JavaScript in Internet Explorer, Mozilla, Opera, Netscape; you will also find a link to enable JavaScript in the Resources sidebar of each course module).

Activities:

Throughout the modules, you will have opportunities to check on your own understanding of the material presented with various activities. Click when you are prompted to do so. A "Restart" button at the bottom of each activity screen allows you to begin the activity again.

'Think about it...' Worksheet:

Sometimes you will be asked to think about a particular question or situation and prompted to then to write down your thoughts in the 'Think about it...' worksheet. This worksheet is a fillable pdf form that can be accessed in the Resource list throughout the training. This worksheet is optional and intended as a chance for you to deepen your learning. On the worksheet you are invited to contact quic.training@queensu.ca if you have any questions or would like to discuss any of the learning with one of QUIC’s trainers, once you are done. We encourage you to contact QUIC at any time with your questions.