



Gale Courses - FAQs

We are happy to offer our patrons Gale Courses (formerly known as learn4life), a new resource that makes it easy for you to take free high-quality courses and career training programs online.

FAQs

Q. What courses does Gale Courses offer?

A. There are a wide range of classes including computer applications, web design, accounting, and personal development. You can see a full listing of courses by selecting View Catalog upon entering our **Gale Courses**. (<http://education.gale.com/l-maso18761>)

Q. Is there a cost?

A. No, all of the Gale Courses are free with your valid Mason Public Library card.

Q. What is a passcode and how do I get one?

A: You do not need a passcode just your library card number.

Q. Is there a limit to the number of courses that I can take?

A. No. You may take an unlimited number of courses per year.

Q. How do I enroll in a course?

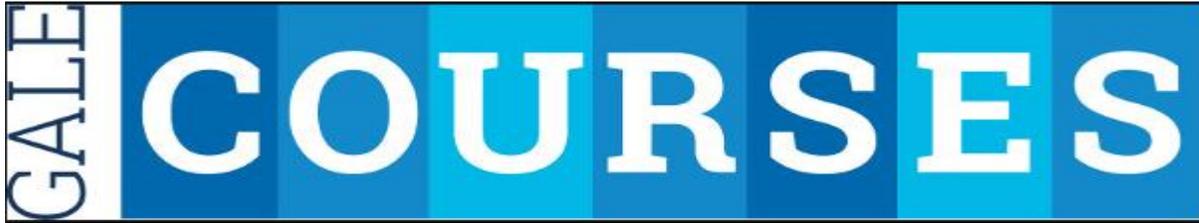
A. Search for courses or browse the catalog to select a course. Click the Enroll Now button, choose your class start date, and create an account as a new student or sign in as a returning student. Enter your library card number in the *Payment Options* box. [*There is also a short video on our website that will walk you through the steps to enroll.*](#)

Q. I have enrolled in a course, why can't I access any course materials?

A. Course materials are not available until the course start date.

Q. How long are the courses and what do they entail?

A. Unless otherwise specified, all courses run for six weeks. You will be granted access to two lessons each week of the course. Each lesson is accompanied by a short, multiple-choice quiz, and



some lessons may include a hands-on assignment. *You must access the first two lessons within the first two weeks, or you will be dropped from the course.* The course will conclude with a final exam. You will have two weeks from the last lesson and final exam to complete your studies and submit the final exam. If you pass the final exam on the first try, you will receive a certificate of completion.

Q: If a course has already started can I still enroll?

A: You have up to two weeks after the session start date to enroll. Please note that some elements like weekly discussion boards may only be available during time set by instructor. In order to maintain access to Gale Courses, students must remain active in their courses. Students who do not access lessons one and two by the Tuesday two weeks after the course start date will be automatically dropped from their courses. Students who are dropped will be able to enroll in later sessions.

Q: I have registered for a class, and now I need to cancel it. What do I do?

A: You don't need to do anything. However, you will need to re-register if you would like to take the class again in the future.

Q: I registered for the wrong course, and now I need to transfer. What do I do?

A: You don't need to do anything. However, you will need to register for the course of interest.

Q. What happens if I have a question during class?

A. Each of the lessons is accompanied by an interactive discussion area. When you need help with a lesson, all you have to do is post your question or inquiry in the appropriate course discussion area, where the instructor, his or her teaching assistant, or one of your fellow students will respond.

Q. Who are the instructors?

A. All of our courses are taught by Gale Courses instructors, many of whom are nationally known authors. Each course description in the catalog includes a biography of the instructor.

Q. Why am I having trouble accessing Gale Courses on my computer?

A. Please make sure you have the latest version of Firefox, Chrome or Internet Explorer. If you need help updating your browser, please [see these instructions](#).

Q: What if I need additional help?

A: Questions regarding your coursework should go to the instructors. For help with registration contact MPLSupport (mplsupport@masonpl.org)