



Wisconsin Water Well Association (WWWA)

6737 W. Washington St., Suite 4210, Milwaukee, WI 53214
Office: 414-488-3908 • Toll-Free: 855-947-9837 • Fax: 414-276-7704
info@wisconsinwaterwell.com • www.wisconsinwaterwell.com

2020 Fall Continuing Education Virtual Online Sessions

Frequently Asked Questions (FAQs)

Are the sessions still happening?

Yes! They will be “live”, just online instead of in person.

Do I need to travel?

Nope! The sessions will be available through your computer or other mobile device (smart phone or iPad).

If the sessions are now virtual and online, how are they “live”?

Each session will be conducted at their scheduled times, and attendance will be tracked. The speakers will be in the meeting, and attendees will have the opportunity to ask the questions.

What is the schedule?

The schedule for the day is the same as it would have been in person, including time for a lunch break. The morning sessions run for 4-hours (8am-noon), then we’ll break for lunch and restart in the afternoon for the 1-3pm session:

8:00 am – 9:00 am:

Well Inspection Basics

by Rick Peterson, Clean Water Testing

9:00 am – 10:00 am:

PFA's - Educating the Contractor and Customer

by Richard Thron, MGWC, Mantyla Well Drilling, Inc

10:00 am – 11:00 am:

Well Drilling: Requirements for Avoiding Damage to Buried Utilities

by Chad Krueger, Diggers Hotline Training Level Traveling Staff

11:00 am – 12:00 pm:

Well Filling and Sealing: 2” to 10’ in diameter & up to 2300’ depth

by Richard Milaeger, Municipal Well & Pump

12:00 pm – 1:00 pm:

Break for Lunch

1:00 pm – 3:00 pm:

Safety and OSHA Requirements

by Matthew L. Kouba, MBA, Kouba Drilling, LLC



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How will attendance be tracked?

Your DNR issued License Number will be used to validate attendance at multiple points of the virtual online event. The program records the time that you sign into the virtual online session, and the time when you sign off.

Just like they would in person, the speakers will take short breaks between sessions as needed, and there is a 1-hour lunch break built into the schedule.

Attendance at the educational portions of the event is required for the DNR to authorize your full Continuing Education hours. These three methods will be used to fully verify your participation:

#1) Start of Session: Each participant must sign into the virtual online session with their DNR issued license number in the First Name field, and their full name in the Last Name field.

What if I don't know my license number?

Please contact the DNR before the start of your session: 888-936-7463;
DNRDGLICENSING@wisconsin.gov

What if I don't have a license number?

Contact the WWWA office and a code will be generated for you.

What if I have trouble typing my information into the program?

Staff will be in the virtual online meeting as early as 7am to help you get set-up.

#2) Throughout: At periodic times of the session attendees will be prompted through the Chat feature to enter specific information. Attendees should be familiar with how the Chat works, and stay engaged in the session at all times so they hear when these attendance validation check-ins occur

What if I didn't hear/understand the attendance validation instructions?

If you didn't understand the instruction or had difficulty, immediately contact hannah@wisconsinwaterwell.com. If you were logged into the meeting at the time it announced, those instructions will be sent to you.*



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#3) End of Session: Following the session each participant must complete and submit their electronic evaluation of the event. The link to the evaluation form will be provided at the end of the meeting.

What if I missed the link for the evaluation?

If you missed the link, please contact info@wisconsinwaterwell.com and it will be emailed directly to you after the meeting.*

What if I had to leave early?

You are only able to receive credit for the hours attended. If you don't sign back in after lunch, you will miss the 2 afternoon hour credits. If you have to leave at 2pm, then you won't receive that final hour. This is just like an in-person event, if you had to leave the hotel early, you would drop off your validation form marking only the hours for which you were present.* The electronic evaluation form will be similar to that.

* Note: The program automatically tracks the time you sign in and out of the virtual online meeting.

Can multiple people take the session on the same computer?

Yes! But to validate attendance, each person must be registered and paid in advance, and each person has to separately validate their attendance. Only one participant will validate their attendance on that computer, each additional participant would have to notify the office in advance, and explicit instructions on how to validate attendance will be provided.

Do I need to re-register for the virtual online version?

Nope! If you were already registered, your registration was automatically changed over to the virtual online session:

Tuesday, September 8, 2020

(was formerly planned for Stevens Point, original date was March 19th)

Wednesday, September 9, 2020

(was formerly planned for Eau Claire, original date was March 18th)



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Wednesday, October 28, 2020

(was formerly planned for Rothschild, still on original date)

However:

If you were not yet registered to attend one of those sessions, there's still time to sign up using the link at the bottom of this page.

What's with the \$50 refunds?

The attendees that were signed up in advance got a personalized e-mail explaining the switch from an in-person to a virtual online meeting. For their inconvenience, (and since there's no food/beverage expense since we're not in-person), each of those individuals were offered the option to have a \$50 credit. They could opt to leave this as a general donation to WWWA in this difficult year; donate it to the scholarship fund; have it held in reserve to be used for next year's membership year or refunded to them by check.

IMPORTANT: If you were registered in advance and didn't receive your notice, please contact the office for assistance: hannah@wisconsinwaterwell.org

What kind of equipment do I need?

The only equipment you need is a computer or other mobile device that plays sound. If you've ever watched a YouTube video from your computer, iPad or other mobile device, that's all you need! You do *not* need a camera to show yourself, and you do *not* need a microphone. You can join the virtual online meeting as early as 7am, and staff will be on the line to help you test your equipment. We recommend everybody stay plugged in through the whole event, video tends to drain batteries on most devices fast.

What kind of software do I need?

We will be using the Zoom meeting platform, but you have options:

No Software: You don't actually *need* to install anything to use the program on a desktop or laptop computer. All you need is a web browser. When you click on the meeting link, a new tab will open in your browser. Ignore the suggestion to "install" and skip down to the fine print below it: "*If you cannot download or run the application, join from your browser.*" Click the highlighted text in "*join from your browser*" and you'll be presented with a Zoom meeting page. Remember to sign in with your License Number in the First Name field and your full name in the Last Name field to join the meeting.



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Download Zoom Software: When you click the meeting link, (if you don't already have the software installed) the Zoom browser window will prompt you to download it. If you are comfortable with this, click the link and follow the instructions to install Zoom as any other type of downloadable software. If you'd like assistance walking through the process from the office, please contact us at least 48-hours before your session.

(Note: If you have the desktop software already installed, the application will automatically open.)

App: If you're using a mobile device, you can download the Zoom app, available in Apple's App Store for iOS or Google Play for Android devices.

How do I "join" (get into) the virtual online session?

An e-mail invitation will be sent to you before the virtual online event. Within that e-mail will be a link to enter the meeting. Here is a quick, 1-minute tutorial:

<https://youtu.be/hlkCmbvAHQQ>

How do I ask a question while I'm in the session?

The event will be moderated the entire time of the session by staff and the presenters. Questions can be submitted through the Chat feature found in the controls at the bottom of the Zoom window. When you click on chat, the chat window will appear. It will be on the right if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen. In this box you just type your message into this and press Enter to send it.

What if I miss my session?

If you are unable to attend, please let the office know in advance. We can easily change a September registration to the October date.

What if I just can't figure out a way to attend the virtual online session?

We may have a very limited option for certain individuals who are unable to participate virtually. We are working with two potential locations that may be able to host a handful of people with extreme special circumstances. If this applies to you, please contact the office to discuss your unique needs.



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What if I simply don't want to attend WWWA's virtual online session?

Due to the unique challenges that COVID-19 has created this year, WWWA is modifying the refund policy for the rest of 2020. If a virtual online meeting is unacceptable to you, and you choose to cancel your registration, a full refund will be issued provided you notify the office at least 48-hours in advance of your session.

Have other questions?

Please send them to hannah@wisconsinwaterwell.com and we will be happy to help. We will also continue to add new information to this FAQ list.