

FAQ

Where can I find a list of Gale Courses?

Browse the course list at: education.gale.com/l-wvalley/ or search the library catalog with a keyword.

How do I enroll in a course?

See WVLS Gale Courses Enrollment Handout.

Is my personal information secure?

Yes, Gale Courses does not use your phone number or address after your student account is created. You could even insert your library's phone and address.

I forgot my student account password, can you help me?

Yes, navigate to education.gale.com/l-wvalley/ and click on "My Account," then enter your email address and click "Forgot My Password." Follow the directions given.

Can I see a list of the courses I've already taken?

Yes, log in at education.gale.com/l-wvalley/ then click "My Account," on the left side of the screen you will see courses you've taken under "Previous Courses."

How often are courses offered?

Each course is offered 12 times per year and last six weeks.

Where can I find course descriptions?

Yes, find a course, click on the title, click on "Syllabus."

Can I access the lessons at once? I have a deadline.

No, course lessons are made available on Wednesdays and Fridays. However, the Healthcare Certificates are not gated and can be accessed all at once.

FAQ (continued)

Do I have to take the quizzes and final exam?

No, you can skip the quizzes and final exam. However, if you would like a course completion certificate, you cannot skip assignments, quizzes or the final exam.

Are courses ever canceled for low enrollment?

No, even if you are the only person enrolled the course will continue.

Can I request an extension for a class?

Yes, you can request a two-week extension.

