

FAQs

The Online Operator Training Program

- 1. What is the Online Operator Training Program?** The Online Operator Training Program is comprised of a series of training modules (module/modules) that will initially consist of nine modules and test questions for each module. Individuals are required to complete each of the required modules and test questions. A minimum total cumulative score of 70% is required on the test questions to obtain a certificate of completion for the Online Operator Training Program. Previously, the Operator Training Program was only available by attending one of the on-site classes given at different locations throughout the state.
- 2. How much time will I have to spend on the Online Operator Training Program?** By statute, all individuals required to complete the Operator Training Program must spend a minimum of eight hours on the program. **Note:** This does not mean eight consecutive hours. The course is designed for an individual to be trained and knowledgeable on a variety of bingo issues to help ensure that their licensed conductor organization stays in compliance with the Act and Rules. When signing the Individual Certification Statement, the individual is attesting to the fact that they took the training and completed the course as specified by § 2001.107 of the Act. Once signed the Individual Certification Statement becomes a legal document.
- 3. Can a group take the training together?** The course is designed to facilitate individual learning and is not designed for group use.
- 4. I can't sit in front of a computer for 8 hours!** The average user should be able to complete the entire Online Operator Training Program in no more than 8 hours. The average module should take no more than 45 minutes to complete. The program is completely self-paced; there is no login, time-out or other monitoring requirements. It is envisioned that individuals might complete one or two modules a day and spread the training over a week or more.
- 5. I have been in bingo for 10 years; am I going to learn anything new?** If you have previously attended an on-site Operator Training Program, you will find that the new modules are more comprehensive and detailed.
- 6. Is there a limit on the number individuals per organization that will be allowed to take the online training?** No. We encourage multiple individuals per organization to take and complete the online training course. The more trained individuals within an organization means the organization is less likely to have situations where they are found to be non-compliant with the Bingo Enabling Act (Act) and Charitable Bingo Administrative Rules (Rules).
- 7. Do I need copies of the Bingo Enabling Act and Charitable Bingo Administrative Rules while taking the training?** No, there is no requirement to have the Act or Rules available while during the training. If you would like to refer to the [Act](#) or [Rules](#), they are available on our Web site.
- 8. Will the on-site Operator Training Programs continue to be offered?** Yes, but fewer will be offered.
- 9. Is there a difference between the course content for an on-site training program and the online version?** No, the course content of the two programs will be identical with one exception—the on-site course will not include test questions.

10. How will the Online Operator Training Program work? Individuals interested in taking the Online Operator Training Program will:

- Access the charitable bingo website
- Select and view each of the required training modules
- Record their answers to the random test questions on the Online Operator Training Program Answer Sheet
- Complete the Individual Certification Statement and the End Of Course Survey
- Mail, fax or e-mail the Online Operator Training Program Answer Sheet, Individual Certification Statement, and End Of Course Survey to the Austin office of the Charitable Bingo Operations Division

11. What computer equipment do I have to have? You must have a computer, monitor, mouse, and internet access. Speakers or headphones are optional to be able to hear the audio portion.

12. I only have dial-up internet (56kps) access, is that a problem? No, it may take a little longer to access the modules, but you should not have any problems.

13. We don't have internet access; can you send us a CD-ROM of the Online Operator Training Program? No, the modules will be subject to weekly revision to ensure they are current. CD-ROM versions could be out of date quickly and might be shared with individuals who would not know the modules were not current. If you do not have internet access, most libraries have computers (with internet access) available. If you cannot find a computer with internet access, there will be on-site Operator Training Programs available.

14. How do the modules work? Each module will consist of approximately 45 to 60 slides, and will include written speaker notes and a recorded audio portion. **Note:** The written notes and the audio portion of each slide will be identical; the user has the option of viewing the slide and the written notes, or viewing the slide and listening to the audio.

15. What is the test? Why is the test necessary? What happens if I fail the test? There are test questions embedded throughout each module to help ensure that individuals have attained adequate comprehension of the material and have spent the required amount of time on the module. Additionally, the test questions will help the Charitable Bingo Operations Division determine if content of the modules is clear and concise.

The individual completing the Online Operator Training Program must attain a minimum total cumulative score of 70% on the test questions. If the individual fails to attain an overall score of 70%, they will be notified by the Charitable Bingo Operations Division that they will not receive credit for the course completion until they resubmit a new answer sheet and attain required 70% score.

16. Can I share test answers? We recommend you do not share test answers; this does not facilitate learning and circumvents the purpose of the program. Test questions will be changed periodically.

17. What is the Individual Certification Statement? The Individual Certification Statement is a statement signed by the individual taking the Online Operator Training Program verifying that they have completed the eight-hour training program as authorized by § 2001.107 of the Bingo Enabling Act.

- 18. What is the End Of Program Survey?** The End Of Program Survey is designed to obtain information from individuals who have completed the Online Operator Training Program in an effort to identify problem areas in the course material and for the individual to provide us with ideas for improving the program.
- 19. What happens if my test answer sheet is lost in the mail?** You should make a copy of your documents before mailing/faxing or e-mailing them into the CBOD. We cannot be responsible for non-receipt of the documents.
- 20. How long do we wait after completing the course for our course completion certificates?** Upon receipt of the test answer sheet, Individual Certification Statement, and end-of-course survey documents, you should expect to receive your certificate in approximately five business days, excluding official holidays.
- 21. What are the special interest modules?** Special interest modules focus on topics that may be of interest to some, but not all licensees. For example, one special interest module is “Pull-tabs” and another is “Units”—these would benefit organizations considering selling pull-tabs or considering forming an accounting unit. Special interest modules are not required to complete the Operator Training Program; they are strictly voluntary and serve as an electronic reference tool.
- 22. Can we use something in the online training modules as a defense during an audit?** No, nothing in the modules may be used to contravene the Bingo Enabling Act or the Charitable Bingo Administrative Rules.
- 23. Who can I call for help on the modules?** Call the Charitable Bingo Operations Division at 1-800-246-4677 or e-mail the staff at bingo.services@lottery.state.tx.us. We will have staff experienced with the modules to assist you. We encourage module users to contact us with recommendations to make the course and content better!