



I-Corps™ at NIH Operational Pre-Course FAQs

I-Corps™ at NIH is an all-virtual course requiring navigation of several digital tools. You will receive thorough technical training on these tools from the Program Manager (PM) during the Orientation session on **February 28th**. However, we recognize that you will need to interact with some course tools prior to the Orientation session in order to complete your homework due for Class 1. Between the information given in the Syllabus, Schedule-at-a-Glance, and the following FAQs, you should have everything you need to prepare confidently for the Kickoff.

If you do not find the answers you're looking for, please contact the PM, Jameelah Adas (jadas@venturewell.org).

Video Conferencing

Q: Which video conferencing platform will the course be held on? How do I join?

A: Our classes will be held entirely on Zoom. We will use up to three rooms at any point in time. Links will be shared with you in the PM's emails, and the Resource Hub of LaunchPad on GLIDR (LPG). If you ever get lost during a class, your PM will be in Room 1 and can help you get where you need to go.

Q: Do I need a paid Zoom account to access classes?

A: No, you do not need a paid Zoom account to access classes.

Q: Do I have to schedule my interviews using Zoom? Can I use a different conferencing platform?

A: No, you do not need to schedule your interviews using Zoom. You can use any tool you or your interviewees prefer.

Q: Are we required to record video and/or audio of our interviews?

A: You are not required to record interview audio and/or video, however with your interviewee's permission, you can. The Teaching Team will discuss best practices for note-taking during interviews in Class 1. You can attach video or audio files to each interview you log in LPG if it is helpful to you, but it is not required.

Q: Am I required to have my camera on during class?

A: Yes. However, we understand we are not in full control of our remote working environments. If you absolutely have to step away, send your PM a note in the Zoom chat.

NIH Funds and Attendance

Q: What are we allowed to spend our NIH funds on?

A: Contact Reema Railkar (reema.railkar@nih.gov) if you have questions regarding the appropriate use of NIH funds. She will provide further details on the appropriate use of your funds during the Kickoff.

Q: Does every member of my team need to attend the entirety of every class? What if we get an interview opportunity during a given class time?

A: Yes, every member of your team must attend the entirety of every class with their video on. Attendance is monitored closely to comply with the terms of your NIH funding. Do not schedule interviews during class times. All class times are listed in the Schedule-at-a-Glance.

Q: What happens if a medical event or emergency comes up and I won't be able to join a class?

A: If you have an upcoming medical event or emergency, please email Reema (reema.raikar@nih.gov) and CC your PM, Jameelah (jadas@venturewell.org) as soon as possible with details of your absence request.

Homework, LPG, Office Hours

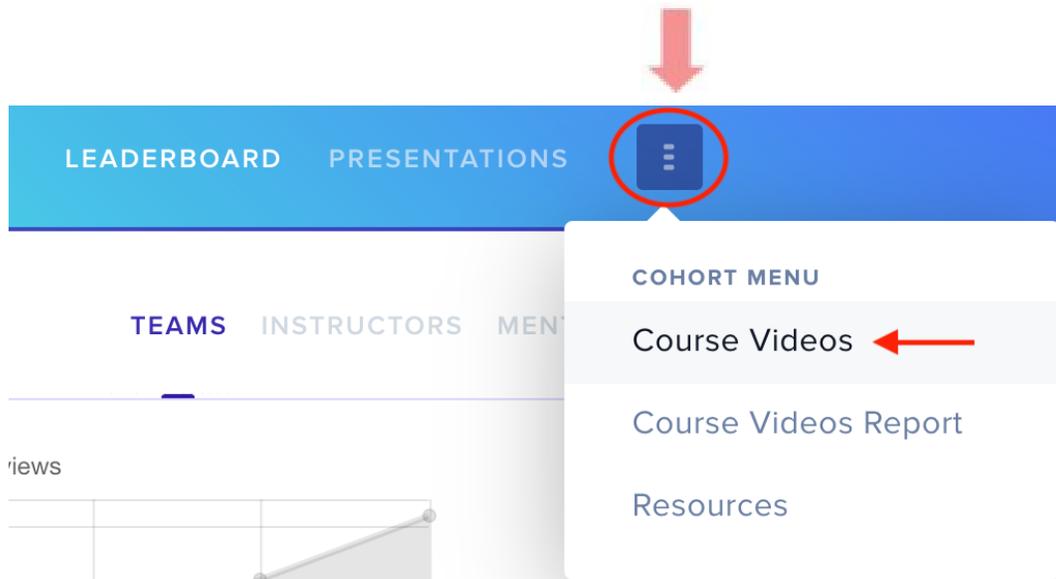
Q: Does every team member need to log into their LPG account?

A: Yes. Every team member, regardless of role, must accept the invitation to join LPG and create an account before Kickoff.

Q: Where do I find the course videos?

A: Once you have access to LPG, you can access the course videos via the hamburger icon in the navigation bar at the top right of the Leaderboard page:

From the hamburger icon dropdown, navigate to "Course Videos":



All required videos for the course are navigable through the left-hand sidebar, labeled by Lecture (Class).

Q: Does every member of my team need to watch the course videos, or can the CLO do it for everyone?

A: Every team member is required to watch assigned course videos in LPG independently, while logged into their own LPG account. The teaching team can see

your live progress on these videos, so it is not a good idea to tell them you've watched the videos if you haven't.

Q: I didn't get an LPG or DropBox invite!

A: DropBox and LPG invitations were sent to the email you registered for the course with, within the week you received your welcome letter from VentureWell. If you want LPG access and/or the course DropBox shared with an alternate email address, let your PM know as soon as possible. Similarly, if you want course correspondence to come to an alternate email address than the one you registered with, just let the PM know.

Q: I don't have much space remaining in my DropBox, or have run out. What should I do?

A: This course requires a large amount of DropBox storage space. At some point during the course, you will likely get an error message from DropBox that you've run out of space. You have three options:

- 1) upgrade to a DropBox Business account to get more space (this is an approved use of your NIH funds);
- 2) get a 30-day free trial of DropBox business;
- 3) create a DropBox account associated with an alternate email and ask Jameelah to remove access to the course folder from your main account, and transfer it to the second DropBox account.

Q: Where is the Office Hour sign-up sheet?

A: This will be made available to you during the Kickoff, with specific instructions for use. You do not need to sign up for office hours prior to Kickoff.