



## **WHAT IS A TELECLASS?**

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### **What is a teleclass?**

Teleclasses are simply classes taken by telephone and last approximately 60 minutes (1 hour) per phone call.

### **What are the advantages of taking a teleclass?**

The advantage of a teleclass is that you can interact with others in a class setting thereby networking with others. Teleclasses can be taken from an office, from the comfort of your home, or any place that it is quiet with an available phone. This type of class is much more cost effective than a one-on-one meeting with a mental coach.

### **How does a teleclass work?**

Teleclasses work using phone bridge technology. Simply, it is a large telephone conference call.

### **What is a phone bridge?**

A phone bridge is a technology that enables multiple people to interact on one phone number in a conference call setting.

### **Since a phone bridge is a telephone number dedicated to conferencing multiple people together, will I incur any long distance charges?**

Yes, unless you live in the area where the phone bridge line is based. You can minimize your long distance fees by subscribing to a long distance service that uses technology similar to that of a prepaid calling card. For example, BigZoo.com and OneSuite.com have domestic long distance rates as low as 2.9-3.9 cents per minute.

### **How will I connect to others on the call when I phone into the phone bridge number?**

Phone bridge technologies will automatically conference you in with others on the call. There is nothing special you need to do. In fact, if you can dial a phone number, you can use a telebridge.

### **How many others will be on the teleclass call?**

Typically, there will approximately 10-20 others on the call including the instructor. However, in some circumstances there may be as many as 30 people on the call.

**Will I have any course materials?**

Yes. Prior to the teleclass, you will receive an assignment, which should be completed prior to the start of each class, as well as any other readings for the class. You also receive an outline of the topics Dr. Cohn will discuss in class to help you take notes. These materials are typically submitted to you by email one week prior to class and up to the day of class.

**Will there be any homework or project assignments?**

Yes. Homework may range from simple questions to full assignments. The amount of homework will vary from teleclass to teleclass, but you should plan that you will spend 1 hour per week completing homework prior to the scheduled class.

**Will I have access to an instructor during the time I am taking the teleclass?**

Yes. Dr. Cohn allows you to speak to him personally during and after the teleclass. You will also be able to email him at any time during the duration of your teleclass.

**What happens if I miss a class?**

If you must miss a class, no refunds are given. However, you may substitute another teleclass in place of the class you missed for no additional charge. If you are unable to attend a scheduled class, please contact us to cancel your class and to reschedule your class substitution.

**What is the procedure once I sign up for a teleclass?**

Once registered, you will receive email instructions from Peak Performance Sports, as well as a phone number and pass code to call just before the scheduled class time. You will be calling long distance; so long distance charges will apply based on the rates by your long distance service provider. International students are welcome to call from abroad, but note that you will pay your long distance provider for the call.

Call the number provided to you at the scheduled time (all class times are listed in Eastern Standard Time), and announce yourself to the instructor once you have joined the class. Here is the time zone chart for your convenience to convert your time zone to Eastern Time zone: <http://www.timeanddate.com/worldclock/>. All classes are held on east coast (New York) time.

**What is the teleclass refund policy?**

No refunds are given for a missed class or if you cancel out of a class. However, you may substitute another teleclass in place of the class you missed for no additional charge. If you are unable to attend a scheduled class, please call 888-742-7225 to substitute another class and reschedule.