FAQs – Well 085 Requirement

What is the WELL 085 Alcohol Education Requirement?

The WELL 085 Alcohol Education Requirement is made up of the following courses:

1.) Alcohol Edu and Haven (on-line courses)
2.) WELL 085 Alcohol Education Workshop

In order to successfully complete the requirement, students must complete Part 1 and Part 2 of Alcohol Edu and Haven. Student must also complete the WELL 085 Alcohol Education Requirement. Both courses must be complete in the first year of matriculation. Failure to complete the courses in the first year of matriculation will result in a registration hold being placed on their account.

Alcohol Edu and Haven FAQ

What happens if I don’t complete Alcohol Edu and Haven?

Students will receive a registration hold if they fail to complete Part 1 and Part 2 of both courses by the deadline. This hold will prevent them from registering for classes or making changes to their current course schedule.

I don’t drink – why do I have to take the program?

Whether or not you choose to drink, you will be affected by someone who does. Alcohol Edu teaches students to understand alcohol’s effects and prepares students to act or intervene in alcohol related situations. Because alcohol abuse affects all of us, we must do our part to protect the individuals in our community.

I am already 21. Do I have to take the course?

Yes. All undergraduate degree seeking students must complete both Alcohol Edu and Haven.

I am a transfer student and completed Alcohol Edu and Haven at my previous institution. Do I still need to complete the course?

Yes. Alcohol Edu and Haven contain valuable information about alcohol and sexual assault. The courses also contain the University of Richmond’s policies on alcohol and sexual misconduct. The University believes that even if you have taken the course before, students can still benefit from the information in both courses.

I never received an e-mail with instructions on how to access the course. What should I do?

Instructions to access the both courses is sent to students UR e-mail address. Please make sure you check your UR e-mail on a regular basis. If you did not receive the letter, please contact the Manager of Health Education and Wellness at tcassali@richmond.edu.

I missed the deadline for completing the course. What do I need to do?

If you missed the deadline for completing the course, you will receive an e-mail from the Manager of Health Education and Wellness. A registration hold placed on your account until the course is complete.
Can I get in trouble for any of the answers on the surveys?

No. All responses are confidential. The University of Richmond will never be able to connect a student’s individual answers with his/her/their identity.

What happens if I do not pass the exam?

The minimum score to pass the exam is 70%. Students that do not score a 70% or better will be directed to review the course and re-take the exam. Look for the link at the top of the screen in the Alcohol Edu/Haven notebook that will allow you to re-take the exam.

I never received an e-mail to complete Part 2 of the course.

After completing Part 1 of both courses, there is a 30-45 day intersession. After the intersession is complete, students will automatically receive an e-mail prompting them to return to Alcohol Edu and Haven to complete Part 2. Students will receive up to 3 e-mail reminders to complete Part 2. The deadline to complete Part 2 is the end of October.

I forgot my password. Who should I contact?

For 24/7 Online Technical Support, click on the “Help” button located in the upper right hand corner of every screen in the course or call 866-384-9062. Students do not need to be logged in to the course to access this feature. Select “Request Support Tab” for more contact information.

I am having trouble accessing the course media.

To complete Alcohol Edu and Haven, you will need a computer with internet access and audio capability. To avoid technical difficulties, use a major internet browser: Google Chrome 20 or higher, Firefox 14 or higher, Safari 5 or higher, and Microsoft Internet Explorer 9 or higher are recommended.

- Log out of the course and switch browsers to log back in.
- Select “Audio Only” for the Media Option on the MEDIA SETTINGS page (Media Settings link is in the upper right hand corner of the Alcohol Edu screen).
- Do not play music or run video clips on your computer (CD, MP3s, other web sites, etc.) while viewing the course.
- Do not have any other programs or applications running on your computer while viewing the course.
- Do not use your wireless connection. Connect directly to the Internet for a faster Internet connection.

Tech support is also available by calling (866) 384-9062.
**WELL 085 Alcohol Education Course**

**How do I register for the course?**

Students should register for a section of the WELL 085 course when they register for classes on banner web.

**When does the course need to be complete?**

The student should register for the course their first semester on campus. In order to prevent a hold from being placed on your account, the course must be complete in your first year of matriculation.

**Do I have to complete Alcohol Edu and Haven before taking the WELL 085 Alcohol Education Workshop?**

Yes. Part 1 of both classes must be complete before taking the WELL 085 Alcohol Education Workshop. Students that have not completed Part 1 of both courses will not be permitted to take the WELL 085 Alcohol Education Workshop.

**I’m a transfer student and took an alcohol class at my previous institution. Do I still need to complete the course?**

Yes. The course contains valuable information about alcohol related issues and how alcohol use impacts the larger UR Community.

**I am already 21. Do I have to take the course?**

Yes. All undergraduate degree seeking students must complete the WELL 085 Alcohol Education Workshop.

**The course I want to enroll in is full.**

If the course you want is full, try to find another class that works for your schedule. If you are unable to find a course that works for your schedule, please contact the Manager of Health Education and Wellness at tcassali@richmond.edu to request an override. When requesting an override please provide the course CRN and your UR ID number.

**How often does the WELL 085 Alcohol Education Workshop meet?**

The course meets 1 time for two hours.

**I didn’t complete Part 2 of Alcohol Edu & Haven. Can I still take the WELL 085 Alcohol Education Workshop?**

Yes. Only Part 1 of Alcohol Edu and Haven need to be complete before the workshop.

**What do I do if I need to change sections?**

Students can go onto Banner Web and make changes to the section they are enrolled in during the duration of the classes. If the changes need to be made after the classes are complete, the student will need to see the Manager of Health Education and Wellness for a late add/drop form.
I missed the class I was registered for.

If the classes are still occurring, you can go on banner web and register for another section of the course. If the classes are full, please contact the Manager of Health Education and Wellness for an override: tcassali@richmond.edu.

I attended a different course than I was registered for.

Please go on banner web and register for the course you attended. If you are unable to add the class on banner web, please contact the Manager of Health Education and Wellness for an override: tcassali@richmond.edu.

I showed up late to my course.

Students that arrive more than 10 minutes late will not be permitted to stay in the class. Please go on banner web and register for another section of the course. If you are unable to add the class on banner web, please contact the Manager of Health Education and Wellness for an override: tcassali@richmond.edu.

I didn’t complete the course my first semester on campus. What do I do?

Students that do not complete the course in their first semester on campus will have the opportunity to take the course the following semester. Failure to complete the course within the first year of matriculation will result in a registration hold being placed on your account.