



Frequently Asked Questions

- **I completed SC101: Service Coordinator Basics. Why should I take the new and improved SC101: Fundamentals of Service Coordination?**
 - SC101 has been revamped to include more in-depth information and is applicable to all service coordinators. For veteran service coordinators, it serves as a refresher course. It is an essential course for new service coordinators, as it explains how to be successful in their new role. Additionally, SC101: Fundamentals of Service Coordination is a prerequisite for the new Professional Service Coordinator (PSC) Certificate Program. All individuals must complete the full SC101 series before taking the PSC final exam.

- **Do I have to complete a course from start to finish?**
 - No. You may advance the slides at your pace, allowing you to skip the slides that you have already studied.

- **Are there post-tests for each course?**
 - Yes, there are assessments after each course. You must close out of the course and click on Take Module Assessment.

- **What is the required score to complete the assessment?**
 - You must receive 80% on the assessment in order to successfully complete the course and receive a certificate with your CEUs. If you do not score at least 80%, you will have the opportunity to re-take the assessment.

- **How do I obtain a CEU certificate?**
 - After completing the module assessment and obtaining a score of at least 80%, you will have the option to print a certificate. You may also download the certificate and save it as a pdf.

- **Where are the courses located?**
 - Courses that have been purchased or assigned to your account will appear under the My Courses tab. All other courses, including the SC101 package and each separate SC101 course will be under the Available Courses tab. Note: *Medicare Fraud and How to Combat It* is available for free, but you must “buy” it for it to appear under My Courses.

- **What is my username and password?**
 - You will create a username and password when you initially register with AASC University. Please note: AASC University requires passwords to include at least one capital letter, number, and special character.