



The Following are general questions and answers for Virtual Pump School 2020. If you have other inquiries, please contact Cornell Pump at pumpschool@cornellpump.com.

CLASSES

1) What are the dates and times of Virtual Pump School?

Virtual Pump School will be over three days; Tuesday, September 15 through Thursday, September 17, 2020. The basic schedule is:

Tuesday, September 15	
Welcome	8:15 to 8:30 a.m. PDT
Classes	8:30 a.m. to 1:20 p.m. PDT
End of Day wrap up	1:20 to 1:30 p.m. PDF
Networking event	1:40 to 2:40 p.m. PDT
Wednesday, September 16	
Welcome Day 2	8:20 to 8:30 a.m. PDT
Classes	8:30 a.m. to 1:20 p.m. PDT
End of Day wrap	2:20 to 2:30 p.m. PDT
Optional Workshop	2:30 to 3:00 p.m. PDT
Thursday, September 17	
Welcome	8:20 to 8:30 a.m. PDT
Classes	8:30 a.m. to 1:20 p.m. PDT
End of day quiz/ wrap up	1:20 to 1:40 p.m. PDT

2) Will there be any breaks in classes?

There will be a 10-minute break between when classes end and begin. An example: Pump Parts and Terminology starts at 8:50 a.m. and ends at 9:20 a.m.; The next classes offered start at 9:30 a.m., allowing for a bio-break.

3) Is there a lunch break?

To attempt to accommodate the various attendees' time (there are going to be at least five times zones from around the world watching the classes, with possibly as many as 11), we have not built in a specific half hour or hour long break in classes for lunch. Please plan accordingly.

4) What are the tracks?



The school has two tracks; Track 1 (basic) and Track 2 (advanced). The basic classes assume less familiarity with pumps, running conditions and hydraulics. Some topics (e.g. VFDs and Pump-Flo), are covered in both sections. The advanced classes will begin with the expectation that those in attendance have some familiarity with the subject. You are free to move between the basic and advanced classes.

5) [Can I go between Tracks?](#)

Yes, you can move between classes. If you want to take a full day of track 1 classes and the second day, take track 2, you can. If you want to move between tracks several times every day, you can do that. If you only want to take one class in a different track, you can do so, and if you always want to stay in the same classes, you are perfectly fine doing that as well.

6) [Can I change classes after the session has started?](#)

Switching is possible, but we encourage you to think about your selection beforehand—joining in the middle may not be the best experience, as information will have already been covered, and you can view classes after the school for a month.

7) [In what language are classes conducted?](#)

All classes will be conducted in English, and mailed materials will be in English as well.

8) [Will closed captioning be available?](#)

Unfortunately, the event platform we are using does not offer a closed caption option.

9) [Will we be covering both basic and advanced material on all three days?](#)

Yes, concurrently, but not sequentially. We have two tracks, basic and advanced, that take place over three days. Each track is five classes a day for three days, plus a self-graded quiz at the end. There are a four sessions (pump build, tour, installation & care, and end session/quiz) that are shared between the groups. You would not be able to however go through basic, and then completed advanced track all in three days. Attendees would pick either the advanced or basic track to watch live; they have access to the other classes as recorded video sessions so they could take the basic course, and then watch the advanced classes that were not shared/seen as part of the basic track. Registrants may also re-watch the classes they saw live if they want a refresher. The classes will stay up a month on the event website, and then we will move portions to YouTube.

10) [How many classes are offered per day?](#)

There are five presentations every day for each track. There are four instances when classes are shared between Track 1 and Track 2. These four sessions (pump build, tour, installation & care, and end session/quiz), are all on Day 3, and mimic what we have done sometimes at physical schools. The information is applicable to both basic and advanced audiences.

11) How can I see the speakers' bios?

We are uploading Speakers biographical snippets as we receive; we expect to have all of them posted by August 14.

12) Can I re-watch classes?

Yes. Classes are available for a month after the session. We will also be moving portions of presentations onto YouTube after that month.

13) How many classes do I pick?

You should have 21 classes for a full schedule, including Three welcome and three ending events, plus 15 classes. You should pick classes to fill up 15 hours of instruction. If you have an open slot between 8:30 a.m. and 1:20 p.m. (1:40 p.m. on Wednesday), you should pick a class for that opening. And there are two additional opportunities, a networking event on Monday, September 15, and a workshop on e-commerce Tuesday afternoon. These are not required classes, but registrants are strongly encouraged to attend.

14) How do I determine which classes I should attend?

You can choose classes in a couple ways. 1) You can select topic that best fits your need during the time or 2) follow a track. If you are unfamiliar with pumps, it may be best to stay in Track 1, the basic track.

15) How do I pick classes?

After you have registered (section on registering below), you may select classes from the schedule. You must first register to make those choices.

Online Registration

16) How do I register?

You can visit the Cornell Pump Virtual Pump School page and register there:
<https://cornellpump.com/cornell-pump-school/>. You can also access the vendor for the virtual school, accelevents directly here: <https://www.accelevents.com/e/CornellPS2020>

17) How much does it cost?

The cost varies depending on registration date. Registration prior to August 15, 2020 qualifies for early-bird pricing of \$59 (USD). From August 16 to 31, the price is \$79 for general registration, and after September 1, 2020 the registration fee is \$99 for late registration. This is related to the cost of mailing materials. That's 15 hours of instruction, with materials, and giveaways, for \$3.33 an hour (Early-bird pricing). Other vendors offer training with fewer subjects that can run upwards of \$1,500 a day.

Computer requirements

18) Do I need to download any software?

No—everything is browser-based.

19) What browser do you suggest?

Accelevents recommends Google Chrome.

20) How fast does my internet need to be?

There is no set minimum internet speed for the classes. If the service needs to buffer content (save data in advance) to play, it will. That said, if you can play a Netflix movie without frequent playback interruption, your internet should be more than adequate for the videos and presentations of the school.

21) Can I attend using a tablet, phone, or other mobile device?

Yes, you can view the sessions on a tablet, phone, or any device with a web browser installed (Chrome recommended).

CEUS

22) What are CEUs?

Continuing education credits, units, or hours (listed as CEUs forward) are training credits awarded by an agency that has vetted a program or presentation, and believe it will impart value to members, especially in keeping up training and learning in the area of expertise. The award agency assigns a value of credit to the classes.

23) Who is providing CEUs?

Cornell has applied for confirmation from OESAC, LCB, and WA DOE. Their certification may be transferable to other organizations, who have a similar role in other states. We have previously applied for other organization's certification (e.g. California CWEA and Massachusetts DEP). If you are looking for CEUs from states other than Oregon, we will work on applying. Your help in getting form and appropriate contacts at the agency is appreciate.

In any case, CEUs other than OESAC, LCB, or DOE should be sought as soon as possible. Many organizations will only grant status before the class takes place.

24) When will I get a Completion certificate?

You will receive an electronic certificate of completion on October 1, 2020. This allows you make up any classes you may have missed during the school, and even view classes in the other track. This is why you should log-in with your e-mail so we are able to accurately track your attendance.

25) How do I earn CEUs?

By attending classes and completing the quiz on day three (1:20 to 1:40 p.m.) You will be tracked on your attendance and issued credit hours accordingly.

General School Questions

26) How is this school the same as the schools since 1949?

We've provided quality hydraulic education to tens of thousands of students for more than 70 years. That will remain the same.

27) How is this school different?

We have done the training in-person previously. This year, it will be some of the same presenters, and many of the same topics, but it will be done virtually. Two added-bonuses; there is

no sell-out for Virtual Pump School, as we are not constrained by the physical plant tour, and the price is considerable reduce from the \$195 we have charged for in-person training—plus no need for a hotel room in Portland!

28) What is being mailed to me?

You will be receiving a packet with workbooks on pump installation and care, pump operation, and how to estimate friction losses. You'll also receive a selection of Cornell Pump brochures, a Cornell Pump logoed flashlight, and schedule.

29) Can I attend only one day?

Yes. While we would encourage you see all the courses, you can attend a single day. There is no prororation on registration—you will be charged the same registration whether you attend one, two, or all three days.

30) What is the networking event?

At our in-person events over the last 70 years, camaraderie after the school day has been especially important. We are attempting to replicate some of the ability to meet other pump professionals with a networking hour. You will be matched with six other attendees (not from your company and not a repeated attendee) to have a three-minute conversation. Then there will be a half-hour social where all attendees are in the same virtual room. This will take place on Monday, September 15 after the classes have concluded for the day, from 1:40 to 2:40 p.m.

31) Do I have to upload a picture?

You can choose not to attach an image to your attendee profile. It is nice though for networking and for helping recognize attendees, if you do upload an image. As much as we like seeing our Cornell pumps in locations around the world or your cute dog, we encourage you to upload a picture of yourself.

32) Can I watch in a group with coworkers?

Yes—But there is a big BUT here--- If you congregate with co-workers everyone would have to watch the same classes, or you would have to have sessions for Track 1 and Track 2 going concurrently. If you all registered for classes, we send you each packet—the packet has workbooks for the classes, a Maglite® Cornell logoed flashlight, USB with presentations, and fidget spinner/bottle opener. If you only had one registration, there would be only one packet.



Additionally, we use the login to track CEU hours, so only one person would get CEU certificate if only one of your co-workers was registered. We understand that folks like to congregate for trainings—they can bring in lunch then, you're more likely to stay focused on the screen rather than answer an e-mail etc.; we get it, and we'd love to be doing the training in-person, like we've done since 1949! One group taking the training is gathering everyone in a group to watch in a hall. The internet will be especially beefed up, and the students are planning on logging in on their devices as audio only (muted), so they are counted for the CEUs.

33) Are there refunds if I can't attend?

You can transfer your registration to another attendee if an emergency arises. With the ability to offer replay, and the expense of a mailed packet, we would only offer a refund in a special circumstance.

34) How long will I have the ability to replay sessions?

The classes will be on Accelevents for a month—through October 15, 2020. We will be taking selections off after that and placing on the Cornell Pump YouTube channel.

35) Do I need to opt-in to receive e-mails?

Yes, you must choose to opt-in to receive e-mails on the registration form. It is very important that you choose to do so, because we will be sending reminders, completion certificates, etc. to you e-mail. But, we need you to proactively assert that you do want e-mails from us.

36) Will there be a Pump School 2021?

We are planning on having an in-person event in September 2021. We will have more information out on that in early 2021. We will also have some sort of virtual component to that in person school. Again, look for mor details in the first Quarter of 2021.

37) Who do I contact with any other questions?

Contact pumpschool@cornellpump.com if you have questions not listed here in the FAQs.