

Frequently Asked Questions about Summit Courses

How do I register for classes offered at The Summit Center?

Go to <http://humanresources.vermont.gov/training> to see the courses and to download the registration. You cannot sign up for classroom courses online (but you can do so for the online courses below). If you are attending a class during work time, your supervisor will need to sign the form giving you permission. You will also need a signature in the expenditures approval box, if there is a charge for the class. Fax, scan & email or mail the form back to the Summit. Only one method of delivery is needed and all contact information is on the form. Questions? Call: 828-2751.

Does the Summit Center offer any online courses?

Yes! Employees simply need to create an account, and then can view courses at the Online University. Go to:

<http://humanresources.vermont.gov/training/classroom/online>

Does the Summit Center offer computer classes? In addition to the computer courses found on the online site above, the State of Vermont also offers a discounted rate for computer courses through two vendors: KnowledgeWave Training and Vermont Panurgy Corporation:

http://humanresources.vermont.gov/training/classroom/additional_resources

I tried to register for a class and received a notice that it is full. Will you notify me if the class is held again?

If there is a similar class being held at a later date, we will let you know the alternative dates when we initially contact you. We cannot maintain a waiting list. Please visit the website regularly for updates to the course offerings.

How will payment for a class at The Summit Center or an online course be handled?

After the class is held, we will send your department an invoice.

My supervisor said I could have the time off to take a class, but my department will not pay for it. Can I pay for the class with a personal check?

Yes. Complete the registration form with your supervisor's signature (on the left), and note on the form that you intend to pay for the class with a personal check. Payment is due no later than the day the class is held. Checks should be made payable to: State of Vermont. You may call: 828-2751 to make arrangements.

Why do I need to notify the Summit Center if I cannot attend?

Many classes fill to capacity very early. When you notify us that you cannot attend, we can open the registrations to others.

Can I send a substitute if I am unable to attend a class?

Yes. If there is time, please contact the Summit Center to alert us of the change. If you received any special pre-class materials or instructions, please pass them to the substitute. The substitute should plan to attend the full class.

What if I am sick on the day of a class?

If there is no charge for the class, please have someone from your office contact the Summit Center to let us know you will not be attending. Please try to send a substitute in your place. If there is a fee for the class, please see the next question.

I was unable to give ten business days notice for a class with a registration fee. Why was my department billed for a class that I was unable to attend?

We contract with consultants on a minimum enrollment basis. If the minimum number of registrants is reached ten business days before the class, the Summit Center will be obliged to pay the consultant for that number of participants. Anyone who cancels after the ten day cut-off will, therefore, be required to pay the registration fee.

What are the reasons for canceling classes?

The most common reasons for canceling classes are:

1. Low Enrollment: Generally, we are able to determine four days in advance if we need to cancel due to low enrollment. We then make every effort to contact participants to let them know.
2. Inclement weather: If weather conditions warrant a class cancellation, we try to give as much notice as possible. If weather deteriorates overnight, the voicemail (828-2751) at the Summit Center will be updated by 7:45 a.m. notifying participants of cancellation.
3. Illness of the instructor on the day of the class. In that case, we attempt to call those registrants who are furthest from The Summit Center first. When a class is canceled we make every attempt to reschedule it and contact participants with the new date.

Are classes open to participants other than state employees?

We give first option to Vermont state employees, but we welcome other participants into classes that have space available.

I am a temporary employee. Am I eligible to register for classes?

Yes, you are eligible, subject to the approval of your supervisor.

How can someone reach me while I am in class?

Emergency calls may go to: 802-828-2751.

How does the Summit Center select its classes?

We use a multi-faceted approach and review classes that have run in the past. Classes that are popular and receive good evaluations from state employees may be held more than once a year in order to meet demand.

Can I attend a class in a location other than the Summit Center?

We offer classes and workshops in all areas of the state. Please consult the catalog for locations outside of the Summit Center.