

# COVID-19 Impact on In-Person Courses

## FAQ

**Q. My class was adjusted to “Live Online” delivery. What is the difference between “Live Online” and in-person instructor led courses?**

A. The only difference between in-person and Live Online delivery is that the interactions between the students and the instructor take place in a virtual environment. The classes are instructor led and feature the same exact courseware and lab exercises offered in our in-person classroom courses.

**Q. What is the difference between VMware’s “Live Online” and “On Demand” courses?**

A. The primary differences between these courses are duration, flexibility, and the presence of a live instructor. VMware’s “Live Online” courses feature a live instructor, delivering the course virtually and, therefore, the courses are scheduled for specific times and have a fixed duration. Our “On Demand” courses offer the same lectures, courseware, and lab exercises as our “Live Online” and in-person instructor led courses, but the lectures have been recorded to allow students the added flexibility to work through the courseware and labs at their own pace over a 30-day period.

**Q. What will I need to attend a “Live Online” course?**

A. Students attending a “Live Online” course require a computer with an internet connection for connectivity and functioning speakers or headphones, at a minimum. A webcam and a microphone offer a richer interactive experience; however, these items are not mandatory.

**Q. What will I need to attend an “On Demand” course?**

A. Students attending an “On Demand” course require a computer with an internet connection and functioning speakers or headphones at a minimum.

**Q. I’d prefer an in-person classroom experience. When will VMware Learning begin offering in-person instructor led courses again?**

A. All previously scheduled in-person classroom courses have been shifted to “Live Online” delivery to preserve the health and safety of all participants and instructors during the current situation. We are continuously monitoring the situation and will provide updates through our VMware Learning blog posted [here](#).

Q. Can I change from “Live Online” instructor lead delivery to an “On Demand” course?

A. If you would like to discuss options for adjusting course enrollment or you have other questions, please contact us:

- [eduoperations@vmware.com](mailto:eduoperations@vmware.com)
- Contact your *VMware Learning sales representative*
- In North America, 1-866-377-4710

NOTE: These instructions DO NOT apply to classes delivered by a VMware Learning partner – Please contact them directly for more information and instructions.