



## FAQs

### Hurley Write Online Courses

**1. May I log on anywhere, from any computer? When does the course begin?**

Yes, once you've registered, you have access to the modules from any computer 24/7. The course is self-paced, so you may begin when you're ready.

**2. May I submit work-related writing and will Hurley Write sign a confidentiality agreement if my management requests it?**

Yes, we encourage participants to submit work-related work and yes, we'll sign a confidentiality or non-disclosure agreement, if requested.

**3. What kinds of comments can I expect on my documents?**

We make substantive comments that focus on your writing strengths and weaknesses in an effort to help you understand how to improve. We also point out grammatical and mechanical errors, but the primary focus is on the higher-level issues that make writing effective.

**4. May I mix and match modules?**

Absolutely! If you want to take four of the business writing online course and two from the technical writing course, for instance, you're free to do so. We encourage participants to make the course their own so that it works for them.

**5. May I speak with a live person about the online course or my writing while I'm taking the course?**

Absolutely! We can be reached at 877-249-7483.

**6. May I download and/or print the supplement, writing aid, and writing options?**

Yes, these are downloadable and printable.

**7. In terms of the writing options, what am I supposed to do?**

For each module, we have several writing options; some of these options ask you to analyze and answer questions related to a document, others ask you to revise and/or rewrite a document, while others ask you to write a completely new document. You may choose any of these you wish and submit as many options as you wish in any given week.

**8. If I choose a particular option Week 1, do I have to stay with that option throughout the course?**

No. You change options every week, if you choose.

**9. What format do you require the documents to be in?**

We ask that you submit as Word or PDFs as attachments rather than in the body of the email.

**10. What email address do I submit my work to?**

Either [pam@hurleywrite.com](mailto:pam@hurleywrite.com) or [info@hurleywrite.com](mailto:info@hurleywrite.com).

**11. How long after submission can I expect a response?**

Typically, we respond within 24 hours and no more than 48 hours after submission.

**12. Do I create my own username and password and are they case-sensitive?**

Yes, you will create your own username and password when you register. The password is case-sensitive; however, the username is not.