



CBM Essential Online Training Frequently Asked Questions (FAQs)

General Training Questions

How long is the training?

The online portion is 10.5 hours. It includes a series of short videos and review questions. You can start or stop the training at any point to fit your schedule. The classroom portion of training fulfills the remaining 8 hours required.

When do I need to complete the online training?

Missouri law (§ 162.203, RSMo.) requires you to complete 18.5 hours of New Board Member Training within the first year of being appointed or elected. MSBA asks that you complete the online portion of training before you attend the classroom portion. This way, you will have a better understanding of the content discussed and may discover questions to ask the presenters.

Does all the online training have to be completed at once?

No. The online training is designed to be completed at your own pace. You may want to spend 30 minutes to an hour on training in a day to better absorb the information and not get overwhelmed. To help with time management, the lengths of each module and video are provided on the training website.

What happens if I don't complete the training?

In addition to the law requiring training, another Missouri law (§ 162.091) states that any school board member who refuses to perform any duty imposed by state law is guilty of a misdemeanor and can be fined or jailed if convicted. The Missouri School Improvement Program (MSIP 6) also requires that "local board members complete all legally required board training within the mandated timeframe." Districts are required to report the training status to the Department of Elementary and Secondary Education (DESE).

There is a lot of information presented. Am I supposed to remember all of it?

Don't worry, you will receive a binder with the training handouts to reference after the training. Many topics presented online will be discussed in further detail in the classroom portion of training.

Is it okay to take notes while watching the videos?

Yes. You are encouraged to take notes if they help you understand the material. They may also help you answer the Knowledge Check questions.

Who determines the topics covered in this training?

The topics covered in new board member training are determined by state regulation (5 CSR 20-400).

Why is the *Protecting Students from Sexual Misconduct* training so long?

In 2019, Missouri legislature mandated that new board members receive 2.5 hours of training on “identifying signs of sexual abuse in children and danger signals of potentially abusive relationships between children and adults.” Because this topic is important and there is much to cover, the state requires 2.5 hours of initial training and an additional one-hour refresher on the topic for each subsequent year of service.

What if I have questions/comments about the content of the training?

At the end of each topic, you will complete a Module Evaluation, where you can provide feedback on the training. If you have questions about the information covered online, we highly encourage you to ask them during the classroom training.

How do I know when I’m finished with the online training?

When you reach the end of Module 12 (Advocacy), you will see a message that confirms you have completed the online training requirement. You do not need to report this to MSBA. We will receive notification and credit your training in our database.

Technical Issues

I forgot my login information. What can I do?

Please email training@mosba.org or call the MSBA Leadership Development Department at 573-445-9920, ext. 329. We are available Monday-Friday from 8:00 am to 5:00 pm.

How do I access the online training?

Follow the instructions in these documents:

[How to Navigate Online Training from a Web Browser](#)

[How to Navigate Online Training from the Brainier App](#)

Is it okay to bookmark/favorite the training site so I can find it later?

This is **not recommended**, as the system will log you out and you may not be able to log back in. It is best to access the training each time through the New Membership Portal.

Can I complete the training on my smart phone or tablet?

Yes. However, you must download and use the free Brainier app to do so. If you try to access the training via web browser on your phone or tablet, the videos likely will not play.

My internet connection is slow. How can I complete the training?

Please work with your Board Secretary to find a location in your school district where you can use high-speed internet. You may also try your local public library or public locations that offer free WI-FI.

I struggle with technology. Can someone assist me?

Yes. Feel free to have a friend, family member, district employee, or someone else comfortable with technology assist you.

When I click on a video, it will not play. What do I do?

Try these troubleshooting tips:

- Make sure you're using the latest version of a modern web browser (Chrome, Firefox, Edge, etc.). Do not use Internet Explorer.
- Turn off any pop-up blockers.
- Make sure any firewalls or security settings allow your browser to play content from Brainier. If you are using a school district device, contact your IT department.
- Try closing the browser completely and re-opening the training.
- If you're using a smart phone or tablet, do not attempt to play videos via web browser. You must download and use the Brainier app.

Why did the video I was watching start from the beginning?

This typically occurs when a video is stopped before it is completely finished. You must let the video play all the way until the very end. Stopping a video before it is completed will cause the video to replay and you will not be able to advance to the next step.

This can also happen because of an unstable internet connection. Please work with your Board Secretary to find a location in your district where you can use high-speed internet. You may also try your local public library or public locations that offer free WI-FI.

Is closed captioning available for the videos?

Yes. Accurate closed captioning is available for all videos. Once a video is launched, click the CC icon to turn on captions.

How can I enlarge the text on the screen?

To enlarge on-screen text, press the *Ctrl* and + keys on your keyboard at the same time. Continue pressing these keys until the text is at the preferred size.

Who can I contact if I have technical problems or questions?

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