

DATA FOR EFFECTIVE POLICY MAKING



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COURSE OVERVIEW AND GENERAL INFORMATION

1. COURSE DESCRIPTION

Welcome to the course Data for Effective Policy Making, offered by the Inter-American Development Bank (IDB) through the edX platform.

Since 2014, the IDB, through the IDBx program, has developed a series of massive open online courses - MOOCs, for its acronym in English - aimed primarily at public officials from Latin American and the Caribbean countries, and citizens interested in knowing the reality of their countries.

One of the challenges faced daily by public institutions, non-governmental organizations, development agencies, and other stakeholders that promote economic and social development in the Caribbean, is being able to understand the data and charts found in reports and studies to make evidence-based decisions in order to improve public policies.

This course presents concepts and tools that can be applied to strengthen your ability to use, understand and interpret data, using the platforms "Numbers for Development" and its data sub-set "Caribbean Data Portal" developed by the Inter-American Development Bank (IDB), which presents socio-economic data and indicators of Latin America and the Caribbean. Through these tools, you will be able to understand how to improve the decision-making process in public management. Also, another goal of this course is that you can understand basic concepts of data analysis that will allow you to maintain efficient communication with data specialists.

This course is free, and consists of 5 content modules, plus an introduction module. The modules will sequentially present concepts and tools through contents that will help you understand them: (module 1) you will learn to recognize the importance of the relationship between data analysis and decision making in public management; (module 2); to define the research problem, the starting hypothesis, the analysis variables and some methods to verify the hypothesis; (module 3); to identify the methodology that best responds to the problem of collecting, interpreting and analyzing data (module 4); to interpret and develop different types of visualizations using concrete examples of the Numbers for Development portal; (module 5); and to use data analysis to propose solutions for public policy problems, to explain the evaluation of a policy and to carry out policy planning.

Keep in mind that the modules are composed of animated videos, instructional videos, readings, exercises, activities and evaluated questionnaires.

You can take the course under one of the following modes: audit track or verified track.

- **Audit track:** You will have free access to the course material for a limited time. By choosing this option, you will not obtain a certification at the end of the course and you will not have access to the qualified evaluation questionnaires.
- **Verified track:** You will be eligible to obtain a certification issued by the IDB and edX, to share in your CV and LinkedIn.
To obtain the course verified certificate, you must meet three conditions:

- 1- Pass the course, by obtaining at least 65% of total points
- 2- Pay \$25 dollars, which is the minimum issuance cost for certificates established by edX
- 3- Perform [identity verification](#) in edX

If you want to obtain the course certificate, choose the verified track mode.

This MOOC starts on Thursday, March 14, 2019, and end on December 15. It has no prerequisites and is openly available to all public officials in Latin America and the Caribbean at national, regional and municipal levels, private sector organizations and civil society, and in general for all citizens interested in learning about the importance of considering data adequately in decision making.

Also, another goal of this course is that you can use the basic concepts of data analysis to maintain an efficient communication with data specialists.

To complete the course, you will only need a computer or device with an Internet connection. If this is the first time you take a course in edX, we suggest you take the [Demo Course](#), in which you will learn to navigate the edX platform. If you have previously done edX courses, you can go directly to the first course section, “Start Here”. You will find all the information you need to successfully complete this MOOC.

To complete all the learning resources, it is estimated that you will have to dedicate around 6-7 hours per week, for 7 weeks. In addition, we invite you to introduce yourself in the Coffee Forum and to place your country of origin in the word cloud. This course does not have tutors, therefore, the forum will not be moderated by the course team.

2. LEARNING OBJECTIVES

By the end of this course, you will be able to:

- Recognize the importance of the relationship between data analysis and decision-making in public management.
- Define the research problem, starting hypothesis, analysis variables and some methods to test the hypotheses.
- Identify the methodology that best addresses the problems for collecting, interpreting and analyzing data.
- Interpret and develop different types of visualizations, using concrete examples from the Numbers for Development portal and the Caribbean Data Portal.
- Identify how to use data analysis to propose solutions to public policy problems, and to explain the assessment of a policy, and to carry out policy planning.
- Browse the IDB's Numbers for Development and Caribbean Data Portal and its different sections.
- Browse the structure of the edX platform and the course.

To achieve each general objective, in each module you will have to fulfill specific objectives.

2.1 COURSE STRUCTURE AND SPECIFIC LEARNING OBJECTIVES

The course is free and consists of 5 content modules (which in this course we will sometimes call "Weeks"), plus an introductory module, which have the following specific objectives:

MODULE 0: START HERE

- Describe the course structure
- Browse the edX platform.

In the following table you will see the learning resources of the module:

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity
Initial survey	N/A	1	Initial survey	Survey	No
About the course	Describe the course structure.	2	About the course	Text	Yes
Course Modes	Describe the course structure	3	Course Modes	Text	Yes
How to navigate the course	Describe and browse the structure of the edX platform.	4	How to navigate the course	Text	No
Welcome to the course	Describe and browse the structure	5	Welcome from the IDB President	Video	No

	of the edX platform.	6	Welcome Message from Therese Turner-Jones	Video	No
		7	Course Instructors	Video	No
Course Guide	Describe and browse the structure of the edX platform.	8	Goals and Learning Objectives	Text	Yes
		9	Methodology	Text	Yes
		10	Course Structure and Content	Text	Yes
		11	Important Dates	Text	Yes
		12	Evaluation and Certification	Text	No
		13	Example of Questionnaire	Text	Yes
Useful Orientations	Describe and browse the structure of the edX platform.	14	Portal “Numbers for Development”	Text	Yes
		15	Course Policies	Text	No
		16	General Forum	Discussion Forum	No
		17	Participant support	Text	No
Self-introduction	N/A	18	Self-introduction	Activity – Word Cloud and Discussion Forum	No

MODULE 1: THE IMPORTANCE OF DATA IN DECISION-MAKING

Learning Objectives

- Describe what an evidence-based decision is.
- Identify the challenges associated with data analysis for decision making.
- Navigate the Numbers for Development platform and in particular the section “Countries at a glance”.
- Navigate the Caribbean Data Portal platform.

In the following table you will see the learning resources of the module:

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
Introduction	Describe the course structure.	19	Introduction	Reading	Yes	-
		20	Welcome to the Course	Video	Yes	-
What is an Evidence-Based Decision?	Describe what an evidence-based decision is.	21	Introduction to Numbers for Development	Video + Blog	Yes	-
		22	Why Is It Important to Use Data in Decision Making?	Video	Yes	-
	Navigate the Numbers for Development platform, and in particular the section “Countries at a glance”.	23	Using Data to Optimize Health Outcomes	Video	Yes	-
		24	Heterogeneity in The Performance of Health Centers	Video	Yes	-
		25	What Is an Evidence-Based Decision?	Reading	Yes	-
		26	Greenhouse Gas Emissions and Agricultural Policy	Reading	Yes	-
		27	Practicing with Numbers for Development 1	Activity	Yes	-
Questionnaire 1.1.	Describe what an evidence-based	28	Questionnaire 1.1.	Questionnaire	Yes	9%

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
	decision is.					
Data Analysis and Decision Making	Identify the challenges associated with data analysis for decision making. Navigate the Caribbean Data Portal platform.	29	What is Data Analysis?	Video	Yes	-
		30	The Importance of Data Quality and Reliability	Reading + External video	Yes	-
		31	Caribbean Data	Video	Yes	-
		32	Introduction to Caribbean Data Portal	Video	Yes	-
		33	How the Visualization of Data Can Help the Process	Reading + External video	Yes	-
		34	Crime in The Caribbean Dashboard	External reading + Video	Yes	-
		35	Practicing with Caribbean Data Portal 1	Activity	Yes	-
Questionnaire 1.2	Identify the challenges associated with data analysis for decision making.	36	Questionnaire 1.2	Questionnaire	Yes	9%
Module Conclusion	N/A	37	Additional Optional Resources	Reading	No	-
		38	Objective Achievement - Module 1	Survey	No	-

MODULE 2: CONVERTING CONCEPTS INTO MEASURABLE PARAMETERS

Learning Objectives

- Use the problem tree method to identify the research problem to study.
- Identify the null and alternative hypothesis which the analysis will be based on.
- Choose the types of data and variables that most strongly influence the research problem.
- Use the Numbers for Development and Caribbean Data portal to search for data.

In the following table you will see the learning resources of the module:

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
Introduction	Describe the course structure.	39	Introduction	Reading	Yes	-
		40	Welcome to Module 2	Video	Yes	-
Identify the Study Problem	Use the problem tree method to identify the research problem to study.	41	Problem Tree Analysis	Reading	Yes	-
		42	Bird Flu Case-Study: Part One	Video	Yes	-
		43	Statement of Purpose	Reading	Yes	-
	Identify the null and alternative hypothesis which the analysis will be based on.	44	What Is a Hypothesis?	Video	Yes	-
		45	Practical Activity	Activity	Yes	-
		46	How to Formulate a Hypothesis	Reading	Yes	-
		47	Play with Data and Generate a Hypothesis	Video	Yes	-
		48	Creating a Tree Analysis and Identifying a Hypothesis	Activity	Yes	-
Questionnaire 2.1	Use the problem tree method to identify the research problem to study. Identify the null and alternative hypothesis which the	49	Questionnaire 2.1	Questionnaire	Yes	9%

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
	analysis will be based on.					
Select Appropriate Variables	Choose the types of data and variables that most strongly influence the research problem.	50	Converting Concepts into Measurable Variables	Reading	Yes	-
		51	Types of Variables	Video	Yes	-
		52	The Difference Between Data and an Indicator	Video	Yes	-
	Use the Numbers for Development and Caribbean Data portal to search for data.	53	Practicing with Numbers for Development 2	Activity	Yes	-
		54	Understanding Statistics and Indicators	Reading	Yes	-
	Choose the types of data and variables that most strongly influence the research problem.	55	Comparing Caribbean Data	Video	Yes	-
		56	Evaluating Effectiveness of Privately Managed Schools	Reading	Yes	-
		57	Private Sector in the Caribbean	Reading + Video	Yes	-
		58	Practicing with Caribbean Data Portal 2	Activity	Yes	-
Questionnaire 2.2	Choose the types of data and variables that most strongly influence the research problem. Use the Numbers for Development and Caribbean	59	Questionnaire 2.2	Questionnaire	Yes	9%

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
	Data portal to search for data.					
Module Conclusion	N/A	60	Additional Optional Resources	Reading	No	-
		61	Objective Achievement - Module 2	Survey	No	-

MODULE 3: UNDERSTANDING DATA ANALYSIS

Learning Objectives

- List data collection strategies used in public policy.
- Identify the types of studies that can be carried out.
- Select the types of data analysis to use depending on the problem to be analyzed.
- Use the Numbers for Development and Caribbean Data portal to search for data.

In the following table you will see the learning resources of the module:

Subection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
Introduction to the Module	Describe the course structure.	62	Introduction	Reading	Yes	-
		63	Welcome to Module 3	Video	Yes	-
The Collection of Data	List data collection strategies used in public policy.	64a	Data Collection Strategies	Reading	Yes	-
		64b	Video: Ethical Risks in Relation to Data	Video	Yes	-
		64c	Reading: Ethical Risks in Relation to Data	Reading	Yes	-
		65	Household Surveys to Calculate the Value of Environmental Goods	Video + External reading	Yes	-
		66	Data Collection Strategies (Follow Up)	Reading	Yes	-
		67	Interactive Map	External resource	No	-
Questionnaire 3.1	List data collection strategies used in public policy.	68	Questionnaire 3.1	Questionnaire	Yes	9%
Types of Studies	Identify the types of studies that can be carried out.	69	Types of Studies	Video	Yes	-
		70	Convert the Collected Data into Variables	Reading	Yes	-
		71	The Information Center to Improve Learning	Video	Yes	-
	Use the Numbers	72a	Important Ideas on Data Quality	Reading	Yes	-

	for Development and Caribbean Data portal to search for data.	72b	Latest trends in the application of statistical methods	Reading		
		73	Caribbean Macroeconomic Data	Reading + Video	Yes	-
		74	Practicing with Caribbean Data Portal 3	Activity	Yes	-
Questionnaire 3.2	Identify the types of studies that can be carried out.	75	Questionnaire 3.2	Questionnaire	Yes	9%
Methods of Data Analysis	Select the type of data analysis to use depending on the problem to be analyzed.	76	Comparison Between Two Groups	Animated Video	Yes	-
		77	Practical Activity	Activity	Yes	-
		78	Chi Square	Reading	Yes	-
		79	Analysis of Multiple Categories	Animated video	Yes	-
		80	Relationships Between Two Variables	Reading	Yes	-
		81	Summary of Analysis Methods	Video	Yes	-
		82	Selecting a Method of Data Analysis	Activity	Yes	-
Questionnaire 3.3	Select the type of data analysis to use depending on the problem to be analyzed.	83	Questionnaire 3.3	Questionnaire	Yes	9%
Module Conclusion	N/A	84	Additional Optional Resources	Reading	No	-
		85	Objective Achievement - Module 3	Survey	No	-

MODULE 4: DISPLAYING THE RESULTS

Learning Objectives

- Identify the type of chart or graphic to use based on the goal of the visualization.
- Use the Numbers for Development portal to create visualizations.
- Interpret visualizations to support the decision-making process.

In the following table you will see the learning resources of the module:

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
Introduction to the module	Describe the course structure	86	Introduction	Reading	Yes	-
		87	Welcome to Module 4	Video	Yes	-
Visualizations	Identify the type of chart or graphic to use based on the goal of the visualization. Use the Numbers for Development portal to create visualizations.	88	The History of Visualizations	Reading	Yes	-
		89	Chart Types	Video	Yes	-
		90	How to Create Effective Visualizations	Reading	Yes	-
		91	Practicing with Numbers for Development 3	Activity	Yes	-
Questionnaire 4.1	Identify the type of chart or graphic to use based on the goal of the visualization.	92	Questionnaire 4.1	Questionnaire	Yes	9%
How to Interpret Visualizations?	Interpret visualizations to support the decision-making process.	93	How to Interpret Visualizations	Video	Yes	-
		94	Visualizations of Data and Statistics	Reading + External reading	Yes	-
		95	How Safe Are Caribbean Homes for Women and Children?	Reading	Yes	-

	Use the Numbers for Development portal to create visualizations.	96	Practicing with Caribbean Portal 4	Activity	Yes	-
		97	How to Add Context	Video	Yes	-
		98	Creative Challenge with Visualizations	Activity	Yes	-
Questionnaire 4.2	Interpret visualizations to support the decision-making process.	99	Questionnaire 4.2	Questionnaire	Yes	9%
Module Conclusion	N/A	100	Additional Optional Resources	Reading	No	-
		101	Objective Achievement - Module 4	Survey	No	-

MODULE 5: CLOSING THE LOOP: FROM DATA TO PLANNING

Learning Objectives

- Identify the main characteristics of the workflow for data-based policy making.
- Identify the main considerations to evaluate the success and impact of a policy.
- Interpret the results of an impact evaluation.

In the following table you will see the learning resources of the module:

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
Introduction to the module	Describe the course structure	102	Introduction	Reading	Yes	-
		103	Welcome to Module 5	Video	Yes	-
From Data to Planning	Identify the main characteristics of the workflow for data-based policy making.	104	From Data to Planning: First Steps of The Process	Reading	Yes	-
		105	Best Practices for Data-Based Reports	Video	Yes	-
		106	Bird Flu Case Study, Second Part	Video	Yes	-
		107	From Data to Planning (Follow Up)	Reading	Yes	-
		108	The Case of Brazil	Video	Yes	-
Questionnaire 5.1	Identify the main characteristics of the workflow for data-based policy making.	109	Questionnaire 5.1	Questionnaire	Yes	9%
Policy Evaluation	Identify the main considerations to evaluate the success and impact of a policy.	110	Evaluate Policy Results	Video	Yes	-
		111	How Do You Estimate the Impact of a Policy with an Impact Assessment?	Reading	Yes	-
	Interpret the results of an impact evaluation.	112	How to Detect If There Are Problems in Our Evaluation	Video	Yes	-

Subsection	Specific objectives	Activity number	General description	Activity type	Mandatory activity	% of final grade
		113	Evaluating Parenting Interventions	Reading	Yes	-
		114	Interpreting an Impact Evaluation	Activity	Yes	-
Questionnaire 5.2	Identify the main characteristics of the workflow for data-based policy making. Identify the main considerations to evaluate the success and impact of a policy.	115	Questionnaire 5.2	Questionnaire	Yes	9%
Module Conclusion	N/A	116	Additional Optional Resources	Reading	No	-
		117	Objective Achievement - Module 5	Survey	No	-
Share Your Experience About the Course	N/A	118	Continue to Learn With IDB	Video	No	-
		119	Final Satisfaction Survey	Survey	No	-

3. COURSE GOALS

In addition to the learning objectives, the course goal is to mobilize the participants to act, identifying the areas in which they can contribute (such as public officials, social organizations, private companies or citizens) promoting decision-making in the region based on the evidence.

4. PARTICIPANT PROFILE AND PREREQUISITES

The course Data for Effective Policy Making is aimed at:

- Public officials of Latin America and the Caribbean at national, regional and municipal levels.
- Private sector and civil society organizations in Latin America and the Caribbean.
- Citizens of Latin America and the Caribbean interested in making decisions based on evidence

The access to the course non-evaluated material is free for all students, for a limited time.

To participate in the course you will need:

- A computer or mobile device with Internet access. The course is optimized for the latest version of Google Chrome, Mozilla Firefox or Internet Explorer (version 9 or up). You can also access the course through your mobile device by downloading the edX app from Google Play or Apple Store.

5. COURSE METHODOLOGY

In the design of the course we have combined passive learning resources, such as the review of videos and readings, with active learning resources, in which your participation and commitment are the basis of learning.

The objective of the active learning resources is to apply the theoretical contents to your reality through guided activities.

It is important that you keep in mind that learning is what happens after a conscious effort to investigate, analyze, reflect and share the topics of interest, therefore, we invite you to get the most out of the course through your participation.

5.1 DESCRIPTION AND OBJECTIVES OF EACH MODULE

The **first resource** of each module is a page that contains the description, learning objectives, activities and evaluations that will be carried out in it. We recommend you to carefully review this initial page so that you keep in mind the activities you must do to complete the module successfully and the approximate time you will have to devote to it.

5.2 LEARNING RESOURCES

Each section or module is divided into **subsections**. There you will find various types of **components** or learning resources:

- **Videos of presenters:** main learning resource in which our instructors' comment on the most relevant contents of each course, with a simple and direct language.
- **Animated videos:** These videos further expand on the content of the course through the presentation of fictitious cases related to the public sector, especially with regard to explaining methods of data analysis.
- **Readings:** The readings will allow you to expand your understanding of the concepts explored in the course. In addition, some of the readings are based upon real cases in the region, which allow a contextualization of the theoretical elements of the course to the reality of the use of data in planning and public management in Latin America and the Caribbean.
- **Practical Activities:** These are questionnaire-style questions that include multiple-choice and/or drag and drop questions you must answer based on case studies or once you have solved a practical activity using the Numbers for Development or the Caribbean Data Portal.
- **Tutorials:** Through these PDF documents, you'll learn how to perform specific tasks on the Numbers for Development and Caribbean Data Portal and learn about its features.
- **Questionnaires:** Throughout the course, you will find evaluation questionnaires, whose completion is mandatory if you want to opt for the verified certificate of the course. The questions you will find are multiple choice. For more details, check the Evaluation and Certification section.
- **External Resources (Mandatory):** You will often find links to external pages of videos, readings or blogs that you must read or view to meet the learning objectives of the module. These activities are mandatory and are part of the course content. External links that are optional will be indicated accordingly. If an external link is not clearly marked as optional, it means that it is mandatory and should be viewed.

- **Open Resources (Optional):** If you wish to review additional information regarding the topics covered in the course, we recommend you view the Open Resources page. It is not mandatory to review these resources.

5.3 DURATION AND TIME OF DEDICATION

The duration of the course is **7 weeks** and, for those who opt for the **verified certificate modality**, the course will be open from **January 24, 2019 to March 24, 2019, at 11:59 PM, Washington time D.C. (March 25, 03:59 UTC).**

In each module you will have to meet specific objectives that will help you to complete the course successfully. In the [Course Structure and Content](#) unit you will find the list of specific objectives by module. You will also find the specific objectives at the beginning of each module.

Remember that, if you chose the audit track, you will have free access to course material such as videos, lectures, forums, additional resources and practical exercises that are not qualified. However, you will not have access to the qualified evaluation questionnaires. For more information, visit the unit [Course Modes](#).

In addition, we recommend you to keep in mind the [Important Dates](#).

5.4 EVALUATION CRITERIA

Throughout the MOOC you will find 2 types of activities:

- **Non-qualified exercises:** all participants, regardless of the track they chose, will have access to the non-qualified exercises (normally consisting of multiple-choice questions) in which you can check your understanding of the most important concepts of each module. These exercises do not count towards the percentage needed to pass the course.
- **Qualified evaluation questionnaires:** tests of around 10 questions whose objective is to measure the learning gain of each module. The questionnaires will only be accessible to participants who chose the verified track.

To pass the course, you will have to answer all the qualified evaluation questionnaires and obtain an average equal to or greater than 65% among all the qualified activities.

To verify your course progress (percentage of course approval), go to the “[Progress](#)” that you will find in the top menu of the platform.

5.5 VERIFIED CERTIFICATE

To obtain the course verified certificate, you must meet three conditions:

- Pass the course, by obtaining at least 65% of total points
- Pay \$25 dollars, which is the minimum issuance cost for certificates established by edX
- Perform [identity verification in edX](#)

You have until **March 14, 2019 at 6:30 a.m. Washington D.C. (March 14, 2019, 23:59 UTC)** to opt for the verified certificate, that is, you can start the course in audit track and if the content and methodology meet your expectations, change the track, considering the requirements [Back to INDEX](#)

mentioned here and the deadline to make this change. If you opt for this alternative, download the [tutorial with the steps to obtain the verified certificate](#).

5.6 IMPORTANT DATES

These are the most important dates you should keep in mind:

- January 24, 2019: Course starting date
- March 14, 2019 at 6:30 am, Washington D.C. time. (March 14, 2019, 23:59 UTC time):
Deadline to apply for the verified certificate
- March 24: End of the course

6. COURSE INSTRUCTORS

6.1 IVETTE FIS DE MELO

Ivette is a member of the IDB's Felipe Herrera Library team. She is the Embedded Librarian for the Infrastructure and Environment Sector (INE), and the Climate Change and Sustainable Development Sector (CSD). Her scope of work includes environment, energy, water, agriculture, food security, urban transport and waste management.

She is the former head of the Documentation Center of the newspapers "Hoy" and "El Nacional" in the Dominican Republic. In 2003 she joined the IDB Secretariat as a Reporting Assistant, where she worked for two years before joining the Library.

Ivette is a Dominican national, a graduate of Latin American studies from the George Mason University and Master's of Science in Information Technology from Drexel University

6.2 NORMA PALOMINO

As Chief of the Information Services Unit (ISU) for the Knowledge, Innovation and Communications Sector (KIC), Norma coordinates services in support of knowledge, innovation and communication programs in three main areas: 1) platforms and technologies (such as the institutional website, social media and marketing technologies, and internal processes compliance); 2) data analytics (mainly key performance indicators and marketing reports on digital dialog in the Latin American and Caribbean region); and 3) information dissemination (delivering of news and reports to targeted internal audiences).

Norma holds a Master's degree in Information Sciences from the University of Texas at Austin, and a Doctorate of Professional Studies in Information Management from Syracuse University, with concentration on artificial intelligence.

7. PARTICIPANT SUPPORT

During the course you will have at your disposal the following services:

7.1 EDX HELP CENTER

In the [edX Help Center](#), you will find answers to frequently asked questions about how to start your course, basic edX information, certificates and other related topics.

7.2 FREQUENTLY ASKED QUESTIONS AND PARTICIPANT SUPPORT

In the [Participant Support](#) tab you will find a series of resources that you can use according to your needs:

- [General FAQs](#): here you will find answers to general topics of the course, such as deadlines or questions about the format of the evaluation questionnaires.
- [Technical FAQs](#): here you will find answers to technological topics.
- [Technical assistance form](#): if you do not find an answer to your question, on the “[Participant Support](#)” page you will find a form through which you can request personalized technical attention. The response time is less than 24 hours from Monday to Friday and up to 48 hours on weekends.

8. COURSE POLICIES

8.1 IDBX ACCESSIBILITY POLICY

When we talk about accessibility, we refer to the ability to present the contents of our website to people who have physical disabilities that prevent them from using the information available in a traditional manner, and which means they must employ technical aids.

The purpose of this paragraph is to explain the IDBx accessibility policies, in order to give all interested persons access to our learning environment.

Currently the content of our courses operates accessibility criteria to the majority of learning resources within the components of edX, its application focuses on the following elements:

1. Word and PDF documents
2. HTML code on platform
3. Links on platform
4. Color contrast in platform and documents
5. Video transcriptions

Therefore, its application is limited to learning resources and not to navigation components or the edX platform that, for the moment, we cannot manipulate to achieve total accessibility of our courses.

The objective of the IDBx is to ensure that the entire training offer, activities, and materials used to achieve the learning objectives of our courses, fit people with some type of disability. Although there is no specific law in this area, the IDBx has a strong commitment of not excluding anyone or denying access to our courses because of a disability that may be sustained, so that the technology and development of our online courses allows us to reach any user.

Since we use several providers, we address accessibility issues through the software used:

- [edX](#)
- [Adobe Acrobat](#)
- [MS Office](#)
- [YouTube](#)

8.2 ACADEMIC INTEGRITY POLICY

As we use the edX platform to deliver the course, we address issues of academic integrity through the [edX Honor Code](#).

8.3 PRIVACY POLICY

As we use the edX platform to deliver the course, we address privacy issues through the [edX Privacy Policy](#).

8.4 LATE SUBMISSION POLICY

If you chose to opt for the verified identity certificate of this course, you must complete the activities and answer the questionnaires before the [given deadlines](#). After the deadlines, the option to perform the evaluations will be disabled.