

# GOVERNMENT OF THE DISTRICT OF COLUMBIA

## Department of Employment Services

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### **Frequently Asked Questions (FAQs) for Claimants**

#### *Defend Integrity Initiative: Virtual Classroom*

**1. What is the Defend Integrity Initiative?**

The Defend Integrity Initiative is an interactive and technological effort to reduce fraud and expand the reach and delivery of in-depth Unemployment Insurance (UI) information to all claimants. Utilizing Adobe Connect software, the Defend Integrity Initiative conducts virtual classroom sessions to instruct UI claimants on how to complete the weekly continued claim form for unemployment benefits.

**2. What is a virtual classroom?**

A virtual classroom is an online-based educational resource that is used for remote instruction. The Defend Integrity: Virtual Classroom utilizes Adobe Connect, which is Adobe Flash based software that is used to create general presentations, online training materials, web conferencing, learning modules, and user desktop sharing.

**3. How do I access the virtual classroom?**

After you have been selected for a virtual classroom session, you will be provided with a link to the Adobe Connect website. Once there, you will be directed to login as a guest and any necessary software or plugins will be downloaded. After the Adobe software has loaded, your internet browser will open the virtual classroom interface. The Adobe Connect virtual classroom can be viewed using your desktop computer or laptop.

**4. Why was I selected to participate in the virtual classroom?**

The Office of Unemployment Compensation (OUC) has randomly selected you to attend a scheduled Defend Integrity: Virtual Classroom session. To ensure that you meet with all eligibility requirements, the OUC will walk you through the weekly certification process so that you fully understand important information about your unemployment claim.

**5. What should I expect while attending the virtual classroom?**

During each virtual classroom session, claimants are directed to view an instructional video that is approximately 25 minutes length. Following the instructional video, claimants will take part in a question and answer session which reviews the instructional content. Additionally claimants will have the opportunity

to ask general questions regarding their unemployment claim and receive helpful unemployment resources.

**6. What should I do if I cannot attend a virtual classroom session?**

If you are unable to attend a scheduled Defend Integrity: Virtual Classroom session, you must email [DOES.Integrity@dc.gov](mailto:DOES.Integrity@dc.gov) and reschedule your virtual classroom session at least 24 hours prior to your scheduled class.