FREQUENTLY ASKED QUESTIONS

What is the Virtual Early Education Center (VEEC)?
The Virtual Early Education Center (VEEC) is designed to simulate the look of an actual early education center. It enables the user to explore an early care and education setting to enhance provider knowledge and practice regarding prevention and management of infectious diseases, promotion of healthy active living, safe medication administration, and staff wellness. The VEEC serves young children from infancy to school age and offers a variety of areas a visitor might see in a Head Start or child care center from the Director's office to the outdoor play spaces.

Explore the VEEC, look inside each room and discover approaches to improve program practice, find evidence-based resources, and learn more about early education standards.

Who is the target audience?
The audience is all early childhood educators. This includes Head Start and Early Head Start grantees, Child Care providers, technical assistance providers, child care licensors, and others whose work involves early care and education and the health and well-being of children and their families.

What is the first thing I need to do to use the VEEC?
The first time you are on the VEEC page you need to select "Register" at the top right hand corner of the page. Here you will be asked to fill out a profile. Once you have filled out your profile and created a password you can start to explore the VEEC.

What topic areas are covered in the VEEC and how do I select or know what topic area I am in?
Currently there are 4 layers of content: managing infectious diseases, medication administration, healthy active living, and staff wellness. To select and move to different topic areas within the VEEC, click on "Explore more" in the upper right hand area of the page. When you click on this tab you can select the topic area you wish to explore.

What do I do after I have clicked on a topic in the Explore More tab?
Once you have clicked on a topic area, you will be brought to the VEEC main page where you can select a room to enter and explore.

How do I move from room to room?
The VEEC includes classrooms, such as Infant Room, Toddler Room and Preschool Room, as well as a playground, staff room, kitchen and more. When you enter the home page, you will be able to see all the rooms from a floor plan layout. Moving your cursor over the floor plan will highlight the different the rooms. Click on the room you want to enter. Once you have explored a room and are ready to move onto another, you can use the pop up menu at the bottom right of the room. Use the green arrow to see all the room titles. By clicking on a title, you will be transported to the room you have chosen. You can also use the "Home" button at the bottom of your screen and click on the Early Education Center image to return to the home page that will show you all the rooms again.

I am new to using the VEEC, what is the best way to find out how to use it?
We have created a short webinar on the basics of the VEEC. We recommend viewing this to learn how to best navigate the website and how to find the resources and information you are seeking. Go to [add info on where the webinar is housed when available]

Where are the Safety and Injury Prevention Resources located?
The Safety and Injury Prevention Resources are located at the bottom right-hand corner of the website where its states Safety & Injury Prevention.

What are Head Start Program Performance Standards (HSPPS)?
The Head Start Program Performance Standards are the standards and requirements that Head Start agencies that provide services to children and families must meet. The current requirements are set forth in the Head Start Act of 2007. These can be found at http://eclkc.ohs.acf.hhs.gov/hslc/standards.

What is Caring for our Children, 3rd Edition (CFOC)?
According to the National Resource Center for Health and Safety in Child Care and Early Education (NRC), Caring for our Children, 3rd Edition is a collection of 686 national standards that represent the best evidence, expertise, in the country on quality health and safety practices and polices that should be followed in today's early care and education settings. CFOC can be found on the NRC's website at http://nrckids.org/

What is Caring for Our Children Basics?
Caring for our Children Basics are the minimum health and safety standards experts believe should be in place when children are cared for outside of their homes. These standards are voluntary. Caring for Our Children Basics can be a helpful resource for states and other entities that are working to improve health and safety standards for licensing and quality rating improvement systems (QRIS). Caring for Our Children Basics is available at http://eclkc.ohs.acf.hhs.gov/hslc/tta-system/health/docs/caring-for-our-children-basics.pdf

What are the browser requirements to use this site?
Following browsers supports this site:

> Microsoft - Internet Explorer 9 and above
> Mozilla - Firefox 11 and above
> Apple - Safari 3 and 4
> Google – Chrome
> Popup should be allowed (Popup blocker should be disabled)

What are the User System requirements to use this site?
The system requirements to use this site are listed below:

> ***Windows***
> Operating System: Windows 7, Windows Vista, Windows XP Service Pack 2
> Intel® Pentium® III 450MHz or faster processor (or equivalent)
> 128MB of RAM
> ***Mac OS***
> Operating System: Apple Mac OS X 10.4.8 or above
> Basic requirements
> Intel Core™ Duo 1.83GHz or faster processor
> 128MB of RAM

I can't get into any of the rooms when I click on them. What should I do?
The first thing you should do is make sure that you are signed in and/or registered. If you have done this and are still unable to enter the rooms make sure that your computer meets the user system requirements.

Do I see different things depending on the position I have listed in my profile?
All users see the same information. It does not vary according to information supplied in your profile.

How is the information in my profile used?
The information in your profile is used to provide the National Center on Early Childhood Health and Wellness and the Office of Child Care the demographic information only to gauge who is using the VEEC.

Should I have my own log-in profile or can my program/friends/colleagues share the same one?
It is recommended that you create your own profile. This makes it easier for you to know what rooms you have visited when using the VEEC.

Do I need to sign-in each time to use the VEEC?
If you do not wish to sign in each time you use the VEEC, select the option to keep yourself signed in.

I cannot remember my password what should I do?
If you forgot your password for the VEEC go to "Edit Profile" near the upper right hand corner of the VEEC webpage. Click "edit profile" and you will see a link that says forgot password. Click this link and you be sent an email with your password.

How do I change my password?
You can change your password by clicking on "change password" in the upper right hand corner of the page.

What are the items listed at the bottom each room page?
The items listed at the bottom of each room are called hotspots. Each room has its own set of hotspots highlighting the focal points for the content layer: managing infectious disease, healthy active living, medication administration, and staff wellness. You can find hotspots by clicking on one of the hotspot items listed at the bottom of a room or by moving your cursor within the room and selecting an object that becomes highlighted when you hover over it. For example, in the infant room, eating area, you can click on the bottles to learn more about healthy infant feeding.

What information does a hotspot contain?
Hotspots contain Head Start Program Performance standards, Caring for Our Children (CFOC) standards and resources. You can also see which of the Caring for Our Children standards are designated as CFOC Basics. A rationale is included that provides information on this item's importance in the room selected.

Note that different hotspots may appear in a room or area depending on the topic area you are currently exploring.

Need information on a topic not listed?
If you are looking for information on a topic area not found on the VEEC, we recommend exploring the [Office Head Start National Center on Early Childhood Health & Wellness.](#)

How do I get back to the main page of the VEEC?
To get back the main page of the VEEC, you can:

- Click on the VEEC icon in the upper left hand corner of the page.
- Click on the Home icon in the blue area at the bottom of the page and click on the Early Education Center image.

Is there a way for me to see which places/rooms I have visited recently or go back to the last room I was in?
To see the places/room you have recently visited or to go back to a room you were recently in click on the My Page icon at the bottom of the page. My Page provides you with a list of the rooms you have visited and when you did so.

What is the directory icon?
The directory icon lists the hotspots that are in a particular room or place.

Is there a way for me to save resources or standards that I have found?
The best way to save resources and standards is to save them as bookmarks on your computer. If you do not know how to create a bookmark, you can use the help button on your browser to find out how to do so.

What determines what room or location I see when I log back into the VEEC?
The last room that you were in last will appear when you log back into the VEEC.

Why does the playground only have a covering on half of it?
The playground only has a covering on half of it so that users of the VEEC are able to see the hotpots for the playground area.

I have a question that is not answered here. How can I contact someone?
If you are still seeking answers to a question please email us at or health@ecetta.info or call 888-227-5125.