

# LEARNING LAUNCH ▶▶▶▶

## Frequently Asked Questions

### General Questions

#### Who is eligible to access the Learning Portal?

The Learning Portal is available to educational institutions that are members of United Educators (UE). Member institutions may extend access to its officers, faculty, staff, volunteers, and students.

#### How much does it cost to use the EduRisk learning programs?

The entire EduRisk course catalog is available to UE members at no additional cost, regardless of how many learners will be completing training.

Advanced customization of your learning portal environment and single-sign on configuration are available for a fee as part of our EduRisk Custom Services. Email [launch@ue.org](mailto:launch@ue.org) for additional details and pricing.

#### Where can I access courses to determine if they are the right fit for my institution?

Full preview versions of our courses are available within the *Training Tools* section of [EduRiskSolutions.org](http://EduRiskSolutions.org)

#### Is there a limit to the number of learners that can take a course?

There is no limit to the number of learners at your institution (employees, volunteers, or students) who can take our courses. We collaborate with institutions with learner populations ranging from several hundred to several thousand. If you have a large learner population, you may be interested in our bulk upload option to streamline the creation of learners' accounts.

#### Can the courses be taken on a mobile or a tablet device such as an iPad?

Yes! Both the Learning Portal and courseware are built to be mobile and tablet accessible. Learners should complete the course using a web browser. Courses are not configured to work with the Blackboard App.

#### Can online courses be taken on a Mac?

Yes, courses will function on Mac computers. Additionally, a [system compatibility checker](#) is available for learners to ensure they will be able to access courses without issue.

# LEARNING LAUNCH ▶▶▶▶

## **Can the courses or Learning Portal be customized with my institution's logos and graphics?**

Both course and advanced learning portal customizations are available for an additional fee through EduRisk Custom Services. Email [launch@ue.org](mailto:launch@ue.org) for additional details and pricing.

## **Can EduRisk courses be used on my institution's website or learning management system (LMS)?**

No, United Educators does not offer course licensing agreements.

## **Can we use single sign-on from our institution's system?**

Single-sign on (SSO) to allow learners to navigate seamlessly from your intranet environment to our training platform is available for a fee through EduRisk Custom Services. United Educators will work with you to configure SSO between your institution's platform and the Learning Portal. Contact [launch@ue.org](mailto:launch@ue.org) for additional details.

## **About UE's Learning Programs**

### **Are there non-English versions of the online courses?**

Our *Workplace Harassment: Fundamentals (Prevención de Acoso en el Lugar de Trabajo)* is currently available in Spanish for higher ed and K-12 employees. No other non-English versions of our courses are offered at this time.

### **Are the courses accessible to persons with disabilities?**

Yes. All of our courses are compliant with Section 508 of the Rehabilitation Act and Level AA of the Web Content Accessibility Guidelines (WCAG 2.0). Courses have transcripts for audio narration, alternative text for images, focus indicators when navigating with a keyboard, closed captioning for videos, and the ability to bypass complex interactions to a read-only version. Compatibility was tested using JAWS.

Details regarding website accessibility are available from our site vendor:

<http://www.blackboard.com/accessibility.aspx>

### **How long will it take a typical learner to complete the course and receive credit?**

Most of our online courses can be completed in one hour or less. Course duration is indicated in the course description featured on the course homepage as well as in our course catalog. A *Time in seat* report is also available to training administrators providing details on how long each learner spends in the course.

# LEARNING LAUNCH ▶▶▶▶

## **Can learners stop in the middle of a course and later resume where they left off?**

Yes. Our courses contain bookmarking tools that allow a learner to exit and later resume the course from the last page they visited.

## **Will learners be able to print a certificate of completion?**

Yes, learners will receive a copy of their certificate via email once they complete their training. The certificates are also accessible within the Learning Portal to both the learner and administrators.

## **The Training Administrator**

### **What is the role of the training administrator?**

Training administrators are responsible for rolling out learning programs to selected faculty, staff, or students at their institution. This includes creating a learning path for learners and providing instructions on how to access training. Training Administrators also have the ability to edit learner accounts and view summary reports.

Since they have access to confidential information, training administrators should hold positions of trust in their institution.

### **How are training administrators appointed?**

Training administrators are appointed as part of the roll-out process when you submit your training plan. Additional administrators may be appointed after the initial roll-out; however, their accounts need to be updated by United Educators' staff. A form to request additional administrators is available in our Training Administrator Community within the Learning Portal.

### **How many training administrators can my institution have?**

United Educators encourages member institutions to select as many training administrators as are necessary to roll out learning programs, manage learners, and run reports.

### **Can the system email me when a learner completes a course?**

No, the system cannot notify training administrators of learner completions; however, as learners receive a notification when they complete a course, you may request that learners forward you that email.

Completion reports are also available for tracking completions at a larger scale.

# LEARNING LAUNCH ▶▶▶▶

## **Can I have learners retake courses annually or on a recurring interval?**

Yes, course completions remain in place for 90 days after a learner finishes the training. During this time, the course can be accessed for review purposes. After 90 days, their completion is archived in their records and the course becomes available to retake for a new completion credit.

## **Can we setup access so that courses are only available during an allotted timeframe?**

No. All start dates and deadlines are the responsibility of the institution to track and enforce.

## **Additional Support**

### **Who can I contact for help with adding new learners, resetting user passwords, and generating completion reports?**

Once we have configured your learning portal and learning paths, you will be provided with contact information for a technical consultant to assist you with the administration functions of the Learning Portal.

### **Where do I send learners who are having technical issues with the site or courses?**

Our [Support Portal](#) offers self-help articles for learners on a myriad of commonly encountered issues and how to resolve them. For learners needing additional support, contact information for our 24/7 help desk can be found at the bottom of all articles. "Support Portal" links can be found at the bottom of all menu pages within the Learning Portal, including the login and registration pages.

### **Will my learners receive emails from United Educators?**

Learners may receive automated emails from the Learning Portal with their login credentials. Learners will also receive a confirmation email with their completion certificate once they have completed a course.

A course evaluation is also sent out each time a learner\* completes a course. This feedback helps us to improve our course offerings. While completing the evaluation is optional, one reminder email will be sent if it is not completed within seven days.

In addition, a 90-day follow-up survey evaluation is sent to learners for each completed course to help determine the course impact. This survey also has a seven-day reminder email.

United Educators will not share or sell learners' information or email addresses for any reason other than providing support for learners. This is explained fully in our website [Privacy Policy](#).

*\*K-12 students will not receive post-course surveys.*

# LEARNING LAUNCH ▶▶▶▶

## **Bulk Upload**

### **Is there a limit to the number of individuals I can include in a bulk upload?**

There is no limit to the number of learners you may enroll using bulk upload. Imports larger than 10,000 learners may be split between multiple days.

### **Is there a minimum number of user accounts required in order to process a bulk upload of accounts?**

Due to the level of effort required by our administrators to process bulk uploads, we request that upload files contain a minimum of 15 user accounts.

### **How much notice does UE need prior to performing an upload?**

Uploads are performed on a first-come first-serve basis. We recommend submitting your completed upload template and requesting your upload date at least three business days in advance.

You will then be contacted and notified of the upload schedule.

### **Can we customize the automated welcome email with our institution's information?**

No, the system generated emails cannot be customized. You will need to send a communication to your learners with the details of your training requirements regardless of the registration approach you select.

### **How do we register learners who do not have an email address?**

Usernames must be in email format; therefore, we recommend using a personal email if the learner does not have an institution issued email address. Services such as Gmail offer free email accounts.

If personal emails are not available, fake email addresses will need to be assigned to those learners. Learner accounts without valid email addresses must be created by Bulk Upload and have a preset password. Your institution is responsible for coordinating the training efforts for those learners.