

LEARNING LAUNCH ▶▶▶▶

Training Administrator and Support FAQ's

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 run training activity 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 rollout process when you submit your training plan. Additional administrators may be appointed after the initial rollout; however, their accounts need to be updated by United Educators' staff. A form to request additional administrators is available in Admin Panel 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.

Can the system send reminder emails to users who have not completed training?

This feature is currently in development.

LEARNING LAUNCH ▶▶▶▶

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, we will provide you with the contact information for a technical consultant to assist you with the administration functions of the Learning Portal.

Help guides are also available to administrators.

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 how to resolve commonly encountered issues. 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 is 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.*