

## Frequently Asked Questions (FAQs) TCU Online Compliance Training

### 1. Whom should I contact if I need assistance?

Contact Human Resources at [askhr@tcu.edu](mailto:askhr@tcu.edu).

### 2. Are the compliance training courses mandatory?

As an employee of TCU, you are required to review and complete the annual online compliance training. Employees include faculty, exempt and non-exempt staff, temporary staff, and student employees. We thank you in advance for your early completion. This sends a strong message to the TCU community of the importance of the trainings.

The following courses are assigned to TCU employees for the 2018-2019 Compliance Cycle:

#### **Student Employees:**

Bridges: Building a Supportive Community (Title IX and SaVE)

#### **Faculty and Staff, including temporary staff:**

Code of Conduct: Workplace Conduct

FERPA Basics

Bridges: Taking Action (Title IX and SaVE)\*

\*New employees will receive Bridges: Building a Supportive Community.

Non-exempt, temporary, and student employees must review and complete courses during scheduled working hours.

### 3. I completed the required compliance training last year. Why am I required to do it again?

TCU is committed to creating and maintaining a safe academic and professional environment, in which we work, teach, and study. To remain in the forefront of best practices and to comply with federal mandates, TCU is renewing its institutional commitment to support training on an annual basis.

For the 2018-2019 Compliance Cycle, we will be assigning a Bridges course (Title IX & SaVE); a Code of Conduct course; and a FERPA course. Although you may have completed these courses in a previous compliance cycle, you are required to review and complete the assigned courses for the current compliance cycle.

### 4. I completed this training at my former institution within the last two years. Do I need to complete training at Texas Christian University?

You may have taken a very similar training, perhaps with the same vendor, at a prior institution. We are glad that other higher education institutions are active in compliance training (e.g., Title IX, SaVE, FERPA, and code of conduct), but we require your completion of our training modules as they are specifically tailored to our community and the courses include resources and policies specific to Texas Christian University.

**5. I am currently taking the Bridges (Title IX and SaVE) course and I am very uncomfortable with the content and need to talk with someone.**

TCU Employees, including graduate students, should contact the Director of Employee Relations in TCU Human Resources by calling Human Resources at 817-257-7790. Undergraduate students should contact Campus Life at 817-257-7926.

**6. How soon am I required to complete the mandatory trainings?**

TCU employees are expected to complete the courses within 30 days of course assignment.

**7. I need an extension to complete my training. What do I do?**

TCU employees are expected to complete their courses within 30 days of assignment. The Compliance Cycle ends April 30, 2019 at 5:00 pm CDT. Access to compliance training is suspended at that time – extensions will not be granted.

**8. Is there a penalty for non-completion of mandatory courses?**

Incomplete or non-complete courses may impact an employees' annual performance evaluation and/or merit increase.

**9. Will my supervisor or department head know about my completion or non-completion status?**

These courses represent an important foundation for sustaining a respectful and productive workplace; therefore, Human Resources formally tracks and reports completion and non-completion status of all TCU employees to the Chancellor, Provost, and Vice Chancellors.

**10. My co-worker received an invitation with three courses but I received an invitation with four courses, which include two Bridges courses. Why is that?**

TCU employees who were assigned the foundational Bridges course (Bridges: Building a Supportive Community) during the 2017-2018 Compliance Cycle, but did not complete the course, were reassigned the foundational course and the refresher course (Bridges: Taking Action).

**11. My colleague was assigned a different Bridges (Title IX and SaVE) course than I received. Why is that?**

New employees are assigned Bridges: Building a Supportive Community, a course designed to provide a foundation of sexual harassment and discrimination prevention training. Employees who have previously completed the foundational course are assigned Bridges: Taking Action, a refresher course.

**12. My supervisor told me that I was assigned mandatory training, but I did not receive the email. What do I do?**

The compliance invitations and reminder emails are sent to your Texas Christian University email account. Please check your inbox for an email from "Texas Christian University." We also send reminder emails bi-weekly. You can also access your training at any time by logging in to the TCU portal (my.tcu.edu).

**13. I am an hourly employee (non-exempt, temporary, or student employee). Do I need to take my online compliance training during normal working hours?**

Yes, non-exempt, temporary, and student employees must complete assigned courses during normal working hours.

**14. How do I access the trainings?**

You can access the courses in one of two ways:

1. Use the link provided in your invitation or reminder email. You will enter your TCU username and TCU password to access the Everfi/Lawroom website.
2. You may access the trainings through the TCU portal (i.e., my.tcu.edu).
  - a. Click "Employee Center."
  - b. Click "Compliance" (Look for the gavel).
  - c. Enter your TCU username and password to access the Everfi/Lawroom website.

**15. I cannot locate my assigned courses when I log into my Training Summary. What do I do?**

Access to the Compliance courses is located under the Compliance icon/tile. Look for the gavel icon. To access the courses, go to my.tcu.edu; my employee center; compliance; single sign on with your TCU username and TCU password.

**16. I do not have time to finish the courses in one sitting. What should I do?**

You may complete them in multiple sittings, as these courses are self-paced. For example, if you want to work on the course(s) for 20 minutes and take a break, you may do that. The course will save your work when you log out. You may start up where you left off the next time you log in to your compliance course.

**17. What kind of a computer system requirement should I use to complete the required trainings?**

Chrome, Firefox, and Safari remain the recommended browsers for completion of the assigned courses. Some browsers may require Adobe Flash for multimedia content.

Tablets: iOS version 9.3 or later running on iPad 2 or later

Smartphones are **NOT** currently supported.

Screen Readers: Firefox with NVDA and the most recent versions of JAWS/IE

**18. I am trying to use my smart phone to complete the training, but it will not let me sign on. What should I do?**

The online compliance training is not currently supported on smart phones. Please use a tablet, laptop or desktop computer with internet access to complete the required training.

**19. The videos tend to freeze. What should I do?**

- **If you are using MS Edge, we recommend that you use Chrome or Firefox as your browser for these courses.**
- Close all other applications and tabs (Facebook, iTunes, YouTube. etc.).
- Try viewing on full screen mode (Windows, press F11/Mac click View menu on the browser menu and select "full screen", Chromebook, press F4).
- Disable all popup blockers and 3<sup>rd</sup> party toolbars
- Enable 3<sup>rd</sup> party cookies.
- Ensure pops ups are allowed for our website ([www.lawroom.com](http://www.lawroom.com))

- Reboot your computer.
- If on a wireless connection, try a wired connection.
- Try accessing the course on a different internet connection (computer lab, library, home).
- Try accessing at a different time of day (i.e., morning rather than late at night).

**20. I am still having trouble accessing the courses after trying the above suggestions. What do I do?**

You may send an email to [askhr@tcu.edu](mailto:askhr@tcu.edu) with details of the problems that you are experiencing. We recommend that you reach out to Human Resources ([askhr@tcu.edu](mailto:askhr@tcu.edu)) so we can best direct you to possible solutions. You may also visit the Everfi (LawRoom) 24/7 technical support center to speak or chat with a live agent or to submit a ticket. Please visit [support.lawroom.com](http://support.lawroom.com) for help options (i.e., chat, phone, or submit a ticket).

**21. I am trying to play one of the videos in my assigned course, but it will not play. What do I do?**

- Check to see if accessibility mode is **ON**. Accessibility mode is a feature for users with hearing or sight impairments to use alongside an additional reader program. This may affect how videos play. If accessibility mode is ON and you are not using a reader program, please turn OFF the Accessibility mode and click play again.
- If it is a flash course, make sure you have Adobe Flash Player program installed and enabled on your computer.
- Use Google Chrome, Safari, or the most updated version of Firefox.
- Clear your cache in your Desktop Browser. After clearing the browser, please close all instances of the browser down, then reopen it and try the course again.
- If you are using Microsoft Edge, you will want to exit the program and restart using a different browser. We recommend Chrome, Safari, or Firefox.

**22. My speakers are on and functioning, but why is the course still prompting me to turn them on?**

This is a standard prompt, and you should be able to continue with the course.

**23. Will I receive a 'certificate of completion' after I complete each course?**

Yes, you will have the option of printing a certificate of completion when you complete each course. You do not need to submit the certificate. Human Resources tracks and reports all course completions.