Frequently Asked Questions (FAQs)
TCU Online Compliance Training
2022-2023

1. **Whom should I contact if I need assistance?**
   Contact the Compliance Training Team at hrcompliance@tcu.edu.

2. **Are the compliance training courses mandatory?**
   Completion is required by all faculty, staff, temporary and student employees, and Associates. ***Non-exempt, temporary, and student employees must complete courses during scheduled working hours.*** Thank you in advance for your early completion.

   The following courses are assigned to TCU employees for the 2022-2023 Compliance Cycle:

Course	New Employee (hired on or after April 30, 2022)	Returning Employee	Student Employee	Associate*
Code of Conduct: Workplace Conduct	●	●		●
Diversity, Inclusion, and Belonging	●	●		
Preventing Harassment & Discrimination with Title IX/Clery module	●	●	●	
Code of Conduct: Data Security	●			
FERPA (Family Educational Rights and Privacy Act) Basics	●			

   Additional courses may be assigned based on function

3. **I have temporary employees who will be working for the university less than a week. Are they required to complete the compliance training even though they are employed for only a short period time? Do I need to pay them for their time spent to complete the trainings?**
   Yes, temporary employees, regardless of length of employment, are required to complete mandatory compliance training. TCU non-exempt, temporary, and student employees must complete their training during scheduled working hours and be paid for their time.

4. **I completed the required compliance training last year. Why am I required to complete 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.

5. **I completed this course at my former employer/institution within the last two years. Am I required to complete training at Texas Christian University?**
   While you may have completed similar training, perhaps with the same vendor, our courses are designed specifically for the TCU community. The courses include resources and policies specific to Texas Christian University.

6. **I am currently taking the Preventing Harassment & Discrimination: Non-Supervisors with Title IX/Clery module course and I am very uncomfortable with the content and need to talk with someone.**
   TCU Employees and graduate students should contact the TCU Director of Employee Relations by calling Human Resources at 817-257-7790. Undergraduate students should contact the CARE Office at 817-257-5225 or care@tcu.edu.

7. **How soon am I required to complete the mandatory trainings?**
   Individuals are expected to complete the courses within 45 days of assignment.

8. **I need an extension* to complete my training. What do I do?**
   Individuals must complete their courses within 45 days of assignment. The Compliance training cycle ends April 30, 2023 at 5:00 pm CDT and access to the training will be suspended after that date/time. *Extensions may be granted for approved family or medical-related leave.

9. **Is there a penalty for non-completion of mandatory courses?**
   Individuals who do not complete assigned courses are subject to ineligibility for merit increases as well as an unsatisfactory performance rating.

10. **Will my supervisor or department head know about my completion or non-completion status?**
    Yes, monthly course completion status reports are sent to the Chancellor, Provost, and Vice Chancellors.

11. **My supervisor told me I was assigned mandatory training, but I did not receive the email. What do I do?**
    Please ensure that you have set up your TCU email account during the onboarding process. Once the onboarding process is complete, the compliance course invitations will be sent to your TCU email account. Please check your inbox for an email from "Texas Christian University." Additionally, you may access your courses via the TCU portal (my.tcu.edu).

12. **I am a biweekly paid, hourly employee (non-exempt, temporary, or student employee). Am I be paid to complete my online compliance training?**
    Yes, best practice is for non-exempt, temporary, and student employees to complete assigned courses during normal working hours. Completing job-related, required compliance training is considered compensable hours.

13. **How do I access the training courses**?
    You can access the courses in two ways:
    1. Use the link provided in your invitation/reminder email.
       a. Enter your TCU username and TCU password on the Everfi/Foundry website.
    2. Access through the TCU portal (my.tcu.edu).
       a. Select "Employee Center"
       b. Select "Compliance"
       c. Enter your TCU username and TCU password.

14. **I do not have time to finish the course(s) in "one sitting." What should I do?**
    You may complete courses in "multiple sittings." The courses are self-paced, you may complete sections, log out, and your work is saved. You may begin where you left off the next time you log in.

15. **What type or brand of technology device and/or browser is required to complete the trainings?**
Google Chrome® is the recommended browser and should be used whenever possible. On a desktop/laptop, EVERFI supports the latest versions of the following browsers: Google Chrome, Firefox, Safari, and Edge.

   - Enable Cookies & JavaScript
   - Smartphones: **NOT** currently supported.
   - Screen Readers: Firefox with NVDA and the most recent versions of JAWS/IE

16. **I am unable to sign in and complete the training on my smart phone. What should I do?**
Smart phones are not supported - use a tablet, laptop, or desktop computer to complete the required training.

17. **The video(s) are freezing or taking too long to load. What should I do?**
We recommend that you use Chrome or Firefox as your browser for these courses. If you are using a different browser try one or all of the following:
   - 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 popup blockers and 3rd party toolbars
   - Enable 3rd party cookies
   - 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)

18. **I am still having trouble accessing the courses after trying the above suggestions. What do I do?**
Contact the Everfi 24/7/365 technical support center to speak/chat with a live agent or submit a ticket - visit support.everfi.com. You may also send an email to hrcompliance@tcu.edu detailing the problems that you are experiencing.

19. **I am trying to play one of the videos in my course, but it will not play. What do I do?**
   - Check if accessibility mode is **ON.** Accessibility mode is a feature for users with hearing/ 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, turn it OFF the Accessibility mode and PLAY again.
   - If it is a flash course, make sure you have Adobe Flash Player installed and enabled.
   - Use Google Chrome, Safari, or the most updated version of Firefox.
   - Clear the cache in your Desktop Browser;
   - Close all instances of your browser, open it and try the course again.
   - If you are using Microsoft Edge, exit the program, and restart using a different browser. For optimum results, use Google Chrome, Safari, or Firefox.

20. **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 may continue with the course.

21. Will I receive a 'Certificate of Completion' after I complete each course?
   Learners will have the option of downloading and/or printing a 'Certificate of Completion' upon completion of each course. You may retain the certificate for your own records (*you are <u>not</u> required to submit your certificates to the Office of Compliance or Human Resources*).