St. Olaf College Employee Training on Sexual Harassment, Sexual Misconduct, and Sexual Assault: FAQs and Troubleshooting Tips

St. Olaf's online employee training, Speak Up: Understanding and Preventing Sexual Violence, is intended to help employees understand, prevent, and respond to concerns about sexual harassment, sexual misconduct, and sexual assault involving any student, employee, or guest of the college. It is designed to be completed in approximately one hour, and may be completed in more than one sitting.

This document offers suggestions for resolving any difficulties with accessing, completing, or documenting completion of the training. *In most cases, if you ensure that your Adobe Flash Player and your browser are fully updated before you begin the training, you won't encounter any challenges.* If you do experience any glitches, here are some troubleshooting tips.

"I already completed this training – why am I being asked to do it again?"

> *Possibility 1 – You completed a different training.* The *Speak Up* training has only been available since March 2015. It includes material on sexual misconduct and sexual assault that was not included in the training on sexual harassment completed in previous years by many employees. It is also different from recent training on awareness and prevention of sexual abuse of minors. If you think you have completed the training on sexual misconduct and assault, but are not recorded as having done so, it is possible you are remembering one of these earlier trainings.

> *Possibility 2 – You didn't complete enough of the training.* In order to be certified as having completed the training, employees must view 90% of the slides, listen to 90% of the narration, and answer 80% of the quiz questions correctly. In answering the quiz questions, you also need to make sure you click the "submit" button in the lower right-hand corner of the page for each answer you provide (just selecting the answer and then advancing to the next slide won't register your responses). You can check whether you have met all criteria for completion by clicking on the completion indicator dot and text on the upper right corner of the screen when you have the training module open. If you have not completed the training, you will see a red dot and the message "Completion criteria have not been met." If you click on that text, a printable pop-up window will open that will show you how far you've progressed on each completion criterion (percentage of audio played, percentage of slides viewed, percentage of correct quiz responses). If you have met the audio and video requirements but not the quiz requirement, you can advance directly to the quiz questions and complete them (remember to hit "submit" each time); you do not need to view all the slides and listen to all the narration a second time.

"When I open the link to the training, the system won't let me enter my login information."
When you open the training link, you are presented with a Guestbook page that asks for your first and last name, your email address, and your department. Once you provide that information and click "submit," the training begins. However, a few employees have been unable to enter any data, so they can't even open the training. The remedy in most cases is to update Adobe Flash player and/or to update or switch browsers. Google Chrome is often the most successful choice because it automatically updates.

"I'm a joint appointment with more than one department. What do I do on the Guestbook login?"
Your training completion will be associated with your name and email address, not your department. If you are a joint appointment, you can enter either of your departments.

"I finished the quiz and exceeded the minimum score of 80%, but I still got a reminder to complete the training."

Possibility 1 – You didn't review enough of the video or audio. It's possible that you successfully completed the quiz but did not view a sufficient percentage of the slides (90%) or listen to a sufficient percentage of the audio (90%). You need to do both of those things as well in order to be certified as having completed the training.

Possibility 2 – You logged in on a different device, or your browser cache or cookies reset, so the completion indicator lost track of you. Normally, if you stop the training and then start it again using the same credentials and the same device, your training will pick up where you left off and your progress will be accurately recorded. If you have met all the requirements but are still seeing a red dot at the top of the page with the message "Completion criteria have not been met," clicking on that message text will turn the red dot green, and you will get a new message - "Completion criteria have been met." Clicking on the new message will open the printable pop-up "Completion Results" window that will show that you've met each completion criterion. You are encouraged to save an electronic copy of your completion results. You do not need to send your results to anyone unless you receive another message indicating that you haven't yet completed the training.

"I met the training requirements but didn't keep a copy of my completion results."
Normally, you will not need to provide documentation of your training; if you have met the training requirements, your name will show up on the completion log that is provided each day to HR and the Title IX Coordinator. Occasionally, though, an outdated Adobe Flash Player or browser might produce one of the glitches described above, and your training might not be recorded in our institutional records. If your name is not on the completion log but you don't have a copy of your completion results from the pop-up window, you can also search your email for a message from noreplies@brainshark.com with the subject "Congratulations on completing St. Olaf employee training."

If you have followed these suggestions and are still having difficulty, please contact the St. Olaf Title IX Coordinator, Kari Hohn (khohn@stolaf.edu).