Compliance Training--Your Questions Answered

Question: What compliance training videos are required for Central Staff?
Answer: The required courses are:

- Child Abuse
- Code of Ethics
- Copyright Law
- FERPA
- Sexual Harassment

Question: How do I find the compliance training videos in Cornerstone?
**Answer**: There are two ways to locate a course in Cornerstone:

- Using the **Search** option in the top right-hand corner, type in the name of the training and hit enter.
- Go to the **Learning** tab and select **Learner Home**. In the **"Featured"** or **"Suggested"** area, the courses are listed.

Question: Why is the exit button not working or why is the training freezing?
Answer: The recommended browsers are Microsoft Edge or Safari. However, if you experience any of these problems with a video, switch to another browser such as Chrome.

Question: My certificate shows zero (0) hours for my training. What does that mean?
Answer: You do not receive hours for compliance training. You will receive credit for completing the training. To monitor the number of courses completed, visit the **Learner Home** page under the **Learning** tab.
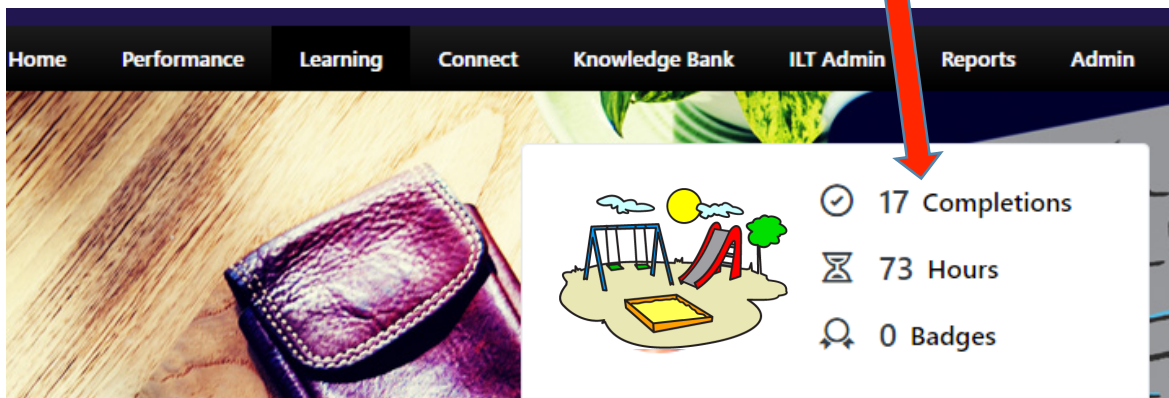
Question: Why does the training keep buffering or has a delay in the page loading?
Answer: You may experience this during peak hours due to high volume of users.

Question: Do I need to print out my certificates?
Answer: No, it is not mandatory to print any certificates. The completed trainings will appear on your transcript. Reports will be sent to each Divisional Chief.

Question: I failed a course and I have watched the video again, but the quiz still has my previous answers. How can I clear my previous answers?
Answers: After you relaunch a course, you will be asked: "Do you want to resume where you left off?" You must answer **NO,** so the course will begin at the very beginning and erase all previous responses to the quiz.

Question: I completed a compliance training but now I can't see it on my transcript. Where are my trainings?
Answer: Trainings are located on your transcript. Hover over the **Learning** tab and select **View Your Transcript**. As shown below, click on the arrow and select **Completed**.

Question: Who can I contact or what resources are available to assist me with using Cornerstone or help with the trainings?
Answer: There are a variety of resources available.
- There is a Compliance Training page located on Cornerstone. This page provides a link to "**Helpful Tips**," which will address some questions you may have about Cornerstone or the training videos. *Click here* to access the Compliance Training page.
- Videos are available to demonstrate how to complete certain tasks, such as, "Understanding Your Transcript". *Click here* for access to videos.
- There is basic user information in the Learning folder in the Knowledge Bank. *Click here* for the Knowledge Bank.
- You can also contact Jennell Johnson-Polk at **jenjohnson@dallasisd.org**.