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Getting Started

Log in to www.sonoma.edu using FireFox or Chrome as your browser.

Please note that CSU Learn is not supported on Internet Explorer and Safari is not recommended. Google Chrome with the Flash Player activated may work, but FireFox is the recommended browser for CSU Learn.

If you need assistance adding FireFox to your computer, please contact the IT Helpdesk helpdesk@sonoma.edu.

Accessing CSU Learn and Assigned Training

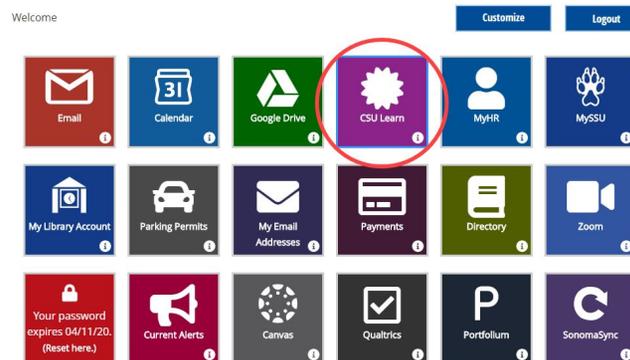
Employees will be notified of new assigned training by email or they can check their training assignments by logging into CSU Learn.

If accessing training by email, users can click the link embedded in the email. The link will launch the specific training noted in the email.

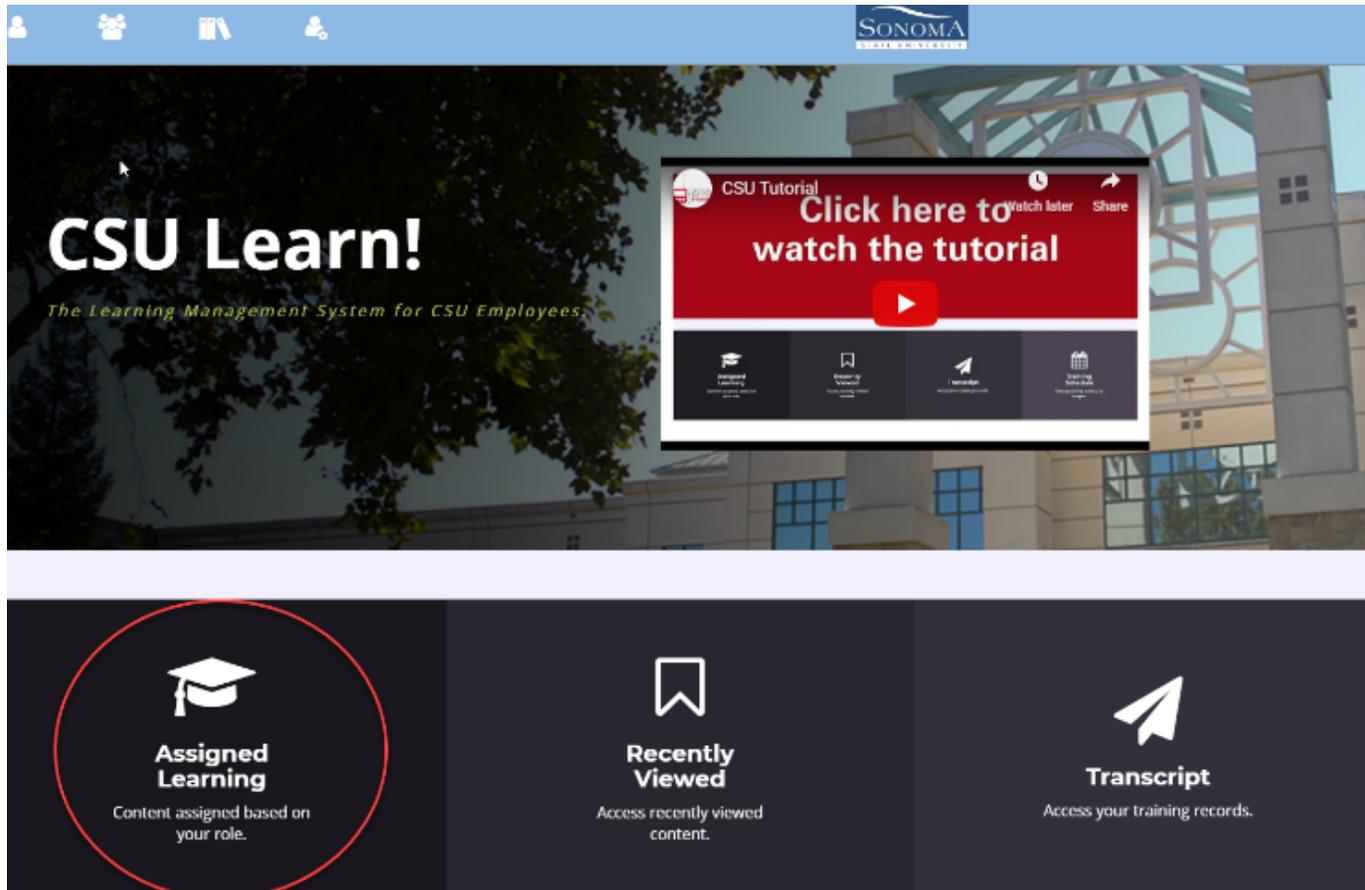
To log directly into CSU Learn and view all assigned training, choose the CSU Learn tile from your employee Online Services page. Please note: your CSU Learn tile may be in a different location based on how you have chosen to organize your tiles.



Online Services



Click the Assigned Learning tile at the bottom left of the Home page:



All current training assignments will be listed, including status and due dates.

To return to the CSU Learn Homepage, click on the Sonoma logo.

CSU Learn!
The Learning Management System for CSU Employees.

CSU Tutorial
Click here to watch the tutorial

Assigned Learning
Content assigned based on your role.

Recently Viewed
Access recently viewed content.

Transcript
Access your training records.

Training Schedule
View upcoming training on campus.

Completing Assigned Training

Follow the steps below if you have training to complete when you click on “Assigned Learning.” The training will either have a “**Start**” button or a “**Register**” button.

For training that has a “**Start**” button, simply click the blue rectangle to launch the training.

The screenshot displays the Sonoma State University Learning Management System interface. At the top is a blue navigation bar with icons for user profile, books, and a person, the Sonoma State University logo, a search icon, and a help icon. Below the navigation bar, the page is divided into two main sections: "MY LEARNING" and "TIMELINE".

In the "MY LEARNING" section, there is a large yellow circle with the number "1" inside, indicating the number of assigned training activities. Below this, a list of "TRAINING ACTIVITIES" is shown:

- 0 CRITICAL
- 1 ASSIGNED
- 0 CURRENT
- 0 UPCOMING

The "TIMELINE" section is active, showing a list of training activities. The first activity is a course titled "Protecting Payment Card Information (PCI DSS)" by United Educators, marked as "REQUIRED". The course details include a "Due Date" of 03/02/2020 and a "Status" of "Assigned". A blue "START" button with a dropdown arrow is visible at the bottom right of the course card, circled in red.

For training that has a “Register” button, click the blue “Register” rectangle. Be sure to click the word “Register” and **not** the downward arrow to the right.

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TRAINING ACTIVITIES

- 0 CRITICAL
- 7** ASSIGNED
- 1** CURRENT
- 0 UPCOMING

REQUIRED CERTIFICATIONS

1

Status
In Progress

VIEW DETAILS

CURRICULUM
SSU Absence Management Self-Service Training For **REQUIRED**
Managers

Due Date 01/02/2020 Status Assigned

REGISTER

CURRICULUM
SSU Absence Management Self-Service Training For **REQUIRED**
Employees

Due Date 01/02/2020 Status Assigned

REGISTER

A new screen will open up, with a “Start” button. Click “Start” to launch the training.

📌 Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress.



Course
SSU DEFENSIVE DRIVING FUNDAMENTALS
🔗 ❤️

Completion Status
0%

OPTIONS ▾

Assignment Status: In progress - Registered

SSU Defensive Driving Fundamentals

1. Defensive Driving Fundamentals

DETAILS **ACTIVITIES**



Skillsoft Course
Defensive Driving Fundamentals **REGISTERED**

🕒 54 Minutes

START ▾ 🔗 ❤️

DONE

Once a training has been completed, it will no longer appear in the “Assigned Training” tab. The completion will be recorded on your training transcript.

Refresher Training

Some training is required to be repeated at certain intervals, for example every year or every other year. CSU Learn automatically tracks when courses were completed and when they may expire, depending on they are required to be retaken.

Prior to a training expiring, employees can expect to receive a **“Refresher Training Required”** notification email from CSU Learn. Employees are strongly encouraged to retake training prior to it’s expiration date in order to be considered in compliance with the university, the Chancellor’s Office, and State and Federal Laws. Once a training has expired, employees will receive a **“Refresher Training Overdue”** notification email. Once the training has expired and the refresher training is overdue, the employee is considered out of compliance and must complete the training as soon as possible.

The training requiring retaking will only appear in an employees Assigned Learning once it has expired, however employees are strongly encouraged to complete the training once they receive the Refresher Training Required notification.

Accessing Training via the “Refresher Training Required” Notification Email

The email will include a link to follow for the training, as well as instructions for retaking the course.

Click the **Activity Link** within the email.

Once open, click **“Register Again”**



The screenshot displays the CSU Learn interface for a course titled "CSU'S SEXUAL MISCONDUCT PREVENTION PROGRAM (TITLE IX)". The course is marked as "ATTENDED" and has a completion status of 100%. A red box highlights the "REGISTER AGAIN" button. The interface also shows the course details, including the provider "United Educators" and a "START" button. The top navigation bar includes the Sonoma State University logo and search icons.

Press **“Start”** to relaunch the training.

The screenshot shows the Sonoma State University training portal. At the top, there is a blue navigation bar with icons for user profile, group, books, and settings, along with the Sonoma State University logo and search/help icons. Below the navigation bar is a green notification banner that reads: "Congratulations! You have completed the registration process. Please look at the details below for more information about your registration status and activity progress." The main content area is divided into two sections. The top section is for the "Curriculum" titled "CSU'S SEXUAL MISCONDUCT PREVENTION PROGRAM (TITLE IX)". It shows a completion status of 0% and an "OPTIONS" button. Below this, there is a "DETAILS" tab selected, showing the course "CSU's Sexual Misconduct Prevention Program (Title IX)" with a "REGISTERED" status and a "START" button highlighted with a red box. There is also an "Attempt History" link and a "DONE" button at the bottom right.

When training launches, there may be a message asking if you would like to Review or Retake the course. If prompted, click **“Retake.”**

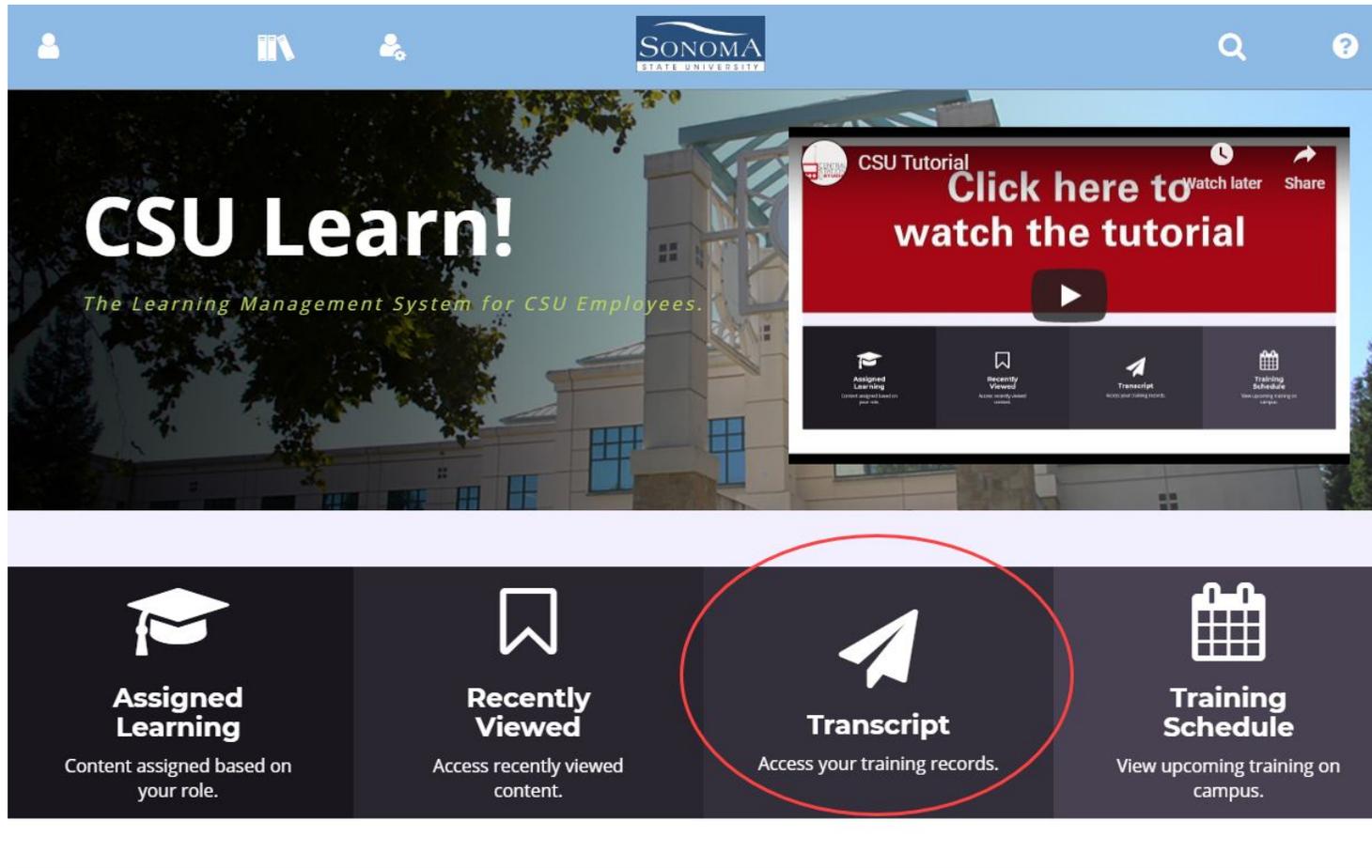
Accessing Refresher when Expired

If you have received a **“Refresher Training Overdue”** notification email, your training has expired and you are not considered in compliance and must retake the training as soon as possible.

Access the training by following the links in your notification email or by locating the training in your Assigned Learning tab (instructions can be found above in the [Completing Assigned Training](#) section). Be sure to click **“Register Again”** to properly start the training.

Training Transcripts

Training transcripts are a record of all completed training. Users can check their transcript by clicking on the “Transcript” tab on the CSU Learn homepage.



The image shows a screenshot of the CSU Learn homepage. At the top, there is a navigation bar with icons for user profile, books, and a search icon, along with the Sonoma State University logo. Below the navigation bar is a large banner with the text "CSU Learn!" and "The Learning Management System for CSU Employees." To the right of the banner is a video player for a "CSU Tutorial" with a red overlay that says "Click here to watch the tutorial" and buttons for "Watch later" and "Share". Below the banner is a row of four navigation tabs: "Assigned Learning", "Recently Viewed", "Transcript", and "Training Schedule". The "Transcript" tab is highlighted with a red circle. Below this row is a dark blue footer with four columns, each with an icon and text: "Assigned Learning" (graduation cap icon, "Content assigned based on your role."), "Recently Viewed" (bookmark icon, "Access recently viewed content."), "Transcript" (paper airplane icon, "Access your training records."), and "Training Schedule" (calendar icon, "View upcoming training on campus.").

Then view your complete training record. On your transcript you can find:

- Activity- Name of the training course
- Completion Date- date the training was completed
- Expiration Date-date that the course will need to be retaken, only required for compliance courses that need to be repeated

TRAINING TRANSCRIPT

Select a year or date range to filter completed training records.
 2019

List of completed activities from 1/1/2019 to 12/31/2019

E-mail: _____ **Manager:** _____

Primary domain: Sonoma **Primary job:** _____

Primary organization: Sonoma

ACTIVITIES

Activity	Code	Estimated Credit Hours	Start Date	Completion Date	Expiration Date	Score	Completion Status	Signature Status	Learner Signature Date
Curriculum: CSU's Discrimination Harassment Prevention Program for Supervisors	SONOMA-CURRIC-SHPS		12/17/2019	12/19/2019	12/18/2021		Attended		
Course: Sonoma State: Mandated Reporting of Child Abuse and Neglect For General Reporters	_scorm12_spcntralsta_sonoma_canra_general		12/2/2019	12/2/2019			Attended		
Course: Mandated Reporters of Child Abuse	SONOMA-SCORM-MNDR		8/26/2019	12/2/2019	4/1/2020 Expired		Attended		
Course: CSU's Sexual Misconduct Prevention Program	SONOMA-SCORM-SMPS		6/12/2019	12/2/2019	10/1/2021		Attended		
Course: Mandated Reporters of Child Abuse	CSU-SCORM-MNDR		12/2/2019	12/2/2019			Attended		

Use the filter to choose a date range. “All” will provide your full training record.

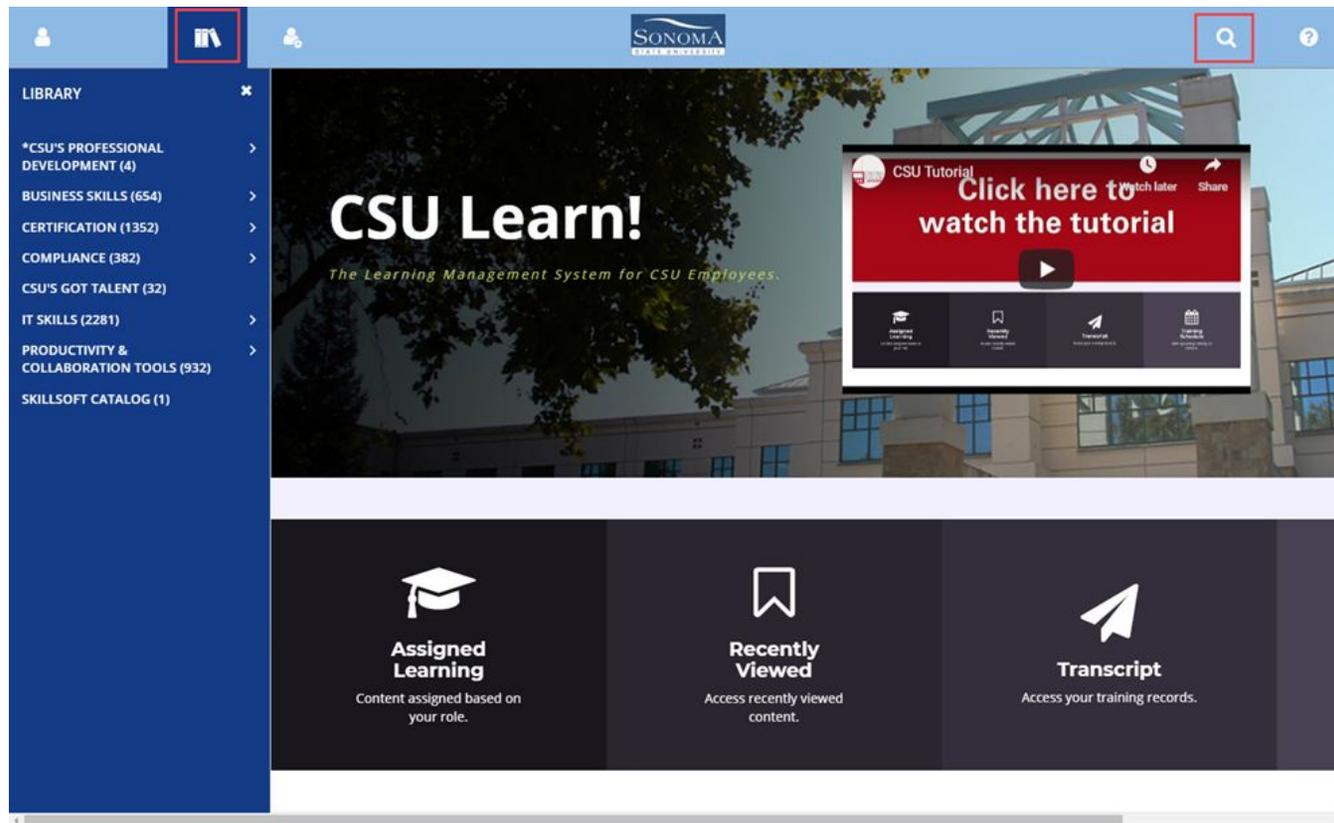


Users can print or export their transcripts to PDF by clicking either the “Print” or “Export to PDF” buttons on the top right of their transcript.

Searching the CSU Learn Library

The CSU Learn Library has over 75,000 resources for users to access for professional development, including online lessons, videos, e-books, and classes.

Users can search for content by clicking on the Library Icon in the light blue toolbar at the top of CSU Learn homepage or by using the magnifying glass icon for a general search. Both the library icon and the magnifying glass icon are outlined in a red box in the image below.



If searching via the Library Icon, users can choose to browse the eight library categories. To view the various topics within each category, click the > icon to the right of each category.

CSU's Professional Development- Bundles of classes developed by the CSU Chancellor's Office on various topics. Users can choose to take any or all of the classes within the bundles.

Business Skills- Courses related to developing business skills. Topics include Communication, Finance and Accounting, Leadership, Professional Effectiveness, and Project management.

Certifications- Resources related earning certifications. Certifications include Six Sigma, IT Infrastructure Library (ITIL), Project Management Professional, Red Hat, and Society for Human Resource Management (SHRM).

Compliance- The CSU Learn library includes Environmental, Health, and Safety compliance courses, however, users interested in taking courses under the compliance category should check with either Environmental Health and Safety or Learning and Development first. Training taken without permission from EHS or L&D will not take the place of required compliance training assigned by the university.

CSU's Got Talent- Recordings of CSU's Got Talent, a webinar series hosted by the Chancellor's office. Topics include Business Writing, Managing Student Employees, and Conflict Resolution. More information on the series, including upcoming live sessions, can be found on the [CSYou Learning and Development site](#) (login may be required).

IT Skills- Courses related to developing IT skills. Topics include Cloud Computing and Virtualization, Data and Databases, Operating Systems and Servers, Software Design and Development, and Web Development and Graphic Design.

Productivity & Collaboration Tools- Courses related to developing skills in using productivity and collaboration tools. Topics include business applications, Google and Google Apps (gmail, Google Docs, ect), Microsoft Office, and productivity tools such as Slack and Tableau.

Skillsoft Catalog (master catalog of library content)- A downloadable excel file of all courses within the CSU Library

Frequently Asked Questions

How do I start training?/ I can't find the start button.

If no start button appears next to the training in the assigned training tab, it may require you to register before you can start. Click the word "Register"- the START button will become visible after you register. Be sure to click the word "Register" and not the down arrow. If you are completing refresher training, click "Register Again." See **Completing Assigned Training** or **Refresher Training** above for full instructions and screenshots.

The training will not load- I see a white screen/spinning wheel/ it's frozen.

Check that you're opening the training in FireFox and that your flash player is activated. See **Getting Started** above for full instructions.

The link in the email notification isn't working- how can I access training?

Use FireFox to log into CSU Learn via the Online Portal Page. Once logged in, click on the Assigned Training tile and then find the course you'd like to start. See **Accessing CSU Learn and Assigned Training** for full instructions and screenshots.

How can I confirm I completed the training?

The easiest way to confirm you've completed training is by checking your training transcript. Once courses are completed, they disappear from the "Assigned Learning" tab and appear on your transcript. Your transcript will also show if a course is a certification and therefore needs to be repeated, and when you will need to retake it. See **Training Transcript** above for full instructions and screenshots.

Why am I being assigned training?

The CSU requires that faculty, staff, and student employees take certain courses to comply with state and university requirements that are driven by federal law, state law or CSU policy. A majority of these courses will be assigned through the systemwide learning management system, CSULearn.

Compliance training is required of all active employees. If you are no longer active, but are still receiving training notifications it is likely because your status has not been formally updated with Human Resources. Check with your previous supervisor to confirm that your status has been updated or reach out to ssutrainig@sonoma.edu.

I've taken some of these Required Online Compliance Courses before, why am I required to take them again?

Users are asked to retake required compliance courses due to either scheduled renewals or content enhancements. In an effort to closely align our campus with federal laws, state laws, and CSU policies, SSU requires employees to take some compliance training on a

renewal schedule. Additionally, from time to time, courses undergo enhancements, improvements, and updates that require renewals from all employees to become compliant.

I've taken training similar to the one I'm assigned, do I have to take the CSU version?

We are only able to accept a prior completion if it is from another CSU Institution. The CSU requires all active employees to complete the CSU version of the training in order to be in compliance.

If you have completed the training at another CSU Institution, please send us either your CSU Learn Training Transcript or Certificate of Completion from that CSU and we will update your profile.

I am a student employee. Am I required to take training? Will overdue training prevent me from registering for classes?

Training assigned through CSU Learn is based on your employment status and is therefore required. Any consequence for overdue training would come from your appropriate administrator and would not impact your ability to register for classes.

Who do I contact if I have other questions?

All questions regarding CSU Learn and training assignments should be directed to ssutraining@sonoma.edu