UNE Compliance Training
TIPS AND RESOURCES

ⓘ INTRODUCTION

Various UNE community members are required to complete specific compliance training subjects in order to comply with state and federal regulations as well as best practice guidelines. Training is required upon hire and, for most positions, annually thereafter. This includes all benefits-eligible faculty and professional staff, adjunct faculty, temporary employees, institutional work-study employees, and any employee/volunteer working in sensitive areas, such as labs, or requiring access to student information and systems.

You have 21 days from the date courses were assigned to successfully complete your training. Managers may require training to be completed sooner in order to allow access to certain areas, equipment, or job duties without proof of specific course(s) completion. If this guide does not address your question or you have an unusual situation, please send your question to **hr@une.edu**, and a team member will follow up with you.

✉ CONTACT INFORMATION

Information Technology Services (ITS)

Self Service Ticketing:
https://portal-tools.une.edu/google_web_forms/portalwebforms/it-help-desk-self-service/

Phone:
(207) 602-2487

Email:
helpdesk@une.edu

Human Resources (HR)

Email:
hr@une.edu

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INNOVATION FOR A HEALTHIER PLANET

Frequently Asked Questions

When does annual compliance training take place?

The bulk of annual compliance training takes place each spring, usually beginning in March. Individuals receive a notice to their UNE email address when the new annual training period begins.

I was hired last fall. Why am I being asked to complete training during the spring annual compliance period?

We review training each year, and course material receives periodic updates. To assure that individuals are current with the material, the bulk of annual training runs each spring. Anyone who completed training proir to January 1 will complete training during the spring annual process. This training prepares people for the upcoming academic year.

What happens if I will not be returning to UNE in the upcoming academic year?

Individuals who are resigning from the University or whose contract ends prior to the new academic year may apply for consideration for exemption from the annual training process. Individuals should notify their manager, and the manager should send a request for exemption to Human Resources at **hr@une.edu**.

Individuals transferring from a benefits-eligible position to an adjunct or temporary position are still required to complete the annual training process. If the new position is significantly different from the current position, please contact Human Resources at **hr@une.edu** for consideration of a course adjustment.

What courses do all employees take?

Currently, all faculty, professional staff, adjunct faculty, temporary professional staff, institutional work-study students, and certain volunteers are required to complete UNE's core compliance training:

- Active Threat
- Code of Conduct
- Cyber Security Awareness
- Ergonomic Awareness
- FERPA
- Fire and Public Safety
- Red Flag
- Sexual Harassment Prevention
- Title X

Additional position-specific training is assigned as needed.

Frequently Asked Questions, *continued*

How do I access my training?

Access to UNE Training is available from the OKTA landing page. Go to **une.okta.com** and sign in with your UNE credentials. Select the **UNE Training** application.

I forgot my log-in credentials.

If you have forgotten your UNE credentials, please contact the ITS Help Desk for assistance.

The UNE Training app is missing from my OKTA landing page.

Everyone should have the **UNE Training** app on the OKTA landing page. If you do not have this app:

- Submit a ticket to the Help Desk.
- Notify Human Resources at **hr@une.edu** so we are aware of the situation.

I can't see all my assigned courses on the My Home screen, or I think there is course material I need to take that is not available on the My Home screen.

If you have more than 12 courses assigned to you, they may not all show at one time. Click the **View All Courses** link at the bottom of the list.

Alternatively, click the "waffle" at the top of the page to display a dropdown list of all assigned courses.

If you still cannot see all of your courses listed in your notification letter or believe you need an additional course, please email Human Resources at **hr@une.edu** with the name of any course you believe you should have but do not see.

I'm having difficulty viewing course material in certain courses.

While most courses are presented through a standard PDF file, some course material has an alternative format that uses SharePoint. When you click on course content stored in SharePoint, you may see a **Microsoft 365** box with a **Sign In** option. Log in using your UNE credentials. Although it sometimes takes a moment to load, the content will open once you sign in.

How do I take a quiz?

This YouTube video will assist with how to take your quiz:
https://www.youtube.com/watch?v=l-tnxjSasVQ

What is considered successfully complete? Why do I keep getting reminder notices of a low score?

UNE's required training score on a compliance quiz is 80% or better. The system is set up to send out reminder notices when you have not passed the quiz for a particular course.

Some topics offer the quiz in multiple languages. Individuals who receive a quiz score of 80% or better in an alternate language but are receiving incomplete notices, should email Human Resources at **hr@une.edu** so we can make the adjustment.

How do I know if I have completed a course?

The **My Home** screen shows a list of all assigned courses. A **"complete"** label will appear when you've met all the course criteria. Most courses also send a completion email within 24 hours of having completed the course.

I took and passed the quiz, but the course doesn't show "complete."

The **"complete**" label may not show on the course immediately after completing a quiz. Most people find that the course will show as complete within five minutes. Try reviewing the content of the next course and giving it some time.

Alternatively, confirm that the grade received in the course met the minimum required score of 80% or better for successful completion.

How can I see my grade in a course?

From the **My Home** screen, click **User Name** and **Progress**. A list of courses will appear, and you can view your score in each course.

Within the course, click **Grades** to see the grade on the quiz for that course.

Some departments may require that you send them a copy of your grade or complete status to get access to certain systems or spaces.

My *UNE Resources for New Employees* course does not show complete.

Unlike the other courses, the *UNE Resources for New Employees* course requires that you review every content topic in addition to completing the quizzes. From the navigation bar across the top of the page, select **Content**. There will be a check mark next to each topic on the left side of the screen when you have reviewed all the items.

The course and/or quiz is in a language I don't understand.

All training courses are offered in English; however, some courses are offered with additional languages for the benefit of others within the UNE community. If English is your primary language, you are not responsible for content in alternate languages.

Why do I receive so many emails from UNE Training?

UNE training is set up to send automatic notices to your UNE email for certain activity in each course. The more training topics required by your position, the more notices you will receive.

- **Congratulations Notice | Within 24 hours**

  You will receive an email for successfully completing the course. This may be used as proof of completion for documenting training for your manager or receiving credit for certificates, etc.

- **Insufficient Grade Initial Notice | Daily**

  If you did not achieve an 80% or better on a quiz taken, you will receive an email within 24 hours reminding you to retake the quiz.

- **Insufficient Grade Reminder | Weekly**

  If you have a quiz grade of less than 80% for a course, you will receive a reminder notice until you have passed the quiz. If you have taken the quiz three times without passing, please contact Human Resources at **hr@une.edu** to open up additional attempts and/or to connect with additional resources to master the course content.

- **Incomplete Reminder Notice | 14 days after assignment**

  All assigned training requires completion within 21 days after initial assignment. Fourteen days after assignment, you will receive an email for each incomplete course.

- **Incomplete and Overdue Reminder Notices | Every other week**

  Assigned compliance training is a requirement for the work (paid or volunteer) you are doing with the University. These notices are reminders to wrap up overdue training topics and connect you with assistance if needed.