Frequently Asked Questions (FAQs)
TCU Online Compliance Training
2023-2024

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 2023-2024 Compliance Cycle:

Course	New Employee	Returning Employee	Student Employee	Graduate Assistant	Associate*
Preventing Harassment & Discrimination with Clery Act and Title IX	●				
Diversity, Inclusion and Belonging	●				
FERPA: Family Educational Rights and Privacy Act	●			●	
Cybersecurity Awareness for Employees of Educational Institutions: Classifying and Safeguarding Data for Institutional and Personal Use	●	●		●	
General Ethics in the Workplace	●	●		●	●
Building Supportive Communities: Clery Act and Title IX		●	●	●	
Discrimination Awareness in the Workplace		●			
Diversity and Inclusion – Faculty and Staff		●			

*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?**

Yes. 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 (or the Building Supportive Communities: Clery Act and Title IX course) and I am very uncomfortable with the content and need to talk with someone.**
   TCU Employees and graduate assistants should contact the TCU Manager of Employee Success by calling Human Resources at 817-257-7790. Student employees 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 May 10, 2024 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 President, 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" (@safecolleges.com domain). Additionally, you may access your courses via the my.TCU portal.

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 when prompted on the Vector Solutions 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?**
The Vector Training Platform is accessible via a desktop computer, laptop, and mobile device. The platform is compatible with all recent versions of Google Chrome®, Mozilla Firefox, Microsoft Edge, Safari, iOS, and Android.

16. **I am unable to sign in and complete the training on my smart phone. What should I do?**
The Vector system is compatible with many mobile devices; however, some users may have personal configurations that prevent certain courses from loading. Additionally, some custom and policy courses are best displayed on a computer. If you are experiencing difficulty loading training on a personal device, try accessing the courses through a laptop or desktop computer.

17. **The video(s) are freezing or taking too long to load. What should I do?**
We recommend using Google Chrome®, Mozilla Firefox, Microsoft Edge, or Safari as your browser for these courses. If you continue to experience technical difficulties, please try the following troubleshooting tips listed below.

When accessing the training from a computer:

- Restart your browser. Note: On a Mac you'll need to fully quit the browser.
- Make sure you are using the most recent version of Google Chrome®, Mozilla Firefox, Microsoft Edge, or Safari. If you have any pending updates, they may need to be completed to move forward with the training.
- Clear your browser's cache & cookies, which are typically located under your browser's history settings.
- It is possible that device-specific extensions or pop-up blockers may be interfering with your training. Try accessing the training from another browser to rule out this possibility.
- Try using an Incognito Mode browser window. Once you have an Incognito window open on your browser, log into your account and then launch the training.

18. **I am still having trouble accessing the courses after trying the above suggestions. What do I do?**
Contact the Vector Solutions Customer Care Team to speak/chat with a live agent or submit a support case - visit [Vector Help Resources.](#) You may also send an email to hrcompliance@tcu.edu detailing the problems that you are experiencing.

19. **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 not required to submit your certificates to the Office of Compliance or Human Resources*).