Training - Frequently Asked Questions

1. **The course in my Learning Plan still says DO NOT ENROLL. When will the course be available?**
    - The eLearning courses aren't quite ready yet. We have marked them as "Coming Soon" as users cannot register for them until they are loaded into the ELMS. We expect them to be available in mid-September. We'll send a notification email once they are ready.
    - **NOTE:** You do not have to complete eLearning courses prior to Go-Live if you do not anticipate needing access to the module. Example: If you rarely travel, you can wait until right before or right after your next trip to take the Travel & Expense Enhancements eLearning course. After completion, you will have T&E module access within 48 hours.

2. **How did you create my Learning Plan?**
    - Learning Plans were designed based on historical usage in Compass. Then each School/Division reviewed and vetted plans to ensure the data reflected current roles and responsibilities.

3. **Who approved my plan?**
    - Plans were approved by your Chief Business Officer.

4. **How do you decide who is a Heavy User?**

   We plotted users on a bell curve. If your annual transactions in a module exceeded the institutional average, you are considered a Heavy User.

5. **What if I need to change my Learning Plan?**
    - If you need to change your Learning Plan, speak with your manager to discuss why a course was selected for you. If your manager determines that the course is no longer necessary for your role, he or she can modify your plan in ELMS.

6. **I am currently signed up for an eLearning course, but prefer to take a classroom session. Can I register for an instructor led training instead?**
    - The number of delivered Instructor-led training classes is based on the number of heavy users who need to take the course. If your role has changed and your manager determines that you should take the instructor-led course, he or she can modify your plan in ELMS.

7. **I have a lot of courses on my plan. I won't have the time to complete them all by the Go-live date. What should I do?**
   - Please work with your manager to prioritize courses on your learning plan.

8. **What if I am out or miss the training week for my topic?**
   - A make-up week for all topics will be available the week of November 11th. Additionally, many of our courses are eLearning and may be completed as soon as they are available in ELMS. You do not have to wait for topic week. We will also record all webinars and classroom training. There are many options to ensure you are able to receive the training you need.

9. **What happens if I don't do training?**
   - Training is required to maintain transaction initiation privileges in Compass or Emory Express. You will have the ability to see past work, but you will not be able to create new transactions until training is complete and access is granted within the security schedule guidelines.

10. **What are drop in labs?**
   - Drop in labs are your opportunity to gain additional hands-on practice in the system and to ask subject matter experts questions specific to your area. They are designed to provide additional support after you have taken your required training courses and **not** in lieu of training.

11. **How do I drop a class and enroll in another date?**
   - To drop a course, follow the steps in this ELMS document http://www.emory.edu/elms-training/learner/Dropping-Enrollment-Activity.html
   - To enroll in another class, follow the steps in your Registration Job Aid.

12. **Can I just attend the open labs instead of training?**
   - Completion of training courses are a prerequisite to attending drop-in labs. The drop-in labs are not a substitute for training and we will not have training materials on hand. The labs are your opportunity to bring specific questions or scenarios relevant to your area to the subject matter experts.

13. **Will I lose my favorites when we migrate to the new version of Compass?**
   - Your favorites in 9.0 will **not** be migrated over to 9.2. You will need to take a screenshot of your favorites for reference so that you can add the ones you need in 9.2.

14. **Will we have a link to play in Compass 9.2 before live date?**

- Yes, you will have the opportunity to play before Go-Live after you attend a training session.

15. Is there any possible way to get a manual even though there are labs so that we can use as a guide?

- You will have access to all job aids in a very easy-to-navigate and search tool. You will also have access to *related content* within the Compass 9.2 application. Related content provides just-in-time assistance relevant to specific pages within Compass (e.g., creating an expense report). Related training content will be located in the most critical areas of the system.

16. Are there classes specifically for approvers?

- Yes. There are currently two courses for approvers:
  - **i.** Understanding Workflow & Approving Financial Transactions
  - **ii.** Emory Express for Approvers
- Please visit the Training tab on the Compass Upgrade website at upgrade.compass.emory.edu for detailed descriptions of all courses.

17. Some people in our department may only travel once every 5 years and many of them don't have their own computers. Can our departmental admin submit the expense report for them or do they need to do it themselves?

- What is the Proxy answer? Not sure of the latest?

18. I was not considered a *heavy user* for a particular module, but I feel that I need to take a face-to-face classroom course based on my role. Do I need my Manager/Supervisor to write your group and request access/permission on my behalf to enroll in those classes?

- Your manager can add and drop courses on your learning plan without contacting the Transition Support Team. If the classroom sessions are full, the recordings of the classroom sessions will be available shortly after the scheduled classes. If there are significant numbers of users on the wait list, we may open up a new session.