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Getting Started
Log in to www.sonoma.edu using FireFox as your browser.

Prior to starting training, ensure your FlashPlayer is active by completing the follow steps:

1. In FireFox’s drop-down menu (the three horizontal lines in the upper right corner), click the option called **Add-ons**
2. Of the options on the left side of the screen, choose **Plugins**
3. Scroll down the list of Plugins until you find **Shockwave Flash** (this is another name for Flash Player).
4. To enable Flash, click the drop-down box on the Shockwave Flash plugin and choose **Ask to Activate**.

Once you’ve logged in and have confirmed your FlashPlayer is active, you can move forward to accessing your training.

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 or by phone (707-664-4357).
Accessing CSU Learn and Assigned Training

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

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.
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 Lean homepage.
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 Image]
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 class 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. See Completing Assigned 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 ssutraining@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