STUDENT FAQ



2015

Where to find your assigned WAVE e-learning courses?

You can find all e-learning assigned to you by logging into Children's Self Service. Go to "**All Learning**" page.

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How do I verify that I've completed the courses?

From the your " **All Learning** "page, click the **Filter Name** dropdown arrow to " **All Completed courses**", then click **Go** .Then you will be able to view all completed courses.

All Learning All Learning

When on the Home page, click arrows in corner to refresh

All Learning is a list of the activities you are enrolled in or completed and curricula and certifications for which you are registered or completed. You can view details, progress status, and schedules by clicking on the name of the activity or provide the state of the state

*Filter Name All Completed Courses							
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2015 WAVE I G Required Educ	eneral ation	Curriculum	V	Completed	06/02/2015		
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Please note: By default the filter name is set as" *Courses* enrolled, in progress, or waitlisted ". To change the filter name you need to click the appropriate filter name, then click **Go**.

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Click a course title link to see details about the course, as well as the student' status in the course.

Q .Why does the system not automatically update the record when I complete an e-learning course?

A. Sometimes the page needs to be refreshed. Refresh the page by clicking on the small box with arrows at the top of your **All Learning** page.

Click the drop down arrow and change the *Filter Name* to "All Completed Courses", click **Go** button and your record will update immediately.

Q. I completed the e-learning, (refresher or full length module), but the course shows incomplete in ELM, why?

A. The system will refresh overnight to reflect the course you have passed.

Q. Who can I contact to have my issues resolved quickly (e.g., password reset, deleting cookies, etc...)?

A. Call the Help Desk at (651) 855-2500 for technical issues you experience.

Q. Who should I contact if I am unsure whether I should take courses assigned to me?

A. Org. Development & Learning dept. (651) 220-6500 or <u>Org.DevelopmentLearning@childrensmn.org</u>.



Tips and Tricks

If you are experiencing issues with your personal computer, here are some helpful hints for you to try:

- Delete your temporary files and cookies before you log in to Self Service.
- Clearing Cache
 - 1. Close all internet windows except for one
 - 2. Go to Tools \rightarrow Select Internet Options \rightarrow Click Delete button
 - 3. Check all boxes except the Preserve Favorites website data checkbox
 - 4. Click Delete
 - 5. Click OK
 - 6. Close internet window and open a new internet window
- Pop up Blockers:
 - 1. Log in to Self Service
 - 2. Verify your pop-up blocker is turned off.
 - 3. Once you have completed the entire course content, close each pop-up window
- Most of the e-Learning courses work on "Internet Explorer" web browser (except for Cultural Competency e-learning). Please note: for cultural competency e-learning course to launch externally on non-children's device remotely please use "Google Chrome" as a web browser.
- Launch a course when you have enough time to complete it. Launching a course and then leaving it inactive for several minutes will cause the course to time out. This may result in your course completion score not recording properly.
- Print or save a copy of the course completion page for your records.
- It is highly recommended that Mac computers are NOT used for completing e-Learning courses.

Please note: Due to the variability and complexity of personal devices, Children's cannot support and troubleshoot all issues. Issues you may experience on personal devices may be due to incompatible software and/or settings.