

## Frequently Asked Questions

Below we have listed answers to frequently asked questions about Student Compliance for students, and other related information.

### Incoming Student Training Requirements

Q: Who must complete the training?

A: All incoming students are required to complete two online training courses through Vector, an online training platform, prior to enrolling in classes.

Q: What are the required training courses and how long will it take to complete?

A: They are titled "Sexual Assault Prevention for Undergraduates/Graduates Students," which will take approximately 70-75 minutes and "Diversity, Equity & Inclusion for Students," which will take approximately 70 minutes.

Q: How do I access the required online training?

A: When logging into your UC San Diego email using your student credentials, there will be a correspondence from Vector with instructions on how to complete it. You can also access your training by visiting the [Vector](#) web browser.

Q: Is there a deadline for completing the online training courses?

A: All undergraduates are required to complete both training courses by July 23, 2024. All incoming graduate and professional students are required to complete both training courses by October 31, 2024.

Q: What happens if I don't complete the courses?

A: Failure to complete both training courses will result in a hold on your account preventing you from enrolling into classes for next quarter.

Q: I have a hold on my account, when will it be removed?

A: Upon completion of both courses, please allow up to 24 hours (1 business day) for the hold to be removed. If you have questions regarding the hold, please contact the Center for Student Accountability, Growth, and Education's Compliance team at [sage@ucsd.edu](mailto:sage@ucsd.edu) or (858) 534-6225.

Q: I am having technical difficulties trying to access the training, what should I do?

A: Please ensure you are logged into your Student Systems (SSO) account. You can also restart your browser and clear your cache. If you need additional assistance, please find information on common issues, troubleshooting tips, and an option to submit a support ticket, click [here](#).

Q: I have questions regarding the program content, who should I contact?

A: For questions about the Diversity, Equity, and Inclusion (DEI) program content, please contact the Center for Accountability, Growth, and Education's Compliance team at [sage@ucsd.edu](mailto:sage@ucsd.edu) or (858) 534-6225. If you have questions about the Sexual Assault and Prevention program content, please contact the Office for the Prevention of Harassment & Discrimination at [ophd@ucsd.edu](mailto:ophd@ucsd.edu) or (858) 534-8298.

### Student Employee Training Requirements

Q: Who must complete the training?

A: All newly hired student employees are required to complete the mandatory online training modules through the UC Learning Center, a web-based learning management system (LMS).

Q: What are the required online trainings?

A: These are the training courses that must be completed:

- General Compliance Briefing: UC Ethical Values and Conduct
- UC Sexual Violence and Sexual Harassment Prevention
- UC Cyber Security Awareness Fundamentals
- FERPA- Confidentiality of Student Records and Privacy Rights (This training is required for those with access to student records.)
- Safety Orientation: Injury Illness Prevention
- UC Abusive Conduct in the Workplace
- Clery Act (This training is required for Campus Security Authorities.)
- CANRA- California Mandated Reporter (This training is required for mandated reporters.)

For more information visit: [Compliance and Required Training](#)

Q: How do I access the required online training?

A: You can access your required training by using your Business System credentials (work email) to log onto the [UC Learning Center](#) website. Click the To Do List/Assigned Training icon. In addition to accessing the training modules through the website, you have the option to download the mobile application called "SumTotal" on your mobile devices to complete the trainings. However, not all courses available on the website are available on the mobile application.

Q: What is the deadline for completing the online training?

A: Some training courses are required within 30 days of initial hire, while others are required annually.

Q: I accidentally completed the training using my Student Systems credentials, what should I do?

A: Unfortunately, you must be logged into your Business Systems account to receive credit for completion.

Q: What should I do once I complete all the required training?

A: Once complete, please provide a pdf of the certificate of completion to your supervisor.

Q: If I do not complete the training, what will happen?

A: The condition of your employment is contingent on the completion of these mandatory courses. Please complete these online courses within 30 days of your start date to prevent any potential delays to payroll.

Q: I am having technical difficulties trying to access the training, what should I do?

A: Please ensure you are logged into your Business Systems account, not your Student Systems account. You can also restart your browser, ensure all pop-up blockers are disabled, or clear your cache. If you need additional assistance, you can contact [lms-support@ucsd.edu](mailto:lms-support@ucsd.edu)

## **Emergency Contact Information**

Q: Who needs to input or update their emergency contact information?

A: All undergraduate and graduate students must input or update their emergency contact information.

Q: How do I input or update my emergency contact information?

A: Open the campus information system MyTritonLink ([mytritonlink.ucsd.edu](http://mytritonlink.ucsd.edu)). Once logged in, proceed to the "Personal Tools" section and select "Addresses." From there, click on the tab labeled "Emergency Contact." You will then have the option to choose between "Domestic" or "International." Input or update your emergency contact information specifying the relationship, contact name, and phone number. Upon completion, remember to save your changes.

Q: Who should I designate as my emergency contact?

A: You should designate an adult that could assist you in an emergency. Examples are a parent, sibling, other relative, spouse, or other caregivers.

Q: When will the emergency contact be notified?

A: The emergency contact is contacted only in the case of risk/danger to the health and safety of the student and/or greater campus community.

Q: How often do I have to update my emergency contact information?

A: Emergency contacts must be reviewed by students annually. Students are advised to update these details when necessary and to record any changes to ensure the information is correct.

### **RESOURCES**

To review the policies and requirements currently applicable to students, including related resources, please visit [Student Compliance](#) or [COVID-19 Campus Resources and Guidelines](#).

If your question has not been addressed by the above FAQ, please feel free to contact us at (858) 534-6225 or [sage@ucsd.edu](mailto:sage@ucsd.edu).