



## Discrimination & Sexual Harassment Prevention: FAQ's & Quick Tips

### **COURSE RELATED FAQ'S**

- **I already completed the Sexual Misconduct Prevention Program. Do I need to complete the Discrimination & Sexual Harassment Prevention training (Supervisor/Non-Supervisor)?**
  - a. Yes. The Sexual Misconduct Prevention Program training is a separate, mandatory Title IX requirement overseen by Student Affairs & Enrollment Management.
  
- **Why did the Chancellor's Office work with United Educators to revise the Discrimination & Sexual Harassment Prevention courses?**
  - a. The courses were revised in compliance with the following updated regulations:
    - Bystander: SB 1300
    - Employer Sexual Harassment Training Requirements: SB 1343 and SB 778
    - Hair Texture and Protective Hair Styles: SB 188
  
- **What determines which version of the Discrimination & Sexual Harassment Prevention training I am assigned?**
  - a. All administrators are assigned the Supervisor course (Management Personnel Plan employees, Senior Management). All non-administrator positions are assigned the Non-Supervisor course.
  
- **How often do I need to complete the Discrimination & Sexual Harassment Prevention training?**
  - a. Your assignment must be completed within the first 6 months of hire and every two years thereafter.
  
- **How long is the Discrimination & Sexual Harassment Prevention training?**
  - a. The Supervisor course is approximately two hours (MPP's and Senior Management only). The Non-Supervisor course is approximately one hour. Please take this into account when prioritizing day to day responsibilities.

### **TROUBLESHOOTING FAQ'S**

- **When I launch training, I see a blank white window.**

- a. Please note that Internet Explorer is not supported by CSU Learn. Please use Google Chrome or Mozilla Firefox instead.
- **When I launch training, I see some squares and an “in progress” message.**
  - a. CSU Learn launches training in two windows: the content window and the tracking window. This “in progress” screen is the tracking window. Please minimize the tracking window and see if the course content is available in any other open windows. If you still can’t find the course content, please disable your popup blocker and re-launch the training.
- **I can’t find the START button.**
  - a. Please click on the word REGISTER instead. The START button will become visible after you register.
- **I received a training email notification, but the links in the email aren’t working for me.**
  - a. Please use Google Chrome or Mozilla Firefox to log in at <https://ds.calstate.edu/?svc=sumtotal> and click Assigned Learning.

#### QUICK TIPS

- Don't use Internet Explorer
- Don't use mobile devices
- Disable your Pop-Up Blocker and AdBlocker
- Before launching the Sexual Harassment training click the word "Register," not the drop-down arrow
- Keep the background browser window open to record your completion

#### NEED HELP?

- For General CSU Learn questions, please submit a service ticket with Professional Development at [https://sfsu.service-now.com/hrq?id=sf\\_hr\\_client\\_service\\_center](https://sfsu.service-now.com/hrq?id=sf_hr_client_service_center)
- For Technical CSU Learn questions, such as log in errors, please submit a service ticket with the IT Service Desk at [service@sfsu.edu](mailto:service@sfsu.edu).
- For Discrimination & Sexual Harassment Prevention course related questions, please submit a service ticket with HR-Compliance at [https://sfsu.service-now.com/hrq?id=sf\\_hr\\_client\\_service\\_center](https://sfsu.service-now.com/hrq?id=sf_hr_client_service_center)