Cornerstone Learning Management System (FAQ)

1. **Why are we moving to one LMS, and why did we choose Cornerstone?**
   By having one LMS platform, we will build our organizational capacity for increased reporting and compliance. We chose Cornerstone because of its broad range of training features, including checklists for skills completions, on-the-job training check-offs and in-depth reporting tools on an intuitive platform. The system will also have capabilities for vILT (virtual instructor-led training) coming in 2023.

2. **Will I be able to see my team members transcripts/learning plans and track completions in Cornerstone?**
   Yes. All managers who have direct reports will have access to their team members transcripts and be able to run reports on their trainings in Cornerstone.

3. **Will the trainings I currently have on SuccessFactors be available on Cornerstone?**
   Online courses have been migrated from SuccessFactors into Cornerstone. Historical training completions have been added to team members completed transcripts.

4. **Will my continuing education certificates be transferred to Cornerstone?**
   All team members transcript histories will be loaded into Cornerstone. However, course completion certificates for continuing education will not transfer. Please make sure you download and save any continuing education certificates you have from SuccessFactors prior to December 31, 2022, the last day SuccessFactors will be available.

5. **How will I know if I am assigned a training and what its due date is in Cornerstone?**
   All team members will receive system-generated emails when trainings are assigned as well as periodic reminders of those trainings due dates. Overdue notices will also be sent to team members who have not completed their trainings in the allotted time. Managers will also receive emails notifying them about their direct reports training status for trainings that are due soon or are overdue.

6. Will training be offered on how to use Cornerstone?
Yes**.** We will be offering virtual office hours via Teams starting November 14 every Monday, Wednesday and Thursday from 2 – 2:30 p.m. (EST) through December 15. The only day in this timeframe we will not have the office hour is Thanksgiving, November 24. After December, we will determine if more office hour trainings are needed and will schedule them as appropriate. Also, upon login, you will be greeted with a welcome message with a short video providing system overview. Additionally, once the system goes live, job aids and the system overview video will be available in the "Get Help" section in Cornerstone.

7. **How will I find trainings and navigate the system?**
A system overview video will be available when you first access the system and will demonstrate the platform's navigation.You can also find a responsive mobile-friendly menu button on the right-hand side of the screen (three, stacked lines known as a hamburger) and quick links throughout the system for assistance. Your trainings can be found on your training transcript.The Active section displays items to complete.The Completed section allows team members to relaunch items, print completion certificates or perform other tasks.

8. **When will Cornerstone go live for everyone, and what happens to SuccessFactors?**
Cornerstone, as our one LMS, will go live on December 1. SuccessFactors will still be available, but only so team members who currently use it can complete any unfinished trainings or download any completion certificates they may want before December 31, 2022, the last day SuccessFactors will be available.