MIIA E-Learning Center

**FAQ**

***General Administrative questions***

**Is this training free of charge and how do I register my municipality to gain access to courses**?

LocalGovU has already set up accounts for all MIIA members with each entity’s MIIA Loss Control contact as the primary account administrator. To get started and register your entity click here and a representative of LocalGovU will email you to arrange for a convenient time to assist you with the set-up process by phone.

**Is the set up process difficult?**

Not at all. Your LocalGovU customer service representative will send you a user upload form which is a simple spreadsheet to enter the names of all employees you wish to have access to the training. After this is filled out and returned, LocalGovU will complete the process and enter all user information for you into the system. Your customer service representative will then work with you to set up administrator accounts and assist you with assigning courses based on your training preferences

**How many of my employees may have access to these courses?**

Your entity once registered will have unlimited access to the entire training library.

You may elect to offer all courses to your employees or select categories of courses based on departments i.e. human resource. police, school, etc.

**How are courses assigned?**

Once you are designated by your MIIA risk management contact as an e-learning administrator you may create groups of users based on departments i.e. police, school etc. and assign specific courses to those users or you may assign courses on a per user basis based on criteria you determine. LocalGov U will work with you on this process. MIIA encourages you to work with your Risk Manager as well in selecting courses that best fit your risk management goals.

**Can I monitor my employees’ training progress?**

Yes e-learning administrators have access to a variety of management tools to not only track each user’s training progress but to generate reports at any time by clicking on the Administration icon which they will see once they log in. E-learning administrators may also add or delete users or assign or re-assign courses through this feature as well.

**Will my entity receive MIIA Rewards credit for these courses?**

Courses available for MIIA Rewards credit will be highlighted. Credits will be available by line of coverage and specific course not by number of employees taking a specific course. For example an employee taking a sexual harassment course may be eligible for .5% rewards credit however that credit is not multiplied by the number of employees who take that same course.

***Employee questions***

**I am not familiar with online training- is this difficult to do?**

The LocalGov U e-learning system is designed to make the e-learning process as simple as possible. Courses may be taken by registered users at any time or location as long as internet is available. Courses may even be accessed on mobile devices such as cell phones .

**What are the courses like?**

Each course is approximately 30 minutes to an hour and most are a combination of power-point and video with a few questions interspersed to ensure the student is understanding the material. Courses are self paced and do not need to be completed in one session. At the end of each course, students are presented with a short exam and upon successful completion are given an option to print their own certificate.

**As an employee user do I have access to all courses for my municipal entity if not what courses will I see?**

Only your town e-learning administrators may see all courses available. As a user when you log in to the system, you will only see those courses that have been specifically assigned to you by your e-learning administrator.