



ALSDE Mandatory Training FAQs

Most questions can be answered using these resources below:

[Cognia/ALSDE Partnership Site](#) - Choose the “**Cognia Learning Community**” tab

[Cognia Home/Learning Community Tutorial Videos](#)

[Learning Community Resource Padlet](#)

Technical Assistance: clientcare@cognia.org or 888-413-3669

General Questions

1. Do we have to use the Cognia Learning Community to complete the Alabama required trainings?

While the trainings are mandatory, you do not have to accomplish them in the Learning Community. It is merely offered as an option.

2. How do I find out how to use the Learning Community to facilitate the AL mandatory trainings?

We will be offering two sessions that will help get you started. Register by choosing a date/time below. *Note: You will only need to attend one session as they are identical.*

- [July 17, 2024, at 9:00 am Central Time](#)
- [July 23, 2024, at 2:00 pm Central Time](#)

3. Will the mandatory training informational webinar be recorded?

Yes, we will record the training webinars. Once the webinars have been completed, we will post the videos on the [Cognia/ALSDE Partnership page](#) in the “Cognia Learning Community” tab.

4. What if I am unable to attend either of the informational webinars? How will I get the information?

If you are unable to attend either session, we still encourage you to register for one of the sessions to ensure that you receive follow-up information and important resources to assist with the implementation of the training labs.

5. Are there other resources in addition to the recording?

Additional resources are available on the [Cognia ALSDE Partnership page](#). The tab labeled "Cognia Learning Community" will provide all of the resources that you need for planning and implementing.

Two of the most useful documents are the [Leader Email](#) and the [Teacher Email](#) that can be sent to your staff to alert them of the requirements of the trainings and the steps to confirm accounts and complete the content. The teacher email is editable for you to amend for the needs of your district.

6. Are all trainings that are required by my district/school (ex: bloodborne pathogens) available in the Learning Community?

It is possible that your district requires additional trainings that are not included in the Learning Community. Please contact your district/school leader if you have any questions about the required trainings. Below is what is currently available for the 24-25 school year:

- Erin's Law (Child Sexual Abuse) & Mandatory Reporting
- Annalyn's Law (Juvenile Sex Offenders)
- Jamari Terrell Williams Act (Bullying Prevention)
- Suicide Prevention
- Acceleration Procedures (Gifted)
- Understanding Gifted Students & the Gifted Referral Process
- Gifted Behavior Traits: A TABs Tutorial
- Addressing Disproportionality (Lee vs. Macon) - Behavior & Classroom Management
- Addressing Disproportionality (Lee vs. Macon) - Universal Design for Learning

7. Does every staff member have to do all of the trainings?

No, not necessarily. Please check with your district leaders if you are unsure about what staff members need to complete which trainings.

8. What is the difference between Cognia Home and the Cognia Learning Community?

Cognia Home is the portal in which you access the Learning Community. All user management is completed in Cognia Home. The Learning Community is the professional development platform where you will find the AL Mandatory Training Library (labs). The Learning Community is also where you will view learner progress and manage certificates.

Cognia Home Questions

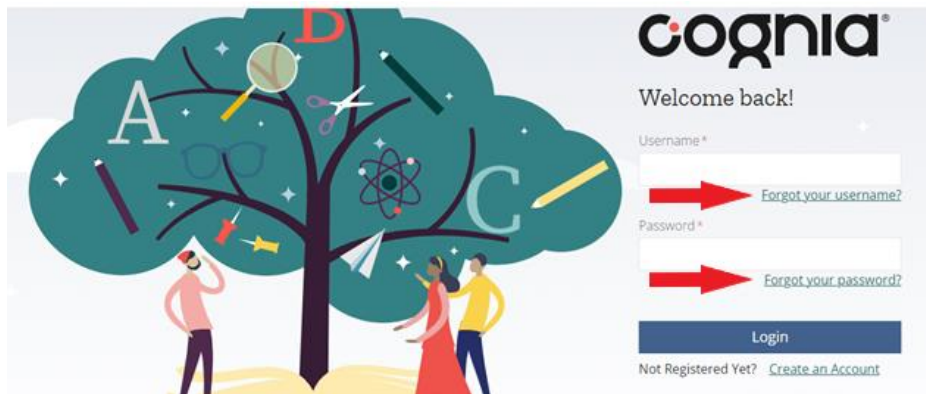
9. What is the website to access the mandatory training labs?

Navigate to home.cognia.org to log in. [Click here](#) for directions on how to navigate to the AL Mandatory Training Library.

10. I have already created an account in Cognia Home, but I am getting the error message, “You have not verified your email or your username and password are incorrect.”

There can be a few reasons why you are receiving this error message.

- Your username may or may not be your email address. This error is triggered from the email associated with your account. If you do not remember your username or password, click on “Forgot your username?” or “Forgot your password?”.



- Your username, password, and email address are case sensitive. Please check for capitalization and spelling accuracy.

If you are still having issues, contact Cognia Client Care.

11. Who do we contact if we are having issues creating an account in Cognia Home?

Teachers should contact their administrator. Leaders should contact Client Care.

12. I am logged into the myJourney site (myjourney@cognia.org) and cannot see the mandatory training labs. Am I in the right place?

myJourney is Cognia’s site that includes our continuous improvement resources. This is not where you will find the labs. Open a new tab and navigate to home.cognia.org to access the Learning Community. *Note: Your username and password may not be the same based on how you set up your accounts.*

13. How do I add my staff or manage users in Cognia Home?

Below are videos for you and your designated IT staff member to add personnel and manage users in Cognia Home. *Note: District leaders **MUST** add users to their respective schools and **NOT** to the district account.*

- [Adding Users in Cognia Home - District & Single School Leaders](#)
- [Managing Users in Cognia Home - System Leaders](#)
- [Managing Users in Cognia Home - Single School Leaders](#)

14. Can you explain the Cognia Home user permission differences and levels regarding “Access Level” and “Learning Community”?

Depending on your role within the school or district, refer to one of the videos below:

- [Managing Users in Cognia Home - System Leaders](#)
- [Managing Users in Cognia Home - Single School Leaders](#)

If you have leadership changes that are not reflected in Cognia Home, please contact Cognia Client Care with those changes.

15. Who do I contact if I am a single site leader and am unable to add users to my school?

This probably means that you do not have the correct permissions. Please contact your Head of Institution, Primary Contact, or Cognia Client Care for assistance.

16. I am a district leader, but I can't figure out how to add/manage users at my specific schools in the district.

We always encourage our single site leaders to manage users in Cognia Home. However, district leaders can also accomplish the same task. Watch the video below to find the “trick” on how district leaders can add users at their schools. *Note: This particular trick for district leaders only can be found at 5 minutes and 30 seconds.*

- [Managing Users in Cognia Home - System Leaders](#)

Cognia Learning Community Questions

17. Who do I contact if I have navigated to the Learning Community and cannot find the AL Mandatory Training Library or one particular lab?

[Click here](#) for directions on how to access the AL Mandatory Training Library. If you are still having visibility issues, contact Cognia Client Care.

18. I have completed the Learning Lab, but it is showing only 75% completion. What am I doing wrong?

Usually that means that you have not watched the video to the very end. And by the end, we mean the very end! You will see a checkmark in the upper right-hand corner once the video is viewed in its entirety.

19. I have additional questions about the functionality in the Learning Community (ex: I cannot figure out how to replace my Tinker activity). Where do I go for quick tutorials on how to navigate the Learning Community?

Refer to the [Cognia Home/Learning Community Tutorial Videos](#) for quick guides on how to navigate the platform.

20. As a district leader, I am in the Learning Community and am unable to view all of my schools. How do I get those to appear?

Typically, this happens with ancillary schools. Please send these requests to rebecca.darby@cognia.org. This process will take 24-48 hours to complete.

21. Do you have any resources on how to monitor progress and collect data?

Yes. The videos below provide information on the virtual visibility with specific information on how to monitor progress:

- [Generating Reports for Coaches \(only\)](#)
- [Progress Monitoring Individual Learners in the Coaching Dashboard](#)
- [Viewing Group Data in the Coaching Dashboard](#)

22. You mentioned that we can create our own content in the Learning Community. How do we do that?

Yes, you have the ability to create content in the platform for your district. Below are two videos to support this effort.

- [Creating a Learning Lab #1 – Creating the “Shell”](#)
- [Creating a Learning Lab #2 – Creating Each Phase](#)

23. Do I need to request a certificate as a form of completion?

Certificates issued after a lab is finished are a great way to show proof of completion; however, it is not the only way. (Refer to #21 above for alternative ways to gather completion data). For certificate completion assistance, please refer to the two videos below:

- [Leader Certificate Management](#)
- [Learner Certificate Demo](#)

Note: It is the responsibility of the leaders at the school or district to review certificate requests. Cognia does not approve or have control over how long this process takes. Please check with your administrator if you have questions about certificate requests.

24. Besides the Mandatory Training Labs, I am noticing other professional learning content in the Learning Community. Who do I contact for more information on how the Learning Community can support our PD goals?

For more information on using the Learning Community to support your professional development goals, please contact educatordevelopment@cognia.org.

25. How do I find out about the extra content in the Learning Community, including the library to support the ATOT work?

The Learning Community has a wide variety of [professional learning content](#) consisting of Learning Labs (modules) within Libraries. There are Libraries that are included as part of your Cognia membership and others that are available for purchase. To inquire about purchasing additional content or to discuss how the Learning Community can meet the needs of your institution, please contact educatordevelopment@cognia.org.