

Workforce Learning FAQs

Question: What training offerings are provided by HR?

Answer: The Office of Human Resources provides a variety of training resources both online and in-person. Details about our different trainings are available on our webpage: <https://www.clemson.edu/human-resources/talent-and-org-dev/index.html>

Question: Does Clemson offer training for supervisors?

Answer: Yes. Clemson provides online and in-person training for supervisors. For more information on our supervisor training offerings, please visit our webpage: <https://www.clemson.edu/human-resources/talent-and-org-dev/index.html>

Question: Does Clemson offer online training for supervisors?

Answer: Yes. Online supervisory training courses can be found in the Learning Library in the Tiger Training System: <https://clemson.bridgeapp.com/learner/library>

Question: Does OHR provide customized training for departments?

Answer: Yes. The Talent and Organizational Development team can work with departments to develop and deliver custom training solutions. To request a customized training, simply fill out the request form available here: https://www.clemson.edu/employment/forms/group_training/index.html

Question: How can I access my training records?

Answer: Your training records can be accessed in our Tiger Training system by logging onto your My Learning page (<https://clemson.bridgeapp.com/learner/courses>) and view the Completed section at the bottom of the page.

Question: Is there a Leadership training program offered by OHR?

Answer: At this time, the Office of Human Resources does not offer a Leadership Training Program; however, Clemson University does offer the President's Leadership Institute and details about this program can be found here: <https://www.clemson.edu/president/leadership-institute/>

Question: Are there any professional development courses offered by OHR?

Answer: Yes. Professional Development courses are available online within the Learning Library of the Tiger Training system: <https://clemsontech.com/learner/library> Additional training resources can be found on our Talent and Organizational Development webpage: <https://www.clemson.edu/human-resources/talent-and-org-dev/index.html>

Question: I need access to the PeopleSoft system. How do I get access?

Answer: To request access to the PeopleSoft or CUBS HR system, simply fill out the request form available here: <https://www.clemson.edu/employment/forms/pplsoft-request/index.html>

Question: I have a new employee that needs access to the PeopleSoft system. How can they gain access?

Answer: To request access to the PeopleSoft or CUBS HR system, simply fill out the request form available here: <https://www.clemson.edu/employment/forms/pplsoft-request/index.html>

Question: What other training is offered by Clemson for faculty and staff?

Answer: Clemson University provides many training resources and programs. Details on our many training opportunities can be found here: <https://clemsontech.com/training>

Question: Do I have to be supervisor to attend the supervisor training series?

Answer: Yes. Eligibility requirements for the supervisor training series are detailed here:

Supervisors of three or more staff direct reports are encouraged to register for the sessions. Registered participants must not have received written disciplinary or performance improvement actions through Human Resources within the past year.

For more information: <https://www.clemson.edu/employment/learning/supervisor-training-series.html>

Question: What training is available for Kronos timekeeping system?

Answer: Training is available for employees, supervisors, HR professionals and budget center administrators. To access these online training resources click here: <https://www.clemson.edu/employment/payroll/kronos/upgrade-training.html> To sign up for a course, visit your Learning Library in the Tiger Training system: <https://clemsontech.com/learner/library>

Question: How do I reschedule my supervisor training session date and time?

Answer: To reschedule your supervisor training session date and time, please follow the steps below:

- Login to the Tiger Training system (<http://clemsontbridgeapp.com>)
- Go to the Learning Library tab
- Click the "Enroll" button on Supervisor Training Series tile
- Select the date you would like to reschedule to and click "Enroll"
- A message will pop-up notifying you that this will unenroll you from your previously scheduled session

Question: How do I cancel my registration for an HR training?

Answer: To cancel your supervisor training session date and time, please follow the steps below:

- Login to the Tiger Training system (<http://clemsontbridgeapp.com>)
- On your My Learning page, click "Reschedule" for the course you would like to cancel
- Click the "Unregister" button

Question: Am I required to enter leave to attend a training session?

Answer: No. Employees are not required to enter leave to attend a training session. Employees should notify and/or obtain supervisory approval to attend training sessions.

Question: How do I request a customized training session for my work team or department?

Answer: To request a customized training, simply fill out the request form available here: https://www.clemson.edu/employment/forms/group_training/index.html

Question: How do I access Deer Oaks training and online seminars?

Answer: To access Deer Oaks training and online seminars, please follow the steps below:

Go to <https://www.deeroakseap.com/member-login/>
Login with the University username (clemsont) and password (clemsont)
Click the plus (+) sign for the Online Seminars section of the page
Click View All Online Seminars
This page will show recorded or future webinars to review or register

Question: What trainings are offered by Deer Oaks (EAP)?

Answer:

- Webinars and other events are scheduled throughout the year on topics to assist with personal and professional growth. These resources are completely confidential and there is no cost for most services.
- Services Available
 - Short-term Counseling (5 counseling sessions (face-to-face or telephonic) per individual, per issue, per year at no cost)
 - Counseling can include: Marital, Childcare, Anger Management, Stress/Tension, Grief, etc.
 - Work-Life Services (Childcare, Eldercare, Free Taxi Program, etc.)
 - Legal Financial Services (30 minute visit with attorney, free basic will, etc.)
 - Seminars and Trainings
- Webpage: <https://www.deeroakseap.com/> (username/password: clemson / clemson)

Question: Where do I find upcoming Supervisor Training sessions?

Answer: Upcoming supervisor training sessions can be found on our webpage: <https://www.clemson.edu/employment/learning/supervisor-training-series.html>

To sign up for a course, visit your Learning Library in the Tiger Training system: <https://clemson.bridgeapp.com/learner/library>

Question: Where do I find upcoming Financial Literacy Series training sessions?

Answer: Upcoming Financial Literacy Series training sessions can be found on our webpage: <http://www.clemson.edu/employment/benefits/Literacy.html>

Question: I'm a new employee, how do I enroll in training?

Answer: Human Resources training can be found in the Tiger Training system. To view optional training in our Tiger Training system, go to: <https://clemson.bridgeapp.com/learner/library>

Question: Do I need approval to participate in training?

Answer: The Office of Human Resources does not require supervisory approval for employees to participate in training. However, some training programs have eligibility requirements. For eligibility information, please contact our Talent and Organizational Development team.

Question: Can I access training sessions if I am not on campus?

Answer: Yes. The Office of Human Resources provides online training and also utilizes video conferencing technologies for our supervisor training courses. Other courses may be recorded throughout the semester for review at a later date. For more information, please contact our Learning and Development team. To our

training offerings, please visit our webpage: <https://www.clemson.edu/employment/learning/>

Question: How do I search for online courses?

Answer: Online training courses can be found in the Learning Library in the Tiger Training System: <https://clemson.bridgeapp.com/learner/library>

Question: As a supervisor, can I access my employee's training records?

Answer: Yes. As a supervisor you can access your employee's training records in the Tiger Training system. To view this information, login to <http://clemson.bridgeapp.com> and click on each of your employee's names within your Tiger Training Insights dashboard. For more assistance, please contact tigertraining@clemson.edu.

Question: Who can I contact to learn more about training and organizational development?

Answer: For more information on Training and Organizational Development, please contact Ashley Strickland (864.656.2726 / amstric@clemson.edu). For information on our Tiger Training system, please contact tigertraining@clemson.edu

Question: Who can I contact to learn more about the Tiger Training system?

Answer: To learn more about Tiger Training, please contact tigertraining@clemson.edu. Additionally, please visit our Tiger Training Information page available here: <https://www.clemson.edu/human-resources/talent-and-org-dev/tigertraining.html>

Question: How do I sign-up for New Employee Orientation?

Answer: To sign-up for New Employee Orientation, please login to <https://clemson.bridgeapp.com/learner/training/37233d3a/enroll> click on the session you would like to register for and then click "Register".

Question: How do I access Skillport?

Answer: Skillport is an free, online learning software that provides self-paced eLearning. For more information about Skillport and how to access this CCIT resource, please visit: <https://ccit.clemson.edu/training/elearning/>

Question: I have already completed my training assignments in Tiger Training, do I need to complete them again?

Answer: In some cases, you may be required to take certain courses annually or more than once. Please contact tigertraining@clemson.edu for more information about these training requirements.

Question: Do I have to be given permission to become an author in Tiger Training?

Answer: Yes, if you would like to become an Author in the Tiger Training system, please contact tigertraining@clemson.edu, and they will assist you with access in becoming an Author in the Tiger Training system.

Question: I want to learn more about Tiger Training where can I do that?

Answer: For training guidance from our vendor, please follow this link: <https://community.bridgeapp.com/community/faq/bridge-learn>

Question: Does Tiger Training work in all web browsers?

Answer: We recommend utilizing internet browsers Chrome or Firefox, not Internet Explorer or Safari when using Tiger Training (formerly called Bridge).

Question: What is Tiger Training?

Answer: Tiger Training is the learning and training management system selected by Clemson University for required training.

Question: How do I login the Tiger Training?

Answer: To login to Tiger Training, go to <https://clemson.bridgeapp.com/> and enter in your Clemson username and password in the username and password fields.

Question: What University-Required training courses am I required to take in the Tiger Training system?

Answer: The courses you are required to complete vary, please contact tigertraining@clemson.edu for list of required trainings specific to your employment type.

Question: I am not able to complete the course/I am stuck on a slide in this course what do I do?

Answer: We recommend using Mozilla Firefox or Google Chrome to access the Tiger Training system, not Internet Explorer. If you have additional issues, please try clearing your cache on your web browser. If you have done both of these things and you are still experiencing problems, please contact tigertraining@clemson.edu and they would be happy to help.

Question: What do I do if I am receiving Tiger Training notifications but I am no longer a Clemson University employee, or this individual no longer works for me.

Answer: Please send your request to tigertraining@clemson.edu.

Question: What is this for/why am I receiving these messages?

Answer: The email notification that you have received is from Clemson University's Training Management System, Tiger Training. Because of your classification in the Clemson HRIS System, you are required to complete compliance training through Tiger Training.

In the future, to access the Tiger Training system and review your required training assignments:

- Go to <https://clemson.bridgeapp.com>
- Login in using your Clemson username and password.
- Recommended web browsers: Mozilla Firefox and Google Chrome

Question: I don't think my employees should complete the trainings listed on their My Learning page. Why are they required to complete these courses?

Answer: As an employee of Clemson University, these individuals have access to University resources and systems, and as a result, they are to comply with training requirements. To learn more about compliance and use of the Tiger Training system for required training, please email tigertraining@clemson.edu

If you have additional questions not answered above, please contact a member of our Talent and Organizational Development team via email: Ashley Strickland, amstric@clemson.edu or Lara Thrift, thrift4@clemson.edu.