

Frequently Asked Questions:

- **Introduction and Accessing K@TE**
- **Searching for Learning Opportunities in K@TE**
- **Viewing My Courses in K@TE**
- **HR 128 Training Credit**
- **Compliance Training in K@TE**

Introduction and Accessing K@TE:

Q: What is K@TE?

K@TE (pronounced "Kate") is the University of Tennessee's comprehensive Learning Management System (LMS) that delivers professional development opportunities and compliance training to UT employees and external UT customers.

K@TE empowers UT faculty and staff members in their pursuit of lifelong learning by providing access to thousands of online and in-person learning opportunities – all available in a single learning platform.

Q: What can I do when I log in to K@TE?

When you log in to K@TE, you are automatically granted access to thousands of online and in-person learning opportunities. The benefits of using K@TE include furthering your own professional development, completing your assigned compliance training each year, recording and tracking your completion records in a central location, and much more!

Q: What types of learning opportunities are available in K@TE?

K@TE provides UT employees access to online and in-person learning opportunities that are offered by internal UT departments and external vendors, like Skillsoft and LinkedIn Learning. The online learning opportunities available in K@TE span a wide variety of topics and are accessible 24/7. You just need an Internet connection!

If you ever have a question about the learning opportunities available in K@TE or courses offered on a specific topic, please reach out to AskKate@tennessee.edu or UTEOD@tennessee.edu by email.

Q: Who is eligible to access K@TE?

UT faculty and staff members are eligible to access K@TE and log in to K@TE using their NetID and password credentials. Please refer to the [Office of Information Technology \(OIT\)](#) website if you need assistance with your NetID and/or password.

Q: I am a new UT employee. When can I log in to K@TE?

New UT faculty and staff members' user records are loaded from the [IRIS](#) system to K@TE on a nightly basis. As an example, if you start in your new position at UT on a Monday, your user record will load to K@TE on Monday night, allowing you to log in to K@TE on Tuesday morning.

Introduction and Accessing K@TE:

Q: Is Duo/two-factor authentication required to access K@TE?

The Duo two-factor authentication method is required to access K@TE. The Duo application provides an extra layer of account security when accessing University systems and requires you to confirm your identity using your NetID login credentials and a personal device.

If you encounter an issue when authenticating to K@TE using the Duo application, please refer to the applicable UT campus websites below:

- [UT Knoxville and Knoxville Area](#)
 - *Includes UT System Administration, UT Space Institute, Institute of Agriculture, Institute for Public Service, and UT Southern Employees*
- [UT Chattanooga](#)
- [UT Health Science Center](#)
- [UT Martin](#)

Q: What Internet browsers are recommended when using K@TE?

To most effectively use K@TE, please use one of the following Internet browsers:

- Latest stable Mozilla Firefox browser version
- Latest stable Google Chrome browser version
- Latest stable Microsoft Edge browser version
- Latest stable Apple Safari browser version

Q: What is the difference between K@TE and my UT campus's academic Learning Management System?

K@TE is the University's online Learning Management System (LMS) that UT faculty and staff members use to pursue their own professional development opportunities and to satisfy annual compliance training requirements.

Each UT campus provides University students, faculty and staff members access to an academic LMS, such as Canvas or Blackboard, which enhances the classroom experience. The systems have certain similarities but serve different purposes at UT.

Q: Who do I contact for a question related to K@TE?

Please reach out to AskKate@tennessee.edu or UTEOD@tennessee.edu by email for questions about using K@TE as a UT employee.

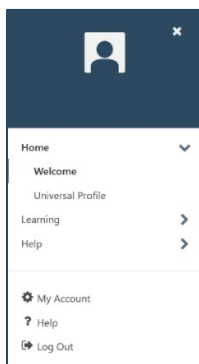
Introduction and Accessing K@TE:

Q: Why is there no longer a horizontal “Menu” toolbar in K@TE?

As part of the July 2021 upgrades for K@TE, the former horizontal “Menu” toolbar is replaced with a new mobile-friendly interface.

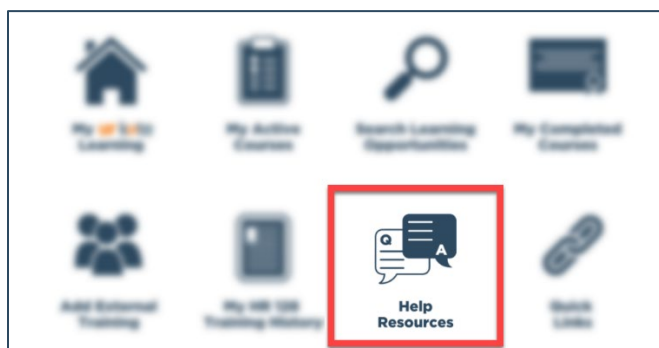
The same Menu toolbar is now accessible at the upper right-hand corner of the K@TE “Home” page, as shown in the first screen shot below. (The new icon looks like three stacked horizontal lines.) When clicked, the Menu expands and a dropdown selection appears, as shown below.

To quickly access a page in K@TE, single-click on the associated icons included on the updated K@TE Home page. (A few pages are accessible using this method only.)



Q: How can I find out more about using K@TE?

When logged in to K@TE, click on the “Help Resources” icon on the K@TE Home page for additional information about using K@TE. (A screen shot is included below.)

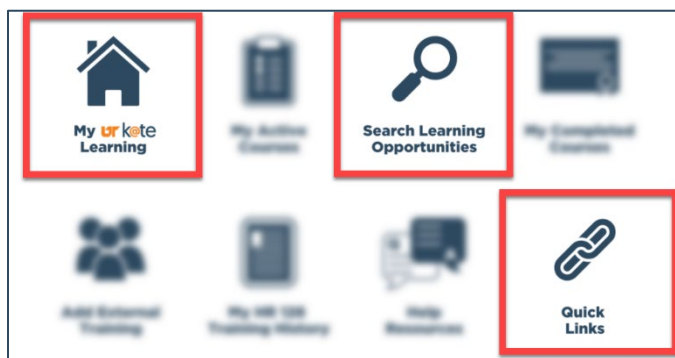


Searching for Learning Opportunities in K@TE:

Q: How do I find courses in K@TE?

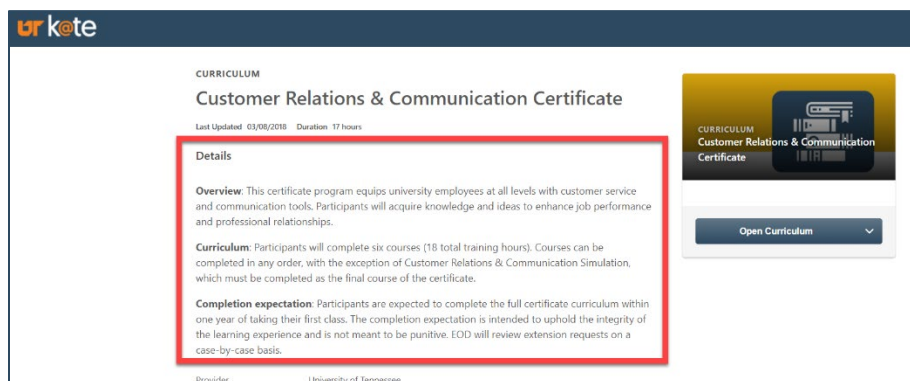
When logged in to K@TE, there are several searching methods available to find new learning opportunities. The steps below help outline three of these methods:

- Click on the “My K@TE Learning” icon on the K@TE Home page to review recommended courses just for you or search for new learning opportunities using the “Search for Learning” field at the top of the subsequent screen.
- Click on the “Search Learning Opportunities” icon on the K@TE Home page to search for a course using filters available on the left-hand side of the screen.
- Click on the “Quick Links” icon on the K@TE Home page to review several pre-filtered options, including an active “Events Calendar” and learning pathways.



Q: How do I find a course description?

When you find a course in K@TE you are interested in taking or saving to complete at a later time, single-click on the course title to review additional information on the page that appears, as shown in the screen shot below.



Searching for Learning Opportunities in K@TE:

Q: How do I filter on different criteria when searching in K@TE?

The “Search Learning Opportunities” icon on the K@TE Home page is the recommended method when you need to run an open-ended search or use the different filtering criteria available in K@TE.

When on this page, additional filtering options are found at the left-hand side of the screen, including:

- Duration: *An estimated amount of time that the course takes to complete.*
- Type: *The format in which the course is offered.*
- Subject: *The assigned subject area for the course.*
- Provider: *The providing internal or external organization.*

Q: How do I search for courses held at a later date?

The “Events Calendar” is the recommended searching method when you are interested in attending an in-person – or virtual – instructor-led training event. The “Events Calendar” is accessible from the “Quick Links” icon on the K@TE Home page or on the “Learning” tab found on the Menu.

Q: What determines the availability of a course in K@TE?

The providing UT campus or institute, course instructor, course owner, or the training contact determines the availability for courses in K@TE. This availability is most often determined by UT campus or institute, job function, or another similar grouping in K@TE.

If you have a question about a course offered in K@TE, please reach out to AskKate@tennessee.edu or UTEOD@tennessee.edu by email.

Q: How are LinkedIn Learning courses available in K@TE?

LinkedIn Learning courses are available in K@TE for UT employees working in the Knoxville area, as well as UT Space Institute, and UT Health Science Center employees.

If you notice a course or topic you would like to take from LinkedIn Learning but are not finding the courses in K@TE, and you are affiliated with one of the above UT campuses or institutes, please reach out to UTEOD@tennessee.edu by email.

Searching for Learning Opportunities in K@TE:

Q: How do I find Employee and Organizational Development (EOD) courses in K@TE?

There are several new methods to help you find these types of courses in K@TE, including following any of the steps below:

- Click on the “My K@TE Learning” icon on the K@TE Home page to review the rotating images at the top portion of the screen. When the “Browse EOD Courses” image appears, click to review EOD-specific courses in K@TE.
- Click on the “Quick Links” icon on the K@TE Home Page to review several pre-filtered options for you, including an “EOD Courses” icon.
- Click on the “Search Learning Opportunities” icon on the K@TE Home page to search for EOD courses using the “Subject” filter and the “EOD” and “EOD Certificates” selections.

Q: How do I find IRIS courses in K@TE?

Similar to the update above, use any of the following steps below to accomplish this:

- Click on the “My K@TE Learning” icon to review the rotating images at the top portion of the screen. When the “Browse IRIS Courses” image appears, click on the image to review all IRIS-specific courses in K@TE.
- Click on the “Quick Links” icon to review several pre-filtered options for you, including an “IRIS Courses” icon.
- Click on the “Search Learning Opportunities” icon to search for IRIS system courses using the “Subject” filter and the “IRIS” selection.

Q: How do I find UT Travel (Concur) courses in K@TE?

Similar to the update above, use any of the following steps below to accomplish this:

- Click on the “Quick Links” icon to review several pre-filtered options for you, including a “UT Travel Courses” icon.
- Click on the “Search Learning Opportunities” icon to search for UT Travel courses using the “Subject” filter and the “UT Travel” selection.

Viewing My Courses in K@TE:

Q: How do I find my completed courses in K@TE?

When you complete a course in K@TE, access that completion quickly by clicking on the “My Completed Courses” icon on the K@TE Home Page. Additional information and screen shots are included on the [“K@TE Questions”](#) page of the EOD website.

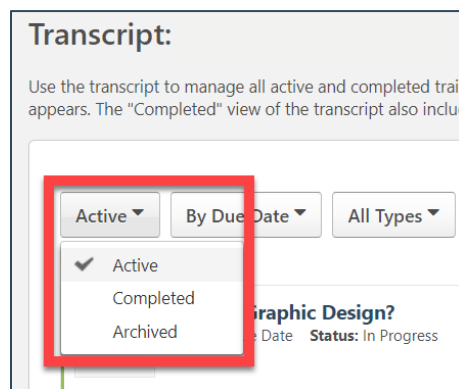
Q: How do I access my official training history as a UT employee?

UT’s [IRIS](#) system houses the official training history for all UT employees. To access this information from within K@TE, click on the “My HR 128 Training History” icon on the K@TE Home page. Your completions recorded in K@TE starting in July 2017 onward automatically update from K@TE to the IRIS system.

(NOTE: The [IRIS Web Portal](#) display of training completions is in reverse chronological order.)

Q: What does my transcript display in K@TE?

Your transcript in K@TE displays your active, completed, and archived K@TE courses. You may filter what displays on your transcript by changing the selections in the dropdown buttons, as shown below.



To review your active courses, the first filtering button should be “Active”. Change the first dropdown button from “Active” to “Completed” to display your completed K@TE courses. Change the first dropdown button to “Archived” to display courses that are no longer available or that you archived.

Your transcript also provides two additional filtering buttons (“By Due Date” and “All Types”), providing you with multiple ways to view your courses.

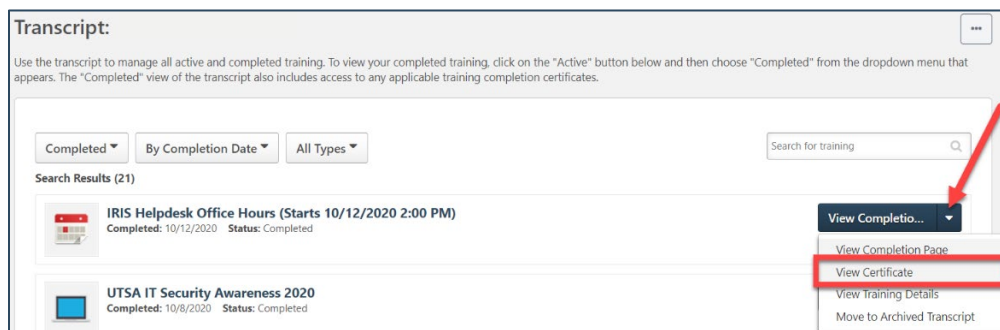
Viewing My Courses in K@TE:

Q: How do I return to an in-progress online course in K@TE?

On the K@TE Home page, click on the “My Active Courses” icon. For online courses or videos, click on the “Launch” or “Open Curriculum” button to the right of the course name to resume. For in-person learning, review the training details for additional course information.

Q: How do I find my completion certificates?

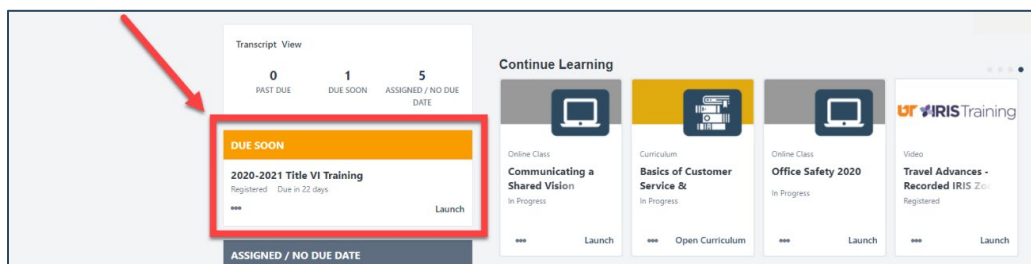
Click on the “My Completed Courses” icon on the K@TE Home page to access any courses you completed in K@TE. When you find the course in question, click on the “Actions” down-pointing arrow and then choose “View Certificate” from the dropdown selection that appears.



Q: How do I find training assigned to me?

On the K@TE Home page, click on the “My K@TE Learning” icon. Courses assigned to you will appear in the left-hand column under the headings “Assigned”, “Due Soon” or “Past Due”. Click on the “Launch” or “Open Curriculum” button to begin the course(s) assigned to you.

You may also find these courses by clicking on the “My Active Courses” icon on the K@TE Home page with the transcript display as “Active”.



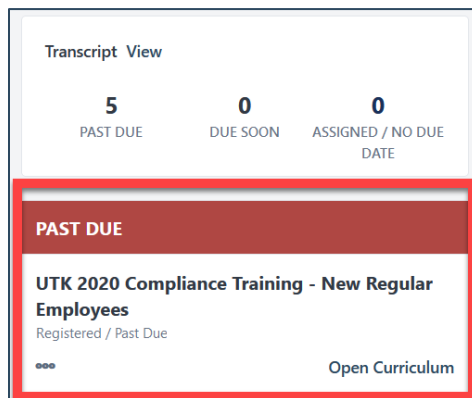
Viewing My Courses in K@TE:

Q: An online course will not load. What do I do?

An online course not loading is most often caused by your Internet browser's pop-up blocker. To turn off your browser's pop-up blocker for K@TE, refer to the ["Allowing Web Browser Pop-up Windows"](#) Knowledge Base article.

Q: How do I find my past due courses?

On the K@TE Home page, click on the "My K@TE Learning" icon. Courses assigned to you will appear in the left-hand column under the heading "Assigned / Past Due". Click on the "Launch" or "Open Curriculum" button to begin the course.



Q: How do I complete my compliance training?

When compliance training is assigned to you in K@TE, you will receive an email outlining the course(s) assigned, the applicable due date, and additional information related to the course(s).

Access assigned courses by clicking on the "My K@TE Learning" icon on the K@TE Home page and review the courses in the column on the left-hand side of the screen.

You may also find these courses by clicking on the "My Active Courses" icon on the K@TE Home page with the transcript display as "Active".

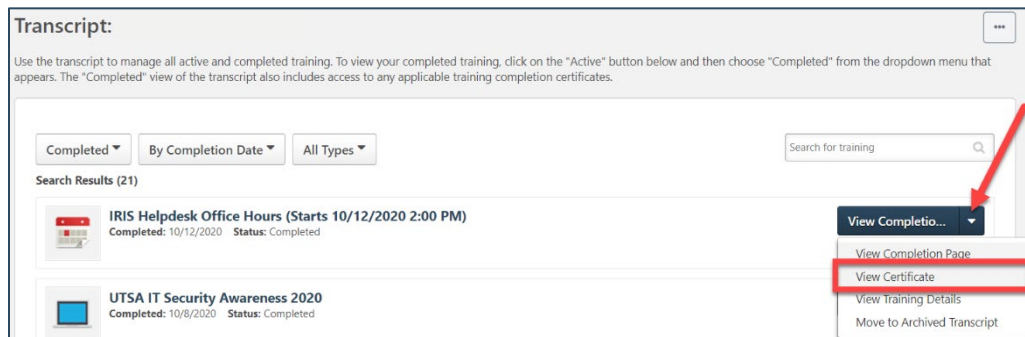
Additional information about compliance training is included on the ["K@TE Questions"](#) page of the EOD website.

Viewing My Courses in K@TE:

Q: How do I know if my session has a certificate? What do I do if it does not have a certificate and I need one?

From the K@TE Home page, click on the “My Completed Courses” icon to display your transcript. Then, click on the dropdown menu to the right of the course title and select “View Certificate”. If a certificate exists for the course, it will appear in a new pop-up window of your Internet browser. (**NOTE:** Not all courses in K@TE include a certificate.) Click on the “Download” icon to download the certificate PDF document or use the “Print” icon to print the certificate on your default printer.

Additional steps and screen shots are included on the [“K@TE Questions”](#) page of the EOD website. Please reach out to UTEOD@tennessee.edu by email if the course does not have a certificate and you need one.



Q: How do I complete a course evaluation in K@TE?

After your course status is updated in K@TE and shows as “Completed”, click on the “My Completed Courses” icon on the K@TE Home page and find the course you need to evaluate on your transcript.

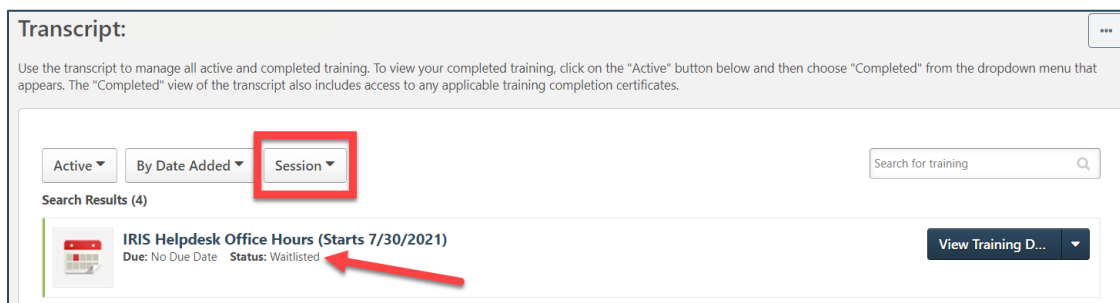
Additional steps and screen shots for this process are included on the [“K@TE Questions”](#) page of the EOD website.

Viewing My Courses in K@TE:

Q: How do I keep track of my “Waitlisted” courses in K@TE?

To check your “Status” for an upcoming instructor-led training event, click on the “My Active Courses” icon on the K@TE Home page. Then, choose the “Session” option from the “All Types” dropdown menu, as shown below.

If granted a spot on the upcoming roster, you will receive a system-generated email confirming your registration.



HR 128 Training Credit:

Q: What is “HR 128” and what are the HR requirements for professional development?

The term “HR 128” refers to the UT Human Resources policy [“HR0128 - Employee Professional Development and Training”](#). In accordance with this UT HR policy, the University encourages UT faculty and staff members to complete a minimum of 32 hours of job- and career-related professional development each calendar year.

Additional information about this process is included on the [“FAQs”](#) page of the EOD website.

Q: How is training credit awarded?

Training credits are determined by the number of training hours or an estimate of the duration required to complete a course. For example, one (“1”) training credit is awarded per training hour, and partial hours are awarded through increments of .25 credits.

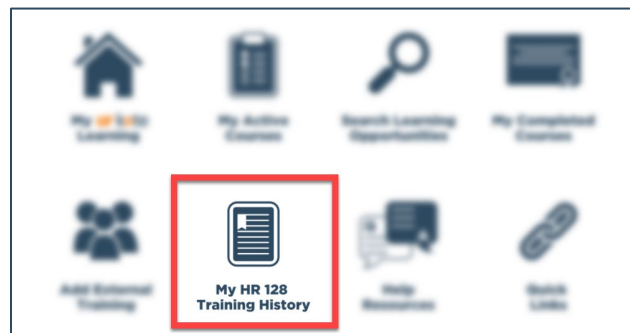
- Example: A 30-minute course is assigned 0.50 training credits in K@TE.

HR 128 Training Credit:

Q: How do I determine how many credits were awarded for each completed course – not a total?

Click on the “My HR 128 Training History” icon on the K@TE Home page to review your associated report in the IRIS Web Portal. (**NOTE:** This report opens automatically as a new tab on your Internet browser window.)

On this report, review the course titles, individual completion dates, and the number of training credits assigned per course under the “Hours” column.



Training History				
Selection period 01/01/2000 - 12/31/9999				
Attendee Name	Event Name of the business event	Start date	End date	Hours
	50458387 2021 Title VI - Annual Training	04/22/2021	04/22/2021	0.50

Q: How is HR 128 credit awarded for external training?

Training credits are determined by the number of training hours it takes to complete a course. If you complete a job- or career-related course provided by an organization outside of UT; attend a conference that is not sponsored by EOD, your UT HR Office, or your UT department; or the course is not accessed through K@TE; you may submit professional development training credit with your supervisor’s approval.

Click on the “Add External Training” icon on the K@TE Home page and complete the external training form. Additional steps and screen shots are included on the [“K@TE Questions”](#), [“FAQs”](#) and [“External Training Credit”](#) pages of the EOD website.

Q: How do I access the UT Policy website?

All UT policies are available and searchable on the [“UT Policies and Procedures”](#) website.

Compliance Training in K@TE:

Q: What is compliance training?

Depending on your UT campus or institute, as well as your job function within the University, you are assigned compliance training in K@TE each year and in accordance with various UT, federal and/or state requirements.

Compliance training helps inform and empower UT employees about various policies, regulations, services, and practices. If you have questions regarding your compliance training requirements, please reach out to your appropriate UT HR Office using the contacts listed on page 16 of this document.

Q: How do I complete my compliance training?

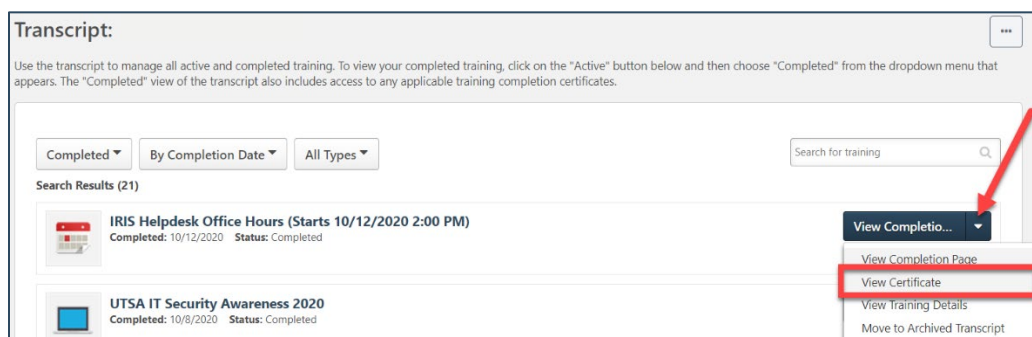
When compliance training is assigned to you in K@TE, you will receive an email outlining the course(s) assigned, the applicable due date, and any additional information related to the course(s).

Access assigned courses by clicking on the “My K@TE Learning” icon on the K@TE Home page and review the courses in the column on the left-hand side of the screen. You may also find these courses by clicking on the “My Active Courses” icon on the K@TE Home page and when the transcript display is “Active”.

Additional information about compliance training is included on the [“K@TE Questions”](#) page of the EOD website.

Q: How do I find my completion certificates?

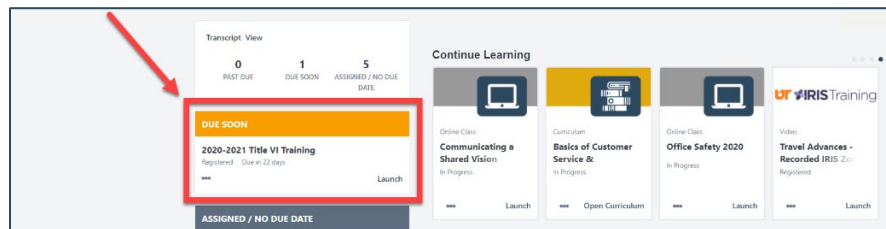
Click on the “My Completed Courses” icon on the K@TE Home page to access any courses you completed in K@TE. Additional steps and screen shots are included on the [“K@TE Questions”](#) page of the EOD website, and email UTEOD@tennessee.edu if the course does not have a certificate and you need one.



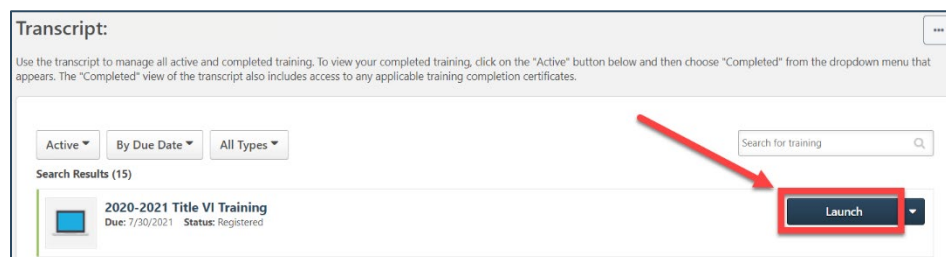
Compliance Training in K@TE:

Q: How do I find training assigned to me?

On the K@TE Home page, click on the “My K@TE Learning” icon. Courses assigned to you will appear in the left-hand column under the headings “Assigned”, “Due Soon” or “Past Due”. Click on the “Launch” or “Open Curriculum” button to begin the course(s) assigned to you.

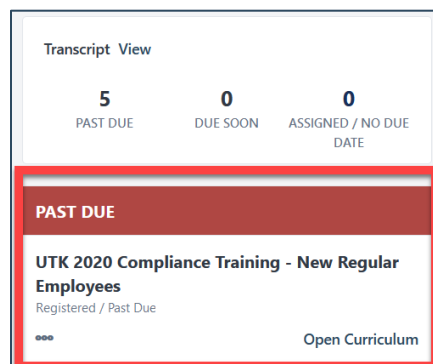


You may also find these courses by clicking on the “My Active Courses” icon on the K@TE Home page and when the transcript display is “Active”.



Q: How do I find my past due courses?

On the K@TE Home page, click on the “My K@TE Learning” icon. Courses assigned to you will appear in the left-hand column under the heading “Past Due”. Click on the “Launch” or “Open Curriculum” button to begin the course.



Compliance Training in K@TE:

Q: How do I track if my direct reports have completed their compliance training?

A “[Qualification Deficit Report](#)” is available in the [IRIS](#) system that includes the applicable compliance training completions loaded from K@TE. An [IRIS Help](#) document is published on the IRIS Help website and outlines how to run this report.

Q: Who do I contact if I have a specific compliance training question?

You may contact your applicable [HR Office](#), the [UT System HR Office](#) or [EOD](#) with compliance-related questions.

Additionally, you may send compliance questions to the applicable UT campus or institute:

- UT Chattanooga: UTCHumanResources@utc.edu
- UT Knoxville: HR@utk.edu
- UT Foundation: HR@utfi.org
- UT Health Science Center: HR@uthsc.edu
- UT Institute of Agriculture: ExtensionOnline@utk.edu
- UT Institute for Public Service: Scott.Gordy@tennessee.edu
- UT Martin: HumanResources@utm.edu
- UT Space Institute: HR@utsi.edu
- UT System and UT Southern: UTEOD@tennessee.edu

Q: I have a “CITI Program” training course on my transcript in K@TE, but it is not due for several years. Is any action required?

As part of a new streamlined process deployed in June 2021, CITI Program training completions are now loaded in K@TE. This update applies to UT faculty and staff members working at a UT campus or institute in the Knoxville area and for the UT Health Science Center.

No action is required on your part until your expiration date approaches for the applicable CITI Program course. You will still log in to the CITI Program website at that time and complete your required course(s) using the CITI Program platform.

You will receive email reminders before your expiration date, and the applicable CITI Program courses will remain on your “Active” transcript in K@TE.

Compliance Training in K@TE:

Q: I have a “CITI Program” training course on my transcript in K@TE, but it is not due for several years. (*Continued*)

Your CITI Program completions, starting in June 2021, are also loaded from K@TE to the IRIS system automatically. To check this, click on the “My HR 128 Training History” icon on the K@TE Home page.



If you have a question about this new process, please reach out to your applicable UT Office of Research contacts.

Active ▾

By Due Date ▾

All Types ▾

Search Results (5)

	CITI UTK Social & Behavioral Research - Refresher Due: 8/22/2023 Status: Registered
	CITI UTK Responsible Conduct of Research for Administrators - RCR Due: 8/22/2023 Status: Registered