



UI National Integrity Academy

March 8, 2018 Webinar

Frequently Asked Questions

1. What are the Integrity Center's upcoming events?

- a. The 2018 UI Integrity and SIDES Symposium is on April 10-13, 2018, in Houston, TX. For more information, please visit <http://www.naswa.org/meetings/UISymposium2018/?action=home>
- b. A live webinar about the Integrity Center's Suspicious Actor Repository is scheduled for Thursday, April 19, 2018, at 1:00 p.m. Eastern
- c. A live webinar about the Integrity Center's Integrity Knowledge Exchange is scheduled for Thursday, May 17, 2018, at 1:00 p.m. Eastern

2. How can my state host the instructor-led training course for the Basic UI Fraud Investigations class? If your state is interested in hosting an instructor-led training course, please have your state's UI Director contact your state's Integrity Center State Liaison.

The Integrity Center's State Liaisons are:

Chris Paquette, liaison for **USDOL Regions 1 and 3**

Phone: 860-933-5488; Email: cpaquette@naswa.org

States – CT, MA, ME, NH, NJ, NY, RI, VT, PR, VI, AL, FL, GA, KY, MS, NC, SC, and TN

Maria Noble, liaison for **USDOL Regions 2 and 5**

Phone: 443-803-7064; Email: mnoble@naswa.org

States – DC, DE, MD, PA, VA, WV, IL, IN, MI, MN, OH, IA, KS, MO, NE, and WI

Bill Starks, liaison for **USDOL Regions 4 and 6**

Phone: 801-556-2942; Email: wstarks@naswa.org

States – AR, CO, LA, MT, ND, NM, OK, SD, UT, TX, WY, AK, AZ, CA, HI, ID, NV, OR, and WA

3. **Will these slides be available after the presentation?** The webinar recording can be found at: <http://integrity.naswa.org/national-integrity-academy/national-integrity-academy-intro>. The presentation "slide deck" itself was created through a special software program that cannot be exported to a PDF file for distribution.
4. **How can I enroll in the Academy?** To enroll, fill out the electronic National Integrity Academy (NIA) Enrollment Form on the NIA page of the Integrity Center website. The Integrity Center's Academy enrollment form can be found at: <http://integrity.naswa.org/form/niac-enrollment#no-back>. Once the enrollment request is approved, the individual will be entered into the system and sent their login information.
5. **Why does my supervisor need to approve my enrollment request?** The Academy requires supervisory approval of each enrollment application so that supervisors and managers are aware of the time commitment and can then manage workload appropriately.
6. **What do I do if I'm having problems getting into the website or eLearning courses?** If you are having problems with courses or issues with the e-Learning modules, please contact the Academy at integrity@naswa.org.
7. **How can I register for the Basic Fraud Investigations Instructor-led Training?** You can reserve a seat on the Academy's website "Access Instructor-Led Training" area. The Academy's webpage is: <http://integrity.naswa.org/national-integrity-academy/national-integrity-academy-intro>. Select the "Reserve My Seat" button for the location and date that you prefer, then click the "Register" button that appears and fill out the course registration form. If you have any questions, please contact the Academy at integrity@naswa.org.
8. **Is there a fee?** Funds for the production of the training have been provided by US DOL. As a result, there are no fees associated with attending the training other than travel costs to attend the Basic Fraud Investigations Instructor Led Training course. Stipends to assist with the costs of travel may be available. More information about stipends is available on the Academy's webpage at: <http://integrity.naswa.org/national-integrity-academy/national-integrity-academy-intro>.
9. **Can eLearning lessons/certificates be shown to a group of individuals, rather than every participant having to register individually?** Yes, eLearning lessons can be shown to a group of individuals via a projector. However, the eLearning lessons are designed as self-paced lessons for individuals. It is more effective for people to take the lessons individually and then get together as a group to discuss. For the Operations Integrity certificate, the Academy has created meeting discussion guides for exactly this purpose. For example, operations staff would complete a module of five short lessons over the course of a week, and then discuss those lessons at a team meeting using the discussion guide. The discussion guide contains questions and activities that help a state customize the training to their needs.
10. **Is it possible to incorporate one or two of the NIA's lessons into our regular training process for new hires? If so, how?** Yes, the manager would need to register the new hires with the Academy. The Academy's Training Coordinator would then send out the learners' credentials, and the manager would tell them which lessons to take.

11. Is there anywhere else I can find comprehensive UI specific training? There is no other comprehensive UI specific training like the UI National Integrity Academy.

12. What training does the Academy offer? The Academy offers training and certification programs in the areas of:

- 1.) UI Program Leadership;
- 2.) UI Operations Integrity;
- 3.) UI Fraud Investigations;
- 4.) UI Tax Integrity; and,
- 5.) Data Analytics.

More information about the training is available in the Academy's 2018 Course Catalog which can be found at:

https://integrity.naswa.org/sites/default/files/NIA%20Docs/Academy_Course_Catalog.PDF.

13. Which certificates are currently available? The UI Operations Integrity and UI Fraud Investigations certificates are complete and available now. Half of the UI Program Leadership certificate is available and more lessons are being built each day. Individual lessons in the UI Tax Integrity modules are available and more will be coming online soon. Data Analytics is currently in early development.

14. What browser should I use to take the online training? Internet Explorer and Chrome are the recommended browsers.