![INTEGRITY - NASWA UI Integrity Center - In Partnership with USDOL]

UI National Integrity Academy FAQ

1. **How can I enroll in the Academy?** To enroll, fill out the National Integrity Academy (NIA) Registration Form on the NIA page of the Integrity Center website at https://integrity.naswa.org/. User(s) will then be entered into the system and sent their login information.

2. **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.

3. **What do I do if I'm having problems getting into the website or eLearning courses?** If you are having problems with enrolling or issues with e-Learning lessons, please contact the Academy at integrity@naswa.org.

4. **How can my state host a customized training event for the Investigating UI Fraud certificate?** If your state is interested in hosting a class, 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

5. **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.

6. **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. Please contact the Academy for additional information on customized course bundles designed to support training processes for new hires and specific improper payment reduction and integrity improvement efforts.

7. **Is there anywhere else I can find comprehensive UI specific training?** There is no other state or federal comprehensive UI specific training like the UI National Integrity Academy.

8. **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; and,
    4.) UI Tax Integrity.

    More information about available certificates and e-Learning lessons can be found in the Academy's Course Catalog at: https://integrity.naswa.org/national-integrity-academy/national-integrity-academy-intro.

9. **Which certificates are currently available?** The UI Operations Integrity, UI Fraud Investigations, Program Leadership, and UI Tax Integrity certificates are available now.

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