

GVI Learn Frequently Asked Questions

For Employees, Supervisors, and Human Resources Officers

How to use this FAQ: Go to All Users for questions about signing in, getting access, and using the platform. Go to Employees for help finding courses, checking progress, and viewing training records. Go to Supervisors for information about team progress and reports. Go to Human Resources Officers and Power Users for information about enrollments, course catalogs, permissions, administration, and reports.

All Users

1. What is GVI Learn?

GVI Learn is the Government of the Virgin Islands learning management system. It is a centralized, cloud-based platform used to deliver, track, and measure employee training from one system. It supports employee development, required training, learning plans, reporting, and certificates of completion.

2. Why is GVI Learn important?

GVI Learn helps modernize employee learning and development by moving beyond only traditional classroom training. It provides flexible learning options, helps agencies track completion and pending training, supports certification preparation, and gives leadership better data to understand learning needs and training impact.

3. Who uses GVI Learn?

GVI Learn is used by employees, supervisors/managers, Human Resources officers, Power Users, training administrators, and other authorized personnel. Access to features depends on the user's assigned role and permissions.

4. How do users access GVI Learn?

Users access GVI Learn using their VI.GOV email address. Access is connected to the employee's GVI account through **Single Sign-On**. Their username is their GVI email address, and the password is the same one that they use to access their GVI assigned device or email. Users will be able to access GVI Learn from their GVI device by clicking on the **SAML SSO** box on the Sign in screen.

5. What should users do if they cannot sign in?

Users who cannot sign in should first confirm that they are using their VI.GOV email address and the correct **Single Sign-On** option. If access still does not work, they should follow their agency's

support process or contact the appropriate technical support contact for assistance. This support may be internal to their agency or require the assistance of the Bureau of Information Technology.

6. Does GVI Learn integrate with Microsoft tools?

Yes. GVI Learn can integrate with Microsoft tools, specifically Microsoft Teams and Microsoft Outlook Calendar. GVI Learn also has an app for Microsoft Teams that can be used to access the platform to complete courses.

Employees

7. What kinds of training can employees find in GVI Learn?

Employees may find e-learning courses, instructor-led training, blended learning, learning plans, tests, assignments, surveys, checklists, compliance courses, certification-related courses, leadership development, and agency-specific learning resources.

8. Where do employees find assigned training?

Employees can find assigned training on the main dashboard and on the My Courses and Learning Plans page. The My Courses and Learning Plans page displays enrollments as course cards, allowing learners to filter, launch, and track their training.

9. What do course statuses mean?

Course cards may show statuses such as Not Started, In Progress, or Completed. These statuses help employees quickly see what they have finished and what still needs attention. The main employee dashboard may also separate assigned courses that have not been started from courses that are already in progress.

10. What does enrollment priority mean?

Training may be marked as Required or Recommended. These labels help employees understand what should be completed first and which items are most important based on administrator settings or enrollment rules.

11. Can employees choose their own courses?

Yes. Employees may browse the Course Catalog by topic and self-enroll in available courses when permitted. Some courses may allow open self-enrollment, while others may require approval or be assigned by administrators.

12. Where can employees view their full training records?

Employees can use My Activities to view their training records. This will include courses that are completed, in progress and enrolled but not started.

13. Does GVI Learn include certificates, badges, or gamification?

Yes. Some applicable courses may include certificates of completion, but GVI Learn does not

issue certifications from other institutions. GVI Learn may provide courses that support continuing education credits, professional development units, or preparation for certification examinations. GVI Learn may also include gamification features such as points, badges, and leaderboards to encourage engagement.

14. Can employees see their calendar in GVI Learn?

Yes. GVI Learn includes a calendar area that can help employees view scheduled learning activities, especially instructor-led or time-based training events. Microsoft Teams and Outlook calendar integration may also allow users to see applicable instructor-led or time-based sessions on their Outlook calendar.

Supervisors

15. What is the supervisor experience in GVI Learn?

Supervisors have access to employee features plus the My Team workspace, where they can monitor team learning progress, review enrollments, coach employees, and run team reports.

16. When does a supervisor see My Team?

A supervisor will usually see My Team in the main menu after the system shows that the supervisor manages at least one employee. Access may vary based on system settings and the permissions given to the supervisor.

17. What can supervisors see in My Team?

The My Team page includes tabs for Team Members, Courses, Learning Plans, and Reports. These areas allow supervisors to view employee learning activity, course progress, learning plan status, and available team reporting options.

18. How should supervisors use GVI Learn to support employees?

Supervisors should use GVI Learn to confirm team learning activity, monitor what is due or overdue, identify employees who may need support, communicate expectations, and help employees complete required learning on time.

19. Can supervisors download reports?

Yes, where permissions allow, supervisors may download reports from the Reports tab in the My Team section of GVI Learn. The reports may include course reports, learning plan reports, checklist reports, and reports on virtual and in-person instructor-led sessions.

Human Resources Officers and Power Users

20. What is the Human Resources or Power User experience?

Human Resources officers and Power Users may receive delegated permissions to support enrollments, content administration, reporting, and learner support. Access is determined based on the specific needs of each agency.

21. What are enrollment rules?

Enrollment rules can automatically enroll employees into courses or learning plans when they join a group or branch. For example, a new hire may be automatically assigned to a new-hire learning plan, or a supervisor may be enrolled in a leadership development learning plan.

22. What are catalogs?

Catalogs are curated collections of courses and learning plans. They help control which learning content different employees, groups, or agencies can see. Depending on configuration, some catalog courses may be open for self-enrollment, while others may require approval from an immediate supervisor or Human Resources representative.

23. What does governed permissions mean?

Governed permissions means users receive only the access needed for their assigned role. This helps keep administration secure, limits access to sensitive tools and allows agencies to share administrative responsibilities responsibly.

24. What reports are available in GVI Learn?

GVI Learn supports reports on users, courses, learning plans, certifications, and instructor-led training sessions. Reports can help Human Resources and agency leaders monitor completion, pending requirements, course utilization, learner activity, and overall training impact.

25. Can reports be exported?

Yes. GVI Learn supports custom reports that can be filtered, shared, and exported to formats such as XLS or PDF, depending on the user's permission level.

26. How will agencies be supported during rollout?

The rollout includes agency outreach, training, HR Success Series activities, agency-specific guidance, consultation, and the identification and development of Agency Power Users to support agency self-sufficiency in training administration and learner support.

27. Will agencies outside the current Microsoft Entra ID environment be included?

The rollout plan includes collaboration with BIT to identify a way to add Executive Branch agencies that are not currently part of BIT's Microsoft Entra ID environment.