SPARK Learning Portal - Frequently Asked Questions (FAQs)

SPARK Learning Portal Access

Question: How do I access SPARK Learning?
Answer: The Spark Learning Portal is available online via the SuccessFactors website. The website address is http://www.sanjac.edu/success-factors

Question: I am a full-time employee. What is my username and password for SPARK Learning?
Answer: SJCD Full-Time Employee Login
User Name: firstname.lastname
Password: Success Factors Password

Question: I am a part-time employee. What is my username and password for SPARK Learning?
Answer: SJCD Part-Time Employee Login
User Name: firstname.lastname
Password: G# (case sensitive)

Question: How do I reset my login password for SPARK Learning?
Answer: If employee does not remember his/her username or password he/she can use the “Forgot My Password” link on the SuccessFactors home page, to reset his/her username and password.

Question: I am a new employee and I do not have access to SPARK Learning.
Answer: Typically it takes up to 7 business days for a new employee to receive access in SuccessFactors-SPARK Learning. Access is only granted after all of the hiring documents have been received by Human Resources and entered into the Banner HRIS System.

Question: What are the system requirements to access SPARK Learning?
Answer: The system requirements for SPARK Learning are:
Operating Systems: Windows XP, Windows Vista, Windows 7, Mac OS 10.7 Lion
Compatible Browsers: Microsoft IE 7.0, 8.0, 9.0 or 10.0; Firefox 5; Safari 6
Java Plug-In: Oracle JRE 1.5 and above
Additional Software: Acrobat Reader 9, Flash Player 10

For assistance with operating systems, software and compatibility browser contact ITS-Technical Support at TechSupport@sjcd.edu or (281) 998-6137. This team will provide assistance with SJCD issued equipment.
Question: How do I get rid of the Quick Start Guide in SPARK Learning?
Answer: Change your zoom level to 75%. You can click on “Do not show this page every time I sign in: or just click Continue.

Question: The content for my web-based training session does not launch.
Answer: Please make sure to deactivate all pop up blockers in order to launch the SPARK Learning web-based training sessions.

SPARK Learning Registration

Question: Can I attend a Scheduled Offering if the session is full?
Answer: It is not recommended that you attend as a walk-in for any sessions that is full. The employee must email the “Primary Contact” person listed on the Scheduled Offering information, listed in SPARK Learning. The “Primary Contact” for the Scheduled Offering will determine if walk-ins can be accommodated.

Question: I would like to attend an Instructor-Lead Training (ILT) but a Scheduled Offering is not listed in the SPARK Learning catalog.
Answer: Employees may use the “Request Training” feature in SPARK Learning. This request is emailed directly to the “Primary Contact” that is listed in the Item information.

Question: I am currently registered for the SJCD ACademic Online Training Program and I cannot register for another Scheduled Offering.
Answer: Please contact the SPARK Technical Support Office at SPARKSupport@sjcd.edu, extension 6399 or (281) 998-6399 and a representative will forward your request to the Educational Technology Department.

General SPARK Learning Questions

Question: How do I view and print copies of the training job aids for SPARK Learning via Blackboard?
Answer: The job aids and handouts for the SPARK Learning training sessions you attended are available via Blackboard. To access the training materials in Blackboard follow these steps:

1. Login to the Blackboard website at: http://online.sanjac.edu/
2. Step Two: Click on the “San Jac Life” link near the top-right of the screen.
3. Step Three: Click on the Organizational and Talent Development link in the “My Organizations” box.
4. Click on the link for the desired Subject Area in the menu on the left side of the screen.
5. Click on the link for the desired training material on the right side of the screen.

**Question:** What is the process my department/division would take to provide training to SJCD employees via SPARK Learning?

**Answer:** All training sessions offered via SPARK Learning must be approved by the Learning Technology Department. Requests to upload an OLT should be emailed to OTD@sjcd.edu. A representative from the office will contact you via telephone within five business days. An employee within your department must complete the SPARK Administrative-User Training Sessions (SPRK 4000 series) which are required to add courses to SPARK Learning. Administrative access can be assigned to a specific member on your team, typically an Admin Assistant, Office Manager and Division Operation Managers would be appropriate.

**Question:** How do I search for a specific training session from the catalog?

**Answer:** From the Learning Home page, select the Browse under the Catalog search pod. Keep search generic per example: BNNR The browse catalog screen displays all available items in your catalog for BNNR.

**Question:** Who decides the registration deadline and responsible for the job aids for training sessions offered by other departments via SPARK Learning?

**Answer:** The Department offering the specific training.