

Memorandum of Understanding

Outlined below are the services provided to ELM Learning and Compliance Administrators and the responsibilities that need to be fulfilled by your school or department and those of the Central University HR ELM team.

Services Provided:

- An initial consultation to review your training and reporting requirements and assist you in creating a plan of action
- Online training for your designated Learning Administrators
- Instruction in best practices for content import, course configuration and assignment rules
- Job aids that cover key functions in ELM
- Security access to the live ELM system as well as access to a Quality Assurance (QA) testing site.
- Membership in the ELM User Group, so that your Learning Administrators are connected to their peers across the University
- Configuration of Domain specific system notifications (if required)
- System administration – data maintenance, notification of upgrades/changes from the vendor, point of escalation for system issues
- Daily data feeds that populate job and organizational data for faculty, staff, students and other affiliate records including contractors and visitors

Responsibilities of your Department/School:

- The appointment of at least one Learning Administrator with overall responsibility for the creation/procurement and maintenance of your training content within ELM. This is the key role that will oversee the import of content, creation and testing of courses, course assignment, roster management, reporting and content branding
- Successful completion of ELM system training by your Learning Administrators
- Adherence to the guidance provided regarding best practices in training administration
- Testing and approval of all content in the QA environment before it is moved into the production environment
- Ensure that all content uploaded to and administered through ELM abides by Columbia University policies
- On-going maintenance of all your content and courses
- Negotiations with any third-party content provider(s)
- Completion and compliance tracking of your content and courses
- Provide alternative email addresses as a method of contact for employees who do not have or use Columbia email.