

Q1: What is Talent@System Office?

A1: Talent@System Office is our new, comprehensive online talent management system. We have partnered with Cornerstone—a leading global provider of talent management software—to implement this system, composed of a robust yet flexible series of modules (e.g., learning management, performance management, applicant tracking and recruiting). Learning management is the first module that will be available to System Office staff; in the coming months, performance management and recruiting will also launch.

With state-of-the-art technology, Talent@System Office provides a single point of access to talent management resources—enabling employees to get the right information, at the right time, to grow in their careers within the University.

Q2: Where can I find more information on how to access Talent@System Office?

A2: Talent@System Office is available from the [MyApps page](#). Click the Talent@System Office tile and log in with your System Office ID and password.

Q3: What is learning management?

A3: Learning management provides you the training resources to help you pursue professional and career development opportunities as you grow in your career. The implementation of the new learning management module will enhance the way we track, deliver, manage, and support each individual’s training needs.

Q4: What are the benefits of the new learning management module?

A4: It is the go-to place to find and track all learning and training opportunities available to you. With the enhanced capabilities, you are in control of your experience within the system. Here, you can:

- Browse for training
- Search by topic, date, or location
- Launch or register for courses most relevant to you
- See training that’s been assigned to you
- View your transcript, and more

Q5: What type of training content is available?

A5: A variety of training content is available, including more than 2,600 online courses through Skillsoft, a leading provider of online learning programming. This will be supplemented with System Office-specific content as it is developed.

Q6: How is training content delivered?

A6: Online training is delivered through your computer at any time by logging on to Talent@System Office.

Q7: Is there a way to find training opportunities that are most relevant to me?

A7: Yes. From the Welcome page, select the Browse Training icon. From here you can search for trainings based on subject, type, date, and location.

As you use the system, it will learn your training preferences and begin to suggest related topics based on previous trainings you’ve taken. You can also identify subjects of specific interest and see programming based on those choices.

Q8: How do I register for an online training course?

A8: For online training, no pre-registration is required. Simply launch the course by clicking on the course name and then clicking on the launch button.

Q10: Are all training opportunities in Talent@System Office required?

A10: No. The learning management module offers optional professional development courses that you can voluntarily take. This is in addition to any trainings that may be assigned and required to be completed by you.

Q11: Is there a cost associated with taking and completing online training?

A11: No. There are no costs associated with completing programs in the system.

Q12: Who can view the training that I've completed?

A12: Through the transcript feature, you can view your completed training courses. Your management chain can also view your transcript. This feature can be used by you and your manager for professional development conversations.

You can also add external training opportunities, such as conferences and seminars. Go to your transcript and click Add External Training. These must be approved by your manager before they will appear on your transcript.

Q13: Where can I go for help?

A13: For reference materials, help links, and other guides, visit the [Talent@System Office help page](#). For specific questions or problems, complete the Help form at the link above.

Q14: I am trying to access an online class and it is not working. What should I do?

A14: Please complete the help form on the [Talent@System Office help page](#).

Q16: The system seems to be down. What should I do?

A16: If the system is not responsive, complete the help form on the [Talent@System Office help page](#) or email Kathy Bryant at kwbryant@northcarolina.edu.

For Managers

Q1: Is there anything that managers need to do?

A1: Managers should encourage use of Talent@System Office and work directly with their employees on conversations to further their professional development. Within the system, managers may be asked to approve training requests or external training additions, and can review employee transcripts by navigating to Learning > Manage Employee Learning.