



GSA Online University (OLU) Migration 2022

Frequently Asked Questions

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GSA Online University (OLU)

What does “OLU Migration” mean?

Online University (OLU) is GSA’s learning platform that supports the delivery and management of training and educational resources as well as other functionalities. OLU is transitioning to a new system as the result of a contract recompetes. OLU will still be your one-stop-shop for GSA learning activities and courses but it will look and feel different than the existing OLU.

Why is OLU changing?

The Learning Management System (LMS) that OLU operated on was due for a recompetes and GSA awarded the LMS contract to a new software provider, Cornerstone OnDemand. Employees and supervisors can look forward to taking advantage of the new system’s more intuitive layout and increased functionality.

What are the benefits of using the New OLU?

The system will look different from the current GSA Online University. In addition, the following features will be included. More information, including training and job aids will be shared to help users navigate the New OLU and also take advantage of all the new functionality:

- Mentoring
- Collaborative Learning
- Automated Individual Development Plans (IDPs) and SF-182 submissions
- Improved Search Capabilities
- Robust Reporting Capabilities

When will the New OLU be ready?

The new system launched May 23, 2022.

How do I access the New OLU?

The address of the OLU web page (URL) will remain the same. <https://gsaolu.gsa.gov/>.

Is there an introduction to the new system?

Yes. Two welcome videos are available:

[OLU Welcome Video for Employees](#)

[OLU Welcome Video for Supervisors](#)

Is training available for the New OLU?

Yes. [OLU Job Aids](#) are being posted as they are available on the Corporate IT Services OLU webpage. Live training classes will begin in June 2022.

Who do I contact if I need help with the New OLU?

[eSkillz](#) provides 24/7 Live Support Assistance for any technical issues with login or within the system itself. They can also assist with some non-technical issues. Use eSkillz when you need immediate technical support.

GSATraining@gsa.gov - The Training Team can provide non-technical support, answer your questions about training resources or route you to the experts. They also collect your comments and suggestions about learning courses and tools.

When will the new functionalities be ready?

The launch of the new system is only the beginning. We will continue to roll out job aids and information about new functionalities when they are ready to use. Some are still under development as we need to work in the live system to create the necessary foundations.

Where can I share my opinion and give feedback about the new system?

We welcome your feedback about training needs, suggestions for content, ideas and comments. You can submit them via GSATraining@gsa.gov.

After you have checked out the New OLU, please provide your opinion on the look and feel of the upgrade by completing this short New [OLU survey](#).

Training and Records

What if my course due date falls between the transition of systems?

Incomplete courses will not be transferred to your learning transcript in the new OLU. the course.

Will my training transcript be moved to the New OLU?

Yes. The past 4 years of completed OLU training history will be moved to the new OLU. Anything completed by May 1, 2022 will be immediately available in your training history. Courses completed after May 1 and before the system update in late May, will be transferred but not immediately available in your training history. Individual Development Plans (IDPs) and SF182s (Training Requests) will not be transferred to the new system.

If I am registered for a course that will take place after May 2022, will I need to register again when the New OLU goes live?

You will not be required to register again, if you are currently registered for a course that will take place after the May 2022 system update.

What do I do if a course did not transfer to my transcript or transferred incorrectly?

Contact GSATraining@gsa.gov. In your email, note as many details about the course as possible to assist with their research.

Mandatory Training

Will I still be required to complete Mandatory Training courses in 2022?

2022 Mandatory Training courses will still be required. All employees who have been with GSA at least one year will begin mandatory refresher training courses when they are assigned in the New OLU. after launch. New employees will continue mandatory training at the time of onboarding.

How will I know when to complete Mandatory Training Courses?

Mandatory Training classes will be launched on June 6. You will receive an email alert when they are assigned to you in OLU. Deadlines to complete training will be either Aug. 31 and Oct. 31.

SF-182 (Training Request)

What is the routing process for the SF-182 (Training Request)?

Job Aids are available for Employee SF-182s and for Supervisor SF-182s. When you submit your SF-182 it will be automatically routed to your 1st line supervisor for approval. Contact your supervisor to verify if additional levels of approval are required and how your SF-182 is to be routed to the purchase card holder. If needed, save the SF-182 as a PDF and route as directed. For additional support and assistance email sf182-idpteam@gsa.gov.