



Stride Frequently Asked Questions (FAQ) for Trainers

1. I completed the online Train-the-Trainer course and all the Stride modules ... now what?

Answer: Now that you are familiar with all the material covered in Stride, you can get a group of Learners started at any time! All the information for registering Learners and getting started can be found in the online Train-the-Trainer course.

2. How do I register my first group of Learners for Stride?

Answer: All the steps for registering new Learners can be found in the Train-the-Trainer course, including a step-by-step guide and video. If you still have questions, please contact sarclearningcentral@sarc.sk.ca.

3. If Saskatchewan Polytechnic is currently closed, can we still submit our Saskatchewan Polytechnic forms?

Answer: Yes. When you receive these forms from your Learners, please continue to forward these to SARC as usual. The Education and Training Team at SARC will ensure these are sent to Saskatchewan Polytechnic as soon as they are operational.



4. How do we submit the Saskatchewan Polytechnic forms if my Learners print them and fill them out on paper?

Answer: The Learner will still need to submit a blank form or type a message in the **'Your response/notes'** section of their assignment in order to continue past the Saskatchewan Polytechnic page. When you receive the paper copy from your Learner, please scan it or take a photo of it and send it to SARC at sarclearningcentral@sarc.sk.ca.

5. What if I can't remember how to complete the administrative requirements of Stride?

Answer: You can review the online Train-the-Trainer information at any time, where you can find videos and guidelines for administering the Stride training. If you are still unsure or need further assistance, contact sarclearningcentral@sarc.sk.ca.

6. How does our Organization register additional Stride Trainers in the Stride Train-the-Trainer?

Answer: You can register additional Stride Trainers in the Train-the-Trainer by going to <https://stride.learnupon.com/> and using your COMPASS promo/coupon code to bulk purchase Stride Train-the Trainer.

7. What if either myself or my Learners are having trouble saving what is typed into the PDF Workbooks?

Answer: Depending on the computer system being used, you may need to download a free 'Adobe Acrobat Reader' in order to



view, type, and save pdf documents. You can download the Adobe Acrobat Reader here:

https://get.adobe.com/reader/?_branch_match_id=749244787182667323.

If you're still having trouble with this, please contact sarclearningcentral@sarc.ca so we can help troubleshoot with you.

8. What if I have technical difficulties or something in the Stride Portal isn't working?

Answer: If you experience any technical difficulties with Stride, please contact sarclearningcentral@sarc.ca and someone will look into the issue and provide assistance.

9. Can we still train Stride during the COVID-19 Pandemic?

Answer: Yes! Stride can be completed at any time, even when physical distancing and other measures are in place. This may be the perfect time to train Stride. Depending on their role, some staff may have more time to pursue professional development, and some may be providing additional or different types of support that gives them different perspectives in their work. See the **Options for Training Stride During COVID-19 document** for information about how you can adapt training during this time.

10. How do we complete the Step Meetings if we are unable to meet in person?

Answer: While we know meeting in person is ideal, there are several options for online or distance training that you can use while you are unable to meet in person. For example, these may



include video or teleconference meetings. **See the Options for Training Stride During COVID-19** document for more information.

11. How do we complete the Pace Requirements if we aren't able to observe our Learners in person?

Answer: During this time you may need to consider options to work with other supervisors in your organization to ensure Learners are continuing to meet the Pace Requirements for Stride. See the **Options for Training Stride During COVID-19** document for more information.