

Description:

Udemy is an online learning and teaching marketplace with 5,000+ courses. Learn programming, marketing, Microsoft, and more. Pima County employees can now access the courses and curated learning paths to learn new skills and increase their opportunities.

Purpose:

This Q & A document contains the most commonly asked questions from our learners.

Table of Contents:

Description:.....	1
Purpose:	1
QUESTIONS:.....	2
QUESTION: What is the difference between Udemy Business and the Udemy Marketplace?	2
QUESTION: What if I find a course on the Udemy Marketplace that is not in Udemy Business?	2
QUESTION: What topic categories are included?.....	2
QUESTION: How will I find what I'm looking for?.....	2
QUESTION: Can I recommend courses to my colleagues?.....	2
QUESTION: Do I need permission to enroll in a course?.....	2
QUESTION: Can I get course recommendations?.....	2
QUESTION: What if I have questions about something within a course?.....	3
QUESTION: How will I be able to keep track of courses I have taken?.....	3
QUESTION: What if I enroll in a course and then decide not to complete it?	3
QUESTION: What if I have a problem with a course or with the Udemy platform?	3
QUESTION: Can I create my own personal Learning path?.....	3
QUESTION: Can I access Udemy Business from a tablet or smartphone?	3
QUESTION: Can we share a license?.....	3
QUESTION: What if I am notified that a course is set to be retired? (GROUP ADMIN ONLY).....	3
CONTACT	3

QUESTIONS:

QUESTION: What is the difference between Udemy Business and the Udemy Marketplace?

ANSWER: Udemy Business was created based on a study that showed over 70% of learners on the Marketplace were learning for professional reasons, so Udemy created a business-to-business platform which contains only the “best of the best” content (top 3%) from the Marketplace. In order for content to qualify it must meet specific criteria such as having a star rating of at least a 4.4 with at least 25 reviews, must be relevant and current, and must be updated as necessary.

QUESTION: What if I find a course on the Udemy Marketplace that is not in Udemy Business?

ANSWER: Only courses that meet the criteria mentioned above are selected for Udemy Business. Most often there is a course in Udemy Business on the same topic which is more highly rated and more up to date. It is possible to suggest a course be added, and if it meets the criteria, it will be added, otherwise Udemy will provide you with some recommendations for courses included in Udemy Business.

QUESTION: What topic categories are included?

ANSWER: There are 14 Categories and over 70 subcategories covering IT and Technical Topics, and “Soft Skills” including IT Certifications, Continuing Education Credits, Leadership and Management, Personal Development, Marketing, Sales, Office Productivity, Wellness, Microsoft Office, Communication, Accounting and Finance, and many more!

QUESTION: How will I find what I’m looking for?

ANSWER: Udemy content is organized into categories and subcategories for easy browsing and includes advanced search filters so you can easily drill down to find exactly what you are looking for.

QUESTION: Can I recommend courses to my colleagues?

ANSWER: Yes! You can rate and recommend content to others within your organization!

QUESTION: Do I need permission to enroll in a course?

ANSWER: No! Your license gives you access to the entire Udemy Business course catalog, and you can enroll in as many courses as you’d like!

QUESTION: Can I get course recommendations?

ANSWER: Yes! Of course, your administrators may assign courses or learning paths to you, but Udemy will automatically list recommendations for you on your home page based on courses you have taken and topics you have searched for.

QUESTION: What if I have questions about something within a course?

ANSWER: There is a Q & A section within each course where you can ask questions directly of the instructor (responses will be in the Q & A section within 48 hours) and see questions and answers from other learners.

QUESTION: How will I be able to keep track of courses I have taken?

ANSWER: There is a My Learning link at the top of the home page where you can see, sort, and filter all of your learning by how recently it was accessed, category, progress, instructor, and you will even be able to see anything that has been assigned to you by a manager.

QUESTION: What if I enroll in a course and then decide not to complete it?

ANSWER: You can unenroll in courses at any time.

QUESTION: What if I have a problem with a course or with the Udemy platform?

ANSWER: Udemy has 24/7 support that can be accessed right from within the platform as well as a full online knowledge base where you can also find answers.

QUESTION: Can I create my own personal Learning path?

ANSWER: Yes! You can “group” courses as well as links to outside resources into a Learning path.

NOTE: learning paths you create will be “private” meaning only you can see them, however, administrators can make learning paths “public” so all learners can access.

QUESTION: Can I access Udemy Business from a tablet or smartphone?

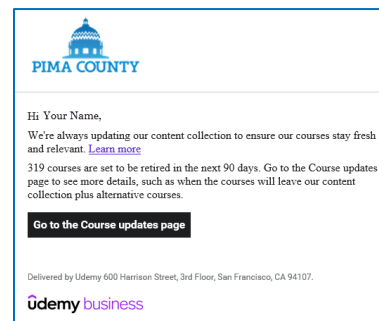
ANSWER: Yes! Udemy Business is available on mobile for both iOS and Android.

QUESTION: Can we share a license?

ANSWER: No. Sharing licenses is in violation of Udemy’s Master Service Agreement.

QUESTION: What if I am notified that a course is set to be retired? (GROUP ADMIN ONLY)

ANSWER: Group Admins for Udemy Business may receive an email (see right) regarding courses set to expire. This is to notify you of courses set to expire and be removed from the catalog. Review the courses set to expire so you can identify if one of these courses are courses listed within any of your learning paths. This allows you time to find another course that can replace the one retiring.



CONTACT

For additional questions and feedback, please contact:

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