

# BAI Documents and Resources

## FAQ

### What are BAI Documents and Resources?

BAI Documents and Resources are a collection of overviews, checklists, red flags, whitepapers, job aids, videos, and other highly requested content such as SARs and CTRs curated by BAI.

### Why did we create BAI Documents and Resources?

BAI's Documents and Resources functionality is the next step in BAI's ability to support more than just courseware. BAI's Documents and Resources leverage the BAI Learning Manager's ability to view PDFs, videos, and URLs so that job aids, checklists, and policies can be searched for, viewed, distributed, and tracked. To help get you started BAI has added more than 200 Documents and Resources to our existing libraries, as well as created a suggested catalog structure for custom documents.

### What are the benefits of using BAI Documents and Resources?

- **Quick References** — Learners can search the catalog and add these important resources to their student dashboard for quick one-click access
- **Centralized Policy Repository** — Store all your organization's policies and procedures in one centralized portal with the rest of your training
- **Real-Time Reporting** — Training Administrators and Managers can distribute and track user views to help identify which topics or resources have been reviewed most, potentially highlighting trends within your organization
- **Additional Content** — Access to a library of BAI maintained Documents

### When will BAI Documents and Resources be available?

BAI Documents and Resources launched on October 4<sup>th</sup> to all customers. Students can search, browse, and pin them to the My Documents section on their dashboard. Training Administrators and managers can report on usage using the new Documents Data Report. Training Administrators and Managers will also be able to officially distribute these materials manually or via rules in November. Later this winter, BAI will expand the support of *custom* documents and resources to the BAI Learning Manager.

### **What are a few examples of titles included in BAI Documents and Resources?**

- "Completing a CTR"
- "Mortgage Origination Checklist"
- "Fair Lending Considerations: Avoiding Discrimination"
- "Elder Financial Abuse Red Flags"

Contact [your BAI representative](#) to learn more about BAI Documents and Resources. Future releases will be developed based on customer feedback.

### **Am I able to distribute a document the same way we do courses?**

Yes, in November TAs and Managers will be able to distribute them manually or via rules just like courses; however, documents are not considered required assignments and do not contain due dates. Distributed documents will be added to students My Documents section in their dashboard. Students will be able to drop distributed documents from their dashboard at their discretion.

### **Is BAI going to provide guidance on which documents should be distributed for different roles?**

Suggestions on which BAI Documents and Resources are applicable to learners based on role will be made available to help you get started utilizing this content. For more information, click [here](#).

### **How does the "My Documents" functionality work?**

The new My Documents section in the student dashboard allows learners to save and quickly access documents and resources that are important to them. It can include documents added by students themselves if they click "add to My Documents" next to documents in the catalog, and documents managers and training administrators may have distributed to them. Regardless the source, students may drop documents from their My Documents section if they no longer wish to view the material.

### **Will documents show up on students' transcripts?**

Yes, as your users access documents in the BAI Learning Manager their views are tracked within their transcripts, alongside course completions.

### **Is there a report I can run to show document views?**

Yes, you can track and report user views independently from required training, via a new report called the "Documents Data Report." Here, you can see who has viewed a document, when, and how many times.

### **What types of custom documents am I able to upload?**

Accepted content types include PDF, Word, PowerPoint, Excel, text, picture, video, and URL.

### **Is there a limit to the number, length, or size of custom documents that can be housed within BAI Learning Manager?**

There is no limit to the number of custom documents you can upload to the BAI Learning Manager. However, the file size limit is 300MBs per upload.

### **Should I use this functionality for policy acknowledgements?**

Currently, BAI recommends continuing to use I-Design to track policy acknowledgements. In particular, creating courses that contain the policy and setting up an acknowledgement question designed specifically for this to insure proper tracking and reporting.

### **Do any of these changes affect our contract?**

No, all BAI Learning Manager customers will have free access to these materials and enhancements.