GAWDA University FAQ's

Q. Is the GAWDA U benefit included in my membership, or is there an extra cost?

A. Distributor and Supplier members receive the GAWDA U benefit at no additional cost.

Q. How do members access the new GAWDA U platform?

A. Action required: For members who have not yet signed into the new GAWDA U platform launched in March 2025, their organization's manager/representative may contact Holly at hpappaconstantine@gawda.org to activate this benefit.

Q. Will my prior GAWDA log-in credentials work with this new GAWDA U platform?

A. GAWDA U migrated to a new and improved LMS platform in March 2025. This LMS requires a new account creation. Login credentials from any prior LMS are not recognized on this platform.

Q. Once a new user account has been set up by their manager, how long does the user have to complete courses?
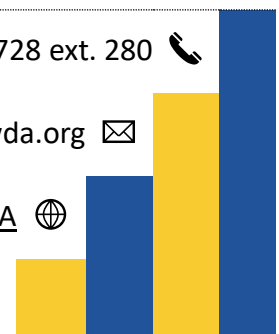
A. GAWDA U Manager access does not expire and remains active for the entire membership year. New users will have 90 days from the date their manager set up their GAWDA U account to complete any courses. All user accounts automatically change to *inactive* after 90 days. Users requiring additional time for course completion may request temporary account reactivation by contacting hpappaconstantine@gawda.org .

GAWDA University FAQ's

Q. Are managers able to assign courses to their employees on the GAWDA U platform?

A. Currently, managers have a limited ability to assign courses to employees, however we are working with VGM on enhancements to the platform to allow this capability in the future. To assist managers in selecting the most valuable training for their teams, the GAWDA University - GAWDA website offers a list of courses and helpful course descriptions.

Q. What if a GAWDA U user is locked out of their account or cannot remember their username or password?

A. At this time, users cannot utilize the self-service password reset option on the VGM platform. Users with a valid GAWDA U account can contact Holly at hpappaconstantine@gawda.org for assistance in verifying their username and/or resetting their password.

Q. Upon completing a course, will users receive a certificate?

A. Upon successful completion of any GAWDA U course, users will be issued a certificate of completion following the final quiz. All certificates of completion details will be maintained within the individual user's and manager's GAWDA U profile, allowing access and printing at any time.

Q. Will completed courses and certificates from before March 2025 be accessible on the new GAWDA U LMS platform?
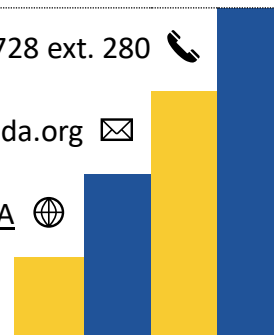
A. It is understandable that access to historical GAWDA U data may be needed. While the new platform launched in March 2025 does not contain this information, this information has been stored separately and is available upon request via email to hpappaconstantine@gawda.org .

954-367-7728 ext. 280 📞

hpappaconstantine@gawda.org ✉

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GAWDA University FAQ's

Q. Do users have access to all GAWDA U courses?

A. Yes. After logging into the GAWDA U platform and clicking on the *register* option, users will be able to explore the full catalog of GAWDA U courses and CGA E-Learning Modules and select their desired course registrations.

Q. Can GAWDA U members expect updated course content?

A. To maintain relevant training, GAWDA U manages its course content through collaboration with VGM Education, CGA and the GAWDA Safety Committee. Updates to GAWDA University's course content or the introduction of new courses will be reflected on the GAWDA University - GAWDA website, and managers will be informed.

Q. Is it possible to integrate the GAWDA U LMS with my organization's existing HR or training systems/LMS?

A. Due to the restrictions with current licensing agreements for GAWDA U content, integration with a GAWDA member's LMS cannot be facilitated. All GAWDA U learning materials are hosted and accessed solely within the GAWDA U LMS. Exporting content is restricted to ensure learners always have access to the most current and correct information.

Q. What additional member support is provided for GAWDA University?

A. For a seamless GAWDA U platform experience, users have access to complete support. Contact Holly directly for assistance with questions or schedule a Teams meeting with screen sharing for a more hands-on approach.

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