



ConvergenceCoaching® , LLC

Learning Center Frequently Asked Questions (FAQ)

1. Why did you move to this new Learning Center?

Our current Learning Management System (LMS) vendor, DiscoverLink, announced at the end of 2023 that they would be sunsetting their LMS effective 3/31/24. We immediately began the search for a replacement Learning Center that would enhance the learning experience for our clients and provide us with a next-gen software design, user interface, AI-integration, and other software integration features.

2. What made you choose the Absorb LMS?

In our search and comparisons of several LMS's, we found that the [Absorb LMS](#) provided what we were looking for – state of the art design, an intuitive user interface, integration to Zoom and other platforms, seamless course set up and completion. In addition, we needed to support multiple fields of study, CPE issuance for partial credits and other complex needs, and Absorb is expected to deliver these features. We think our learners will appreciate the new experience interacting with and using the new Learning Center, too, when participating in learning programs with ConvergenceCoaching.

3. When will the new Learning Center be accessible?

Our target is for the new Learning Center to go live on 3/25/24 for current leadership program participants (e.g., TLP, Southwest Manager or Senior Programs, or private in-firm webinar series or leadership programs) and users who have accessed our Learning Center in the last five years. Then in April 2024, we will communicate with the remaining users of our current Learning Center.

4. Will my ConvergenceCoaching course information and CPE certificates be available in the new Learning Center?

Course information and CPE certificates for courses completed between 01/01/21 and 3/07/24 will be converted to the new system and accessible in the new Learning Center effective 3/25/24.

Course information and CPE certificates for courses completed prior to 01/01/21 will not be accessible via the new Learning Center. If you need CPE certificates for courses completed prior to 01/01/2021 to be in compliance with NASBA's five-year requirement for maintaining CPE records, please contact us at learningcenter@convergencecoaching.com.

5. Will my self-study course(s), *Mastering the Art of Time Management and Managing Difficult Conversations Successfully*, be available in the new Learning Center?

If you are enrolled in a 2023-24 learning program that offers these self-study modules, then yes, you will have access to your self-study course(s) on the new platform beginning 3/25/24.

However, if you started the self-study course on the existing LMS platform but did not complete it by 3/7/24, you will lose your place as the migration of self-study courses cannot track your completion status.



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If you had access to a self-study course between 2021-2024 and you completed the course successfully, your CPE certificate will transfer to the new Learning Center and be accessible 3/25/24.

If you completed a self-study course in 2019 or 2020 and need a copy of your CPE certificate, please contact us at learningcenter@convergencecoaching.com.

6. What if I want to register for a ConvergenceCoaching leadership program or course? Where do I do so?

Beginning March 25th, you will be able to register for a ConvergenceCoaching leadership program or course in the NEW Learning Center. You can visit our new Learning Center at www.convergencelearning.com.

Neither the old Learning Center nor the new one will be accessible from 4pm CT/5pm ET on Friday, March 22nd through 5am CT/6am ET on Monday March 25th.

7. I still have questions. Who do I contact?

Please contact us at learningcenter@convergencecoaching.com and a team member will assist you.