## REMINDERS

➢ Updated Training Manuals for Administrators and Coordinators are on the ODET website. Please review the updated materials.

➢ For a new Administrator or Coordinator to get access in the system they must complete the following:
  o ASC Request must be submitted by the agency security contact.
  o iSTEP must be completed
  o Classroom Training for the appropriate security role must be completed.

➢ Users must have at least Internet Explorer 11 or Google Chrome (flash must be enabled) to run MyPurpose.

➢ The system is designed to allow employees and managers the opportunity for self-service.
  o **Managers have the ability to do the following:**
    ▪ Run Reports
    ▪ Approve or Deny training request
    ▪ Assign training to employees
    ▪ View users transcript
  o **Employees have the ability to do the following:**
    ▪ Register/Request trainings
    ▪ Complete online training courses
    ▪ Cancel or withdraw from training sessions
    ▪ View their transcript
  o *We should be encouraging users to take advantage of this capability.*

➢ CyberU online training are available to employees. These trainings <u>do not</u> require Manager Approval.

➢ ODET online trainings <u>do not</u> require Manager Approval.

➢ TFS Ticket System
  o Training Coordinators and Training Administrators are the first point of contact for users. The TFS ticket system is designed to allow users to report any technical issue that they may have while in the system.
  o TFS tickets should not be logged for agency specific questions. These questions should be fielded by coordinators and administrators.
  o TFS site can be accessed through MyPurpose. Once the TFS Site has populated, users are encouraged to provide as much detail as possible regarding the issue they are experiencing.
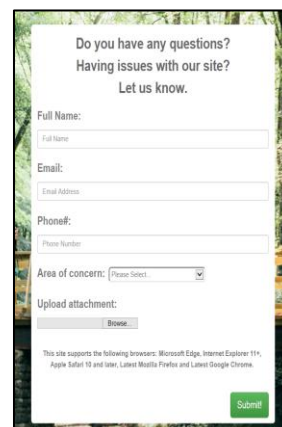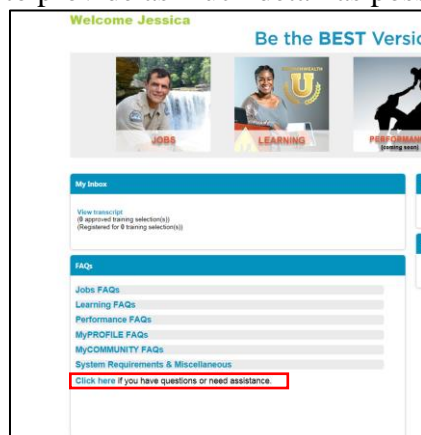
Best Practices for CommonwealthU

➢ Pilot vs. Production
  o What is Pilot?
    ▪ Pilot is the test site for MyPurpose. This site can be used as a playground to ensure that system settings are configured properly.
    ▪ Pilot contains old data.
    ▪ Training Administrators and Training Coordinators are encouraged to test in pilot before entering into production.
    ▪ The link to pilot is https://kypersonnelcabinet-pilot.csod.com
  o What should you test for?
    ▪ Pilot is a great tool to test the way we do business. Some items that you may test in Pilot include:

CSOD Learning Object	Training Coordinators	Training Administrators	What to test for?
Online Course Uploads(SCORM or AICC)		✓	➢ All pages of the course play. ➢ Audio has been attached. ➢ The course reports to the LMS score/ completion. ➢ Does the course launch within the system ➢ Can you search for it?
Material- PDF, PowerPoint, Word		✓	➢ Does the material launch? ➢ Does the material complete on the transcript? ➢ Is the training viewable?
Material- URL		✓	➢ Does the material launch? ➢ Does the material complete on the transcript? ➢ Is the training viewable? ➢ Is this the correct URL Link?
Video		✓	➢ Does the video play? ➢ Does it give credit on transcript when completed? ➢ Does the video have audio? ➢ Are all parts of the video visible?
Curriculums		✓	➢ Set up of curriculum ➢ Structure of curriculum ➢ Functionality of curriculum ➢ Does it fit your business need? ➢ Does the curriculum give credit for completing?
Learning Assignment Tool	✓	✓	➢ Set up of the learning assignment ➢ Does the assignment process ➢ Does the due date for an assignment work ➢ How does this look on transcript
Tests		✓	➢ How to create a test ➢ How does the test look to end user? ➢ How does test look on transcript?
Evaluations		✓	➢ How to create an evaluation ➢ How does the evaluation look to end user? ➢ How to attach to the ILT Event.
ILT Events	✓	✓	➢ Creation of the Event
ILT Sessions	✓	✓	➢ Creating a Session ➢ Completions on Roster ➢ How it appears on transcript (should show at the Event level) ➢ Parts- how to set them up including part breaks

  o What is Production?
    ▪ Production is the live environment, end users will have access to this website.
    ▪ Final learning objects that have been properly tested and vetted through pilot can be uploaded, or created in the production site.
    ▪ In production, we do not have the ability to delete. Learning Objects can be marked as inactive- but not deleted.

<u>ONLINE CONTENT VS. MATERIALS</u>
- ➢ Online Content
  - o An online course or publication is an electronic learning course that can be completed asynchronously within the system or offline using the Offline Player.
  - o An online course is comprised of SCORM or AICC compliant files that are bundled into a zip file.
  - o All uploaded files must be SCORM 1.2, SCORM 2004, or AICC compliant and in a zip file.
  - o Online Classes DO NOT have rosters
  - o You can find step-by-step guide in the Training Administrator Manual. Training Coordinators do not have security access to upload online content.

- ➢ Material (PDF, Office Document, URL)
  - o A material is a learning object (LO) type that can be used to manage various types of items maintained in an organization.
  - o A material can be a website URL or an uploaded file such as an image, text document, or presentation document.
  - o Because a material is a LO, it behaves similar to other LO types.
  - o Materials DO NOT have Rosters
  - o There is no way for the system to track who has completed the material. If using a material as the learning object, users will have to select that they have completed viewing the information.
  - o You can find step-by-step guide in the Training Administrator Manual. Training Coordinators do not have security access to upload online content.

- ➢ **WHAT FITS YOUR BUSINESS NEED?**

| Online Course vs. Document			
Type	Online Course	Material	Video
PowerPoint		✓	
Word		✓	
Document		✓	
Excel Sheet		✓	
PDF		✓	
Video			✓
URL		✓	
YouTube		✓	
SCORM	✓		
AICC	✓		

- ➢ WHEN TO ENTER EXTERNAL TRAINING
  - o External training should only be used for users that attended a training from an outside agency.
  - o Trainings that are conducted by ODET should not be entered in as External Training. This includes CSE training classes.
  - o Employees have the ability to record their own External Training. Managers must approve the training before it is completed on the transcript.
- ➢ To Record an External Training

1. Locate the **Global Search in the upper right corner of the screen**. **Enter** the name or user id that you would like to find.
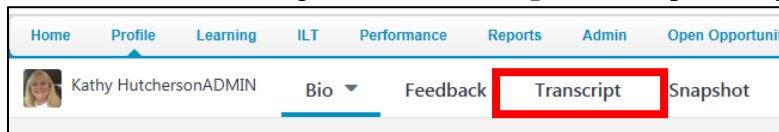

2. Global Search will return matching results under the **People tab**. **Click on the user's name**.
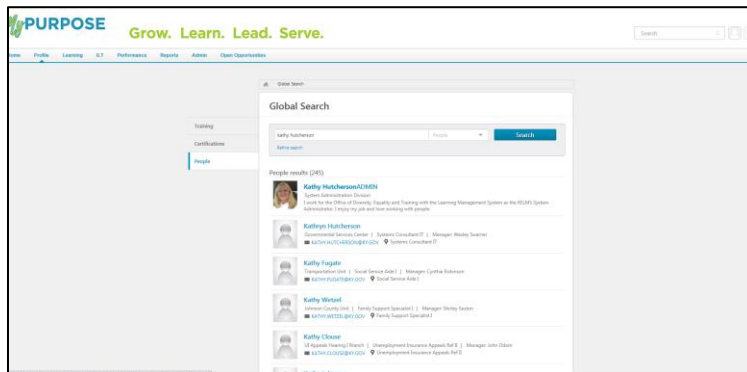

3. To review the User Record, **click on the User Name hyperlink**. Once clicked, this will pull up the Universal Profile. The Universal Profile screen will show the general information from the account.
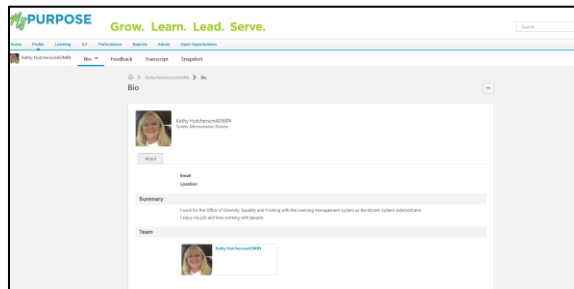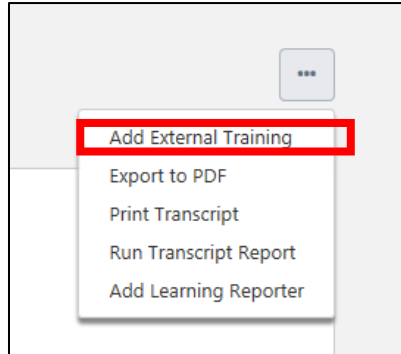

4. To view the user's transcript, **click Transcript** at the top of the page.

5. The Transcript page will show all completed and registered trainings. Trainings that have been completed will show at the top of the screen with total hours.
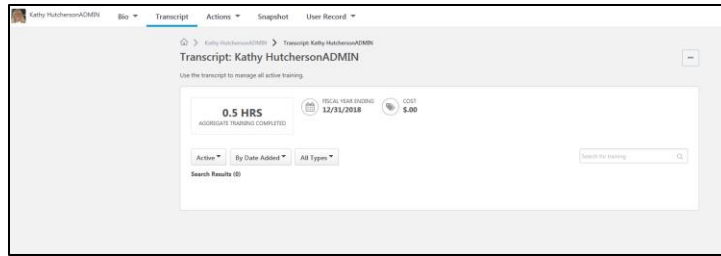
6. Training Transcripts can be exported to PDF by **clicking on the "..." tab**.

- **Add External Training-** This option will allow you as a Training Administrator/Coordinator to add a self-reported training to another user's transcript.

➢ SESSIONS WITH PARTS
  o Creating Parts within a session is not always the best business process. Parts are very difficult to use and can give large amounts of credit hours to the employee that completes the training.
    ▪ Parts must contain part breaks which account for the lunch time as well as the time from the ending of one part to another. If these are not given users will receive hundreds of credit hours.
  o If creating a part is the best solution for your agency, these ALWAYS need to be tested in pilot first.
    ▪ Somethings to look for would be:
      - Adding Part Breaks
      - Completing out roster- does this fit the need for our agency?
      - Credit given on transcript- are users receiving large amounts of credit hours for the training.
  o ODET does not recommend using Parts- as they are so difficult to set up, and may give training hours that were not attended. If you have a training that has multiple days, an ODET recommends a curriculum, events can be created for each day.
    ▪ Example:
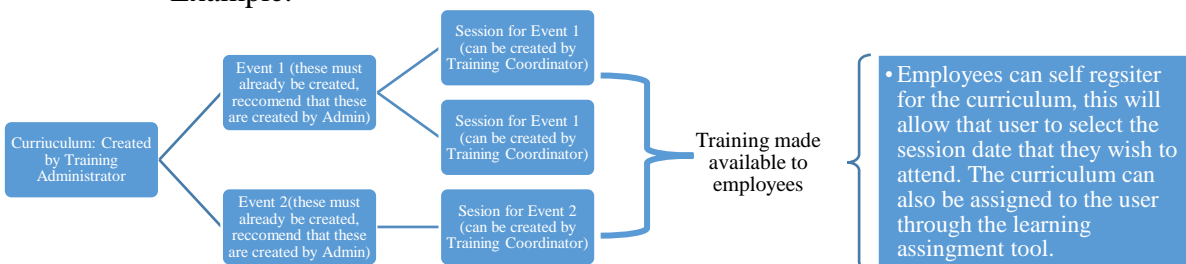
- START & END TIMES FOR SESSIONS
    - Sessions must have a start and End date. The dates of the training should be reflective of the date the training was held. Sessions should not have dates that range for days, weeks or months. If sessions range for extended periods of time, users will receive credit for the hundreds of hours.
        - If training is offered fifteen times in a month, then the training must be built out fifteen times to reflect the offerings.
        - You should never build a session with the start time of 01/01 and end time of 12/31, this will give thousands of hours to participants.

- LEARNING ASSIGNMENT BEST PRACTICES
    - **Step by Step instructions can be found in training manuals for both Administrators and Coordinators.**

    - Employees should be in the system self-registering for trainings, and managers have the ability to assign training you employees. Learning assignments should not be something that is a habit to enroll users in the system.
        - Learning assignments cannot be edited once they have processed, nor can they be deleted.
    - Please select users cautiously, most Coordinators and Administrators have the ability to see everyone throughout the state.
    - Learning Assignments have two different types.
        - **Standard-** This is a one-time assignment for the users who meet the defined criteria of the learning assignment. This assignment will process one time only. Best used for training that needs to be assigned to users one time.
        - **Dynamic-** A dynamic learning assignment processes daily or one time per year and attempts to assign the learning objects to users who newly meet the criteria set for the assignment. Selecting this option causes a Dynamic Removal section to appear on the Options page. Best used for capturing any new user in the system for automatic registration.
    - Be aware that through the Learning Assignment tool, Administrators and Coordinators have the ability to bypass manager approval. There are several different workflows that you can choose from.

        - **Assigned Only -** The training will only be assigned and WILL still require the user to receive approval and register for the training before they can take the training.

        - **Assigned and Approved -** The training will be automatically approved. No approval will be necessary before users are allowed to take the training, regardless of any configured approval workflows. Users will still have to go out and select the session that they want to attend.

        - **Assigned, Approved, and Registered -** The training will be automatically approved and registered, regardless of any configured approval workflows. No approval and no registration will be required before the users are allowed to access the training.