Statewide Learning Management System

October 2012 Newsletter

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THIS MONTH'S TIP

CHECKING SESSIONS

Before adding a session to an activity, check to see if there is already a session listed. Go to "Main Menu→ Enterprise Learning→ Catalog→ Maintain Activities" Search and select the activity, then select the tab "Learning Components." Click the "Edit" link to update the session information. It is helpful to learners if you include as much information as possible with the activity and session details; for example a start and end date, and a location.

New HR Role

As part of the continuing effort to be responsive to user needs, a new human resource module has been added to SLMS that allows agencies to update learner profile data on a new screen or by uploading the data using a new interface. Agencies can now expedite getting a new learner into SLMS, or change supervisor, location, or contact information for the learner. The bulk load interface replaces the process of sending Excel spreadsheets to GOER, and because it is interactive, agency HR administrators can see the results of the upload instantly.

Time Zone

Currently in SLMS, the default time zone is "Pacific Time". To change the time zone to "Eastern Time", navigate to Main Menu→ My Personalizations→ select Personalize Regional Settings. From there you can select the local time zone from the drop-down menu. This will give you the correct time when you run reports.

Uploading SCORM e-Learning

There is now a new automated process for uploading SCORM e-Learning modules. You no longer have to call SLMS Central Admin. However, in order for the files to be stored properly, you must follow the file naming convention: SLMS_GOER_PracticalSKills.zip. For example, SLMS_GOER_PracticalSkills.zip.

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SEPTEMBER 2012 ADMINISTRATOR MEETING MINUTES

Administrator Updates

- **HR Administration Role**

  The HR Admin Tool is nearly ready to launch. A memo went out the second week of September to all Training Directors and HR Directors asking them to start deciding who will be assigned to use the tool. Also included with the HR Administration tool will be an interface that will allow the spreadsheet containing employee data to be uploaded directly into the system, replacing the legacy method of uploading and contacting the Governor's Office of Employee Relations (GOER) with the password. Administrator Request forms for the roles were due by 9/24 and the role will be launched on 10/1. Be on the lookout for the memo notifying you that your role has been added.

- **GOER Communications**

  The SLMS Administrator Meeting minutes will now be attached to the newsletter each month. Please be sure to be on the lookout for all ListServ communications, as this is how we send information out to SLMS Administrators.

- **Spinning Issues**

  NYS Department of Labor (DOL) is still experiencing spinning issues. GOER and DOL have jointly contacted Information Technology Services (ITS) and have been testing at DOL. We have determined a few possible causes and applied a patch to SLMS. We have also recommended the patch be applied at DOL and that some browser settings be changed. This has improved performance. We will continue to work with ITS and DOL on this issue.

- **Loading eLearning Content**

  eLearning content can now be uploaded directly to SLMS and detailed documentation will be placed on the SLMS website. Please be advised there is a strict naming convention for the files that must be followed.

- **Roster Enhancement**

  We have received a number of requests to allow sorting of activity rosters by name. We have made a change to allow sorting by first name. We are making changes that will allow sorting on last name.

- **System Issue**

  The default SLMS Time Zone is set to Pacific Time. A message was sent to administrators about how to change this setting to Eastern Time.

- **Website and SLMS Homepage Redesign**

  We will be redesigning some areas of the GOER SLMS site to make it more user-friendly and efficient. The new updates are in the sections for learners, managers and administrators that show pertinent information for each role.

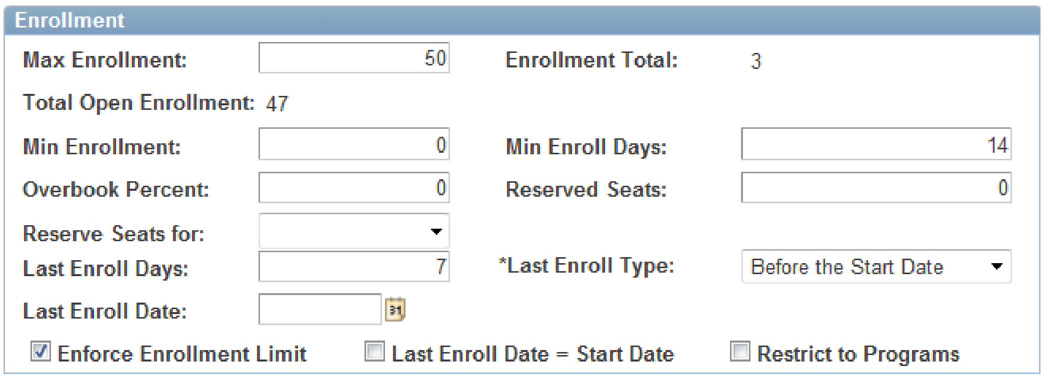
Questions, Comments, Suggestions

- **Once a spreadsheet is uploaded through the new HR Administration tool, will the change take place in SLMS immediately?**

  Yes. The new information will be available immediately regardless of which process (Admin Tool vs. Uploading Spreadsheet) is used to change the information.

- **Why do some courses not show how many seats are left?** The example provided was the GOER Sexual Harassment Prevention Instructor Led Classroom activity coming at the end of the month.

  When an administrator sets up an activity, they need to set an enrollment limit and then check the box "Enforce Enrollment Limit."


Enrollment
Max Enrollment: 50
Enrollment Total: 3
Total Open Enrollment: 47
Min Enrollment: 0
Min Enroll Days: 14
Overbook Percent: 0
Reserved Seats: 0
Reserve Seats for:
Last Enroll Days: 7
*Last Enroll Type: Before the Start Date
Last Enroll Date:
Enforce Enrollment Limit
Last Enroll Date = Start Date
Restrict to Programs

- **As eLearnNY is getting ready to come into SLMS, will the learner's history come over as well?**

  Unfortunately, no. All learner history was supposed to have been tracked by the agencies. ITS has no learner history available for eLearnNY. However, the activities that were available in eLearnNY will be coming over. We are getting ready to launch this after finalizing the information.

- **Is there any way to reduce the 30 minute wait between the time an external learner creates their account and when they can login?**

  With the implementation of the new External User Registration form, both bulk loaded learners and brand new learners have to wait only five minutes between when they add their permissions and when they can login. Usually it takes less than a minute, however, we have seen some instances where it did take a few minutes. Because of that, we recommend waiting five minutes. Once a learner logs in, they will be in the "Non-State" Learning Environment immediately, but it will take up to three hours for the learner to see items set for "All Learners". Because of that, when setting up items and activities that you want external learners to attend, we advise using the "Non-State" learning environment, instead of the "All Learners" learning environment.

- **What do the three different query roles mean?**

  Public – Can create queries that can be made available to others outside of the agency.
  Private – Can create queries that can be viewed only by the agency that created the query.
  View – View and run queries but not create them.

- **Is there any way for an administrator to filter the Learning Requests section so they can see only requests for their agency?**
  No, unfortunately not. You can filter by Request Status, Date Requested, Request Type, Category, and Catalog Item.

- **The Empire Knowledge Bank (EKB) licenses provided to agencies by GOER expire on 12/31/2012. Are they going to be renewed for next year or will agencies need to purchase their own after this date?**
  This is something GOER is looking into. We do not yet have an answer, but we should have an answer in the near future.

- **Is there any way to avoid or resolve the spinning issues?**
  There are multiple causes of spinning, some PeopleSoft related and some not. This is not an issue for most agencies, but there are a few agencies that repeatedly experience spinning issues. Any agency that repeatedly experiences spinning issues should try to work first with their network team to see why this may be occurring. Most spinning issues are related to network bandwidth and security settings, (for example firewalls and proxy servers). If still unsuccessful, your agency should reach out to GOER to see what the next step is. Most spinning issues can be resolved with a simple refresh of the page, but if the administrator or learner is in the middle of a task they may risk losing their work. We advised undertaking large tasks by completing smaller sections and saving your work periodically.

- **I have learners on an activity wait list and I create a new wait list, will the wait-listed learners roll over into the new activity automatically?**
  No, they will not. However SLMS does offer a feature that will allow you to do this manually. This option can be found on the Activity Roster by selecting wait-listed participants and using the "Move to New Activity" feature.

- **Can managers enroll their employees in training?**
  Yes, they can use the Manager Self Service to enroll their employees. Under the Manager Self Service, when a manager searches the catalog and clicks on the Enroll button or link, the system will ask which team members the manager wishes to enroll. As a manager, they must remember that under Manager Self Service, they are performing tasks for *their team members,* not themselves. There is a limitation to this function. If a supervisor is not eligible for an activity but the supervisor's employee is, the employee must register themselves because the supervisor will not be able to view the activity when searching.

- **I had an employee who took an EKB course and they cannot get their status to change to "Completed." What can I do?**
  We currently have a ticket open with SkillSoft to get this fixed. The courses that are affected are the short informational videos with no test. SkillSoft has set these courses to mark as "Completed" after the video has been open for 10 minutes. We are looking to have this timer moved to five minutes, because some courses are only five or six minutes. We should have a resolution sometime in October.

Reminder: If you need any assistance with SLMS, the SLMS Help Desk is available from 8:30 a.m. to 5:00 p.m., Monday through Friday, excluding holidays, at (518) 473-8087 or SLMSHelpDesk@goer.ny.gov.