

THIS MONTH'S TIP

Having Trouble

Finding Activities?

To make an activity easier for a learner to find when browsing the catalog, be sure to include the facility, the start date, and the end date when setting up the activity. Many learners want to know where the training is taking place before they decide to enroll. When the facility is tied to the activity they will see it directly in the catalog without drilling down to the activity details.



November 2012 Newsletter

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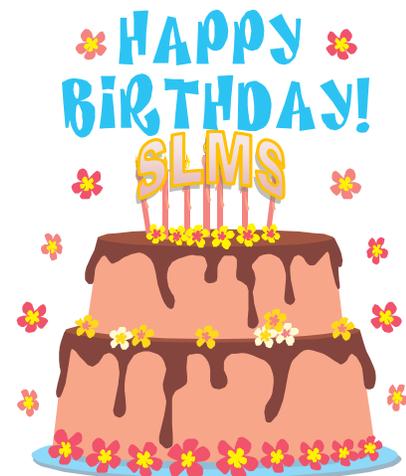
- Reporting on Mandatory Training
- Happy Birthday SLMS

Reporting on Mandatory Training

There are a number of ways for administrators to see which learners have completed mandatory training. If the training is within your agency's learning environment, you can run an *Item Completion* report. If the training belongs to another learning environment, administrators can run an *Activity Roster* report. If these reports are not providing complete information, a *Query Request* form, may be completed and sent to the SLMS Help Desk. The Query Request should specify what information you need, and SLMS Central Administration will answer the query. If this is a report that will be run frequently, make a note that you would like the query saved and made available to you. We will then issue the *Query Viewer* role to the requester and the report can be run at your convenience.

Happy Birthday SLMS

It has been one year since the launch of SLMS on October 18, 2011. From the initial six agencies there are now 27 agencies using SLMS as their learning management system, with more to come. SLMS has over 600,000 learners and over two million enrollment records. Within the first year we have completed a number of enhancements including the new HR role, Empire KnowledgeBank courses and license management, and a new website. In addition, SLMS won the Best of NY Award in the category for the **Best Application Serving an Agency's Business Needs** from the Center for Digital Government.



OCTOBER 2012 ADMINISTRATOR MEETING MINUTES

Administrator Updates

- **HR Administration Role**

The HR Admin Tool is now available in SLMS. A memo went out to Training Directors on this tool, and the role recipients were also granted access and notified. The HR Administrator Role allows administrators to individually update each learner's information, create profiles for new learners, and bulk load their spreadsheet directly into SLMS. When bulk loading spreadsheets that are very large, the administrator should break the file down into smaller spreadsheets. This will reduce the amount of time it takes to upload them.

- **SLMS Website and Login Page**

The SLMS website redesign is now live. Information is separated into different sections for each type of user. The new updates are in the sections for learners, managers and administrators, showing pertinent information for each role. Work is underway on a new login page that will contain login information for the different types of users accessing the system.

- **SLMS Training Environment**

The training environment was refreshed on October 12. Anything that was created that is not currently in Production was erased. Passwords were also erased. Please contact Jim Sammons or the SLMS Help Desk to request a new training password if needed.

- **Mandatory Training**

All state employees have mandated training that they are required to complete. For mandatory training, you can mass enroll your learners or create a learning plan containing multiple activities. If you are interested in creating a program for mandated training, the UPK for programs is a fantastic place to get information about creating programs. There are UPKs for all tasks and all roles on the SLMS website.

- **System Enhancement**

A new system feature has been launched. For any role a learner has, there is a quick-tips pagelet for that role. These contain links to information that will assist users with their various tasks in SLMS, including self-enrolling, approving staff requests, and managing their learners' data. Three new pagelets have been implemented for learners, managers and HR administrators.

- **Query Role**

The query role should be ready by the second week of November. We are also finalizing the webinar scheduled for November 8 for individuals who took the training in May. This webinar will then be available on SLMS for future reference.

Questions, Comments, Suggestions

- **Can the template for State employees be used for contractors and temporary employees as well?**
Yes, they will all need to be uploaded on the same template. All previous versions of the template should have their data exported to the new template and the old version should be deleted.
- **Some State agencies are hosted by other agencies. Will the administrators of the hosting agency have access to their hosted agencies?** For example, the Office of General Services hosting Office for the Aging.
Yes, we can grant access for administrators to see information from other learning environments, if we receive an SLMS Administrator Request form.
- **Is there online training currently available that provides information regarding reasonable accommodations?**
No, however, if there is a request for a training not currently available on SLMS, the requesting agency should contact GOER's training unit.
- **Which mandatory trainings are currently available online in SLMS?**
The following mandatory trainings are available: Sexual Harassment Prevention, Cyber Security Awareness, Domestic Violence and the Workplace, Internal Controls - Controlling Risk in the Workplace, Infection Control Relicensing Course for New York State Professionals, and Privacy and Security of Health Information in New York State (formerly HIPAA). To find more training, go to **Search Catalog, Advanced Search**, change **Type** to **Online**, select **Category Mandated Training** (Federal, State, and Local Policies), select **Search** button. Agencies can also make their online content available to other agencies by adding the desired learner groups to their online activities.
- **How long are employee records retained in SLMS?**
All employee records are kept indefinitely in SLMS. Once an employee has left the State, the employees' account status is changed to "Inactive" and the agency will no longer have access to the learner's records. The agency may submit a request to the SLMS Help Desk requesting a copy of the learner's records if they are needed.
- **Is there any way to expedite the process of transferring a learner from one learning environment to another?**
Since system start up there has been a delay in getting learners who are new to your learning environment into the system. The new HR Admin role will now expedite most of these requests. However, if a learner is coming from another agency, the new agency must wait until Payroll reports to the SLMS system that the learner is now employed by the new agency before the new agency will have access to the learner. This usually happens the Monday following the date the learner receives his or her first paycheck from the new agency. For any learner who needs to be enrolled in training before they are available in your learning environment, please send a request to the SLMS Help Desk with the employee's name, previous agency, N number and the class you would like to enroll them in. We can then administratively enroll the learner into the activity. Please note the learner will still see their information from their old agency in their account, but will be able to access the training.

- **When looking at the All Learning page in SLMS, why is the date reflected different from the date of the activity and is there any way to change this?**

The date column reflects the date of the last status change (For example, enrolled date and the date the learner was graded). A learner, manager or administrator can determine the date the activity took place on by clicking on the activity name to view the details of the activity. Learners can also refer to the enrollment and completion emails generated by SLMS.

- **Who will be managing the SLMS information for learners involved in the ITS Transformation merger?**

We are still looking into this and how it will affect employees and administrators within the SLMS system. We will keep everyone posted on the latest information as it becomes available.

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.