



# TRAIN Florida Training Content External Server Process July 2017

*Your comprehensive guide to DOH LMS e-learning support and management*

To protect, promote & improve the health of all people in Florida through integrated state, county & community efforts.

**It's a New Day in Public Health**



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## Section 1 – Overview

In accordance with the **Florida Department of Health Training Content Standards**, the Florida Department of Health (DOH) learning management system (LMS) delivery method requirements support the Department's goal to standardize the DOH LMS processes.

### The requirements are as follows:

- **All training content files and resources must reside on an external server.** This allows the TRAIN Florida learner access 24 hours a day, seven days a week.
- All course titles, learner guides and resources must follow the [TRAIN Florida Naming Conventions](#).
- If the course has a corresponding learner guide, it must be ADA compliant. See the [Florida Department of Health Training Content Standards](#), Section 9.10.
- (Note: Courses using closed captions are not required to have a learner guide).
- All courses must be delivered in accordance with the [DOH LMS Internal Operating Procedures \(IOP\)](#), Section IV, (D) Course Creation Standards and Approval.
- All audio-visual course materials must comply with the [DOH LMS Flash and Video Procedures](#).

**This document establishes procedures for centralizing DOH training content files and resources into one, external server location.** This provides learners access to the DOH LMS 24-hours-a-day, seven-days-a-week.

All TRAIN Florida Administrators and Course Providers who provide training content to the DOH workforce, Public Health System Partners, and community-based organizations through TRAIN Florida shall abide by these established procedures.

Local Levels shall not deviate from these requirements, and may add additional internal procedures to meet these requirements.

### **NOTE:**

Program areas with restricted, secured, or sensitive trainings are exempted from hosting their training content on the external server.

## Section 2 – Course Provider Requirements

The process for moving the training content files, learner guides, and additional support documents to an external server, and ensuring the correct TRAIN Florida naming convention, begins with the Course Provider or the designated DOH LMS Local Support Team employee assigned to the Course Provider role. [See Appendix I](#)

- Step 1** - The Course Provider or designated DOH LMS Local Support Team employee has, or receives, the location path of the training content files, learner guide and, if applicable, additional support documents.
- Step 2** - The Course Provider will use the **TRAIN Florida Training Review Rubric** checklist to begin the content quality assurance process. This includes building the course in the TRAIN Florida staging server, the [Sandbox](#). The review rubric document shall be retained for audit. [See Appendix II](#)
- Step 3** - Upon review, if the training content files, learner guide, and additional support documents meet the criteria established in the [Florida Department of Health Training Content Standards](#), the Course Provider will forward the training content files, learner guide, and support documents, or the location paths, to the DOH LMS Administrator or designated DOH LMS Local Support Team for approval.
- Step 4** - If the training content files, learner guide and support documents **do not** meet the criteria established in the **Florida Department of Health Training Content Standards**, the Course Provider will notify the content developer, and wait for the updates or changes, then review the revised content files.
- Step 5** - Upon receipt of the URL(s) for the training content files, learner guide, and additional support documents from the DOH LMS Site Administrator(s), the Course Provider will continue building out the full TRAIN Florida course for approval to go live in TRAIN Florida.

## Section 3 – DOH LMS Local Administrator Requirements

The DOH LMS Local Administrator, or designated DOH LMS Local Support Team assigned with the TRAIN Florida Course Approval role, is required to provide a review of the training content files, learner guides, and additional support documents. [See Appendix I](#)

- Step 1** - The DOH LMS Local Administrator, or designated DOH LMS Local Support Team, has or receives the location path of the training content files, learner guide, and if applicable, additional support documents.
- Step 2** - The DOH LMS Local Administrator, or designated DOH LMS Local Support Team employee, will use the **TRAIN Florida Training Review Rubric** checklist to begin the content quality assurance process. The document shall be retained for audit. [See Appendix III](#)

- Step 3 -** Upon review, and if the training content files, learner guide, and additional support documents meet the criteria established in the [Florida Department of Health Training Content Standards](#), the DOH LMS Local Administrator, or designated DOH LMS Local Support Team, will forward the training content files, learner guide, and any additional support documents, or location path, to the Local Web Master for uploading to the local DOH Webdev folder.
- Step 4 -** If the training content, learner guide, and additional support documents **do not** meet the criteria established in the **Florida Department of Health Training Content Standards**, the DOH LMS Local Administrator or designated DOH LMS Local Support Team will notify the Course Provider, and wait for the updates or changes to be re-submitted for review.

## Section 4 – Local Webmaster Requirements

The Local Web Master is required to upload the approved training content files, learner guide and additional support documents to the DOH webdev folder. [See Appendix I.](#)

- Step 1 -** Upon receipt of the location path or the training content files, learner guide and additional support documents from the DOH LMS Local Administrator or designated DOH LMS Local Support Team, the Local Web Master will move the files and documents to the designated DOH webdev folder.
- Step 2 -** Upon completion, the Local Web Master will e-mail the DOH LMS Site Administrator(s) at [DOHLMSSupport@flhealth.gov](mailto:DOHLMSSupport@flhealth.gov) with the following information:
- DOH Webdev folder name
  - Content files, learner guide, and additional support documents names
  - Enter **Move to External Server** in the Subject line

## Section 5 – DOH LMS Site Administrator Requirements

The DOH LMS Site Administrator(s) is required to provide a review of the training content files, learner guides, and additional support documents, and submits the Web Update request to the DOH Web Team by 2:00 p.m. daily. [See Appendix I](#)

- Step 1 -** Upon receipt of the e-mail from the Local Web Master, the DOH LMS Site Administrator(s) will conduct a compliance review of the files and documents.
- Step 2 -** The DOH LMS Site Administrator(s) will use the **TRAIN Florida Training Review Rubric** checklist to begin the content file quality assurance process. [See Appendix IV](#)
- Step 3 -** If the training content files, learner guide and support documents do not meet the criteria established in the [Florida Department of Health Training Content Standards](#), the DOH LMS Site Administrator(s) will notify the Course Provider and wait for the updates or changes to be re-submitted for review.

- Step 4** - Upon review, if the training content files, learner guide, and support documents meet the criteria established in the **Florida Department of Health Training Content Standards**, the DOH LMS Site Administrator(s) will update the Web Update document, and DOH Webdev folder location, and submit the document to the DOH Web Team by 2 p.m. daily.
- Step 5** - If the DOH Web Team contacts the DOH LMS Site Administrator(s) via e-mail, and indicates the training content files, learner guide, and support documents **do not** meet the DOH established web criteria, the DOH LMS Site Administrator(s) will notify the Course Provider, and wait for the updates or changes to be re-submitted for review.
- Step 6** - Upon receipt of the external server URL(s) for the training content files, learner guide, and additional support documents via e-mail from the DOH Web Team, the DOH LMS Site Administrator(s) will e-mail the URL(s) for the training content files, learner guide, and additional support documents to the Course Provider.

## Section 6 – DOH Web Team Requirements

The DOH Web Team is required to provide a review of the training content files, learner guides, and support documents to ensure they meet DOH web requirements, and generate the URL(s) within 24 hours of submission. [See Appendix I](#)

- Step 1** - Upon receipt of the Web Update request from the DOH LMS Site Administrator(s), the DOH Web Team will conduct a compliance review of the files and documents.
- Step 2** - If the training content files, learner guide, and support documents **do not** meet the DOH established web criteria, the DOH Web Team will notify the DOH LMS Site Administrator(s) and wait for the updates or changes to be re-submitted for review.
- Step 3** - If the training content files, learner guide, and support documents do meet the DOH established web criteria, the DOH Web Team will upload files and documents and e-mail the external server URL(s) to the DOH LMS Site Administrator(s).

## Section 7 – Contact Information

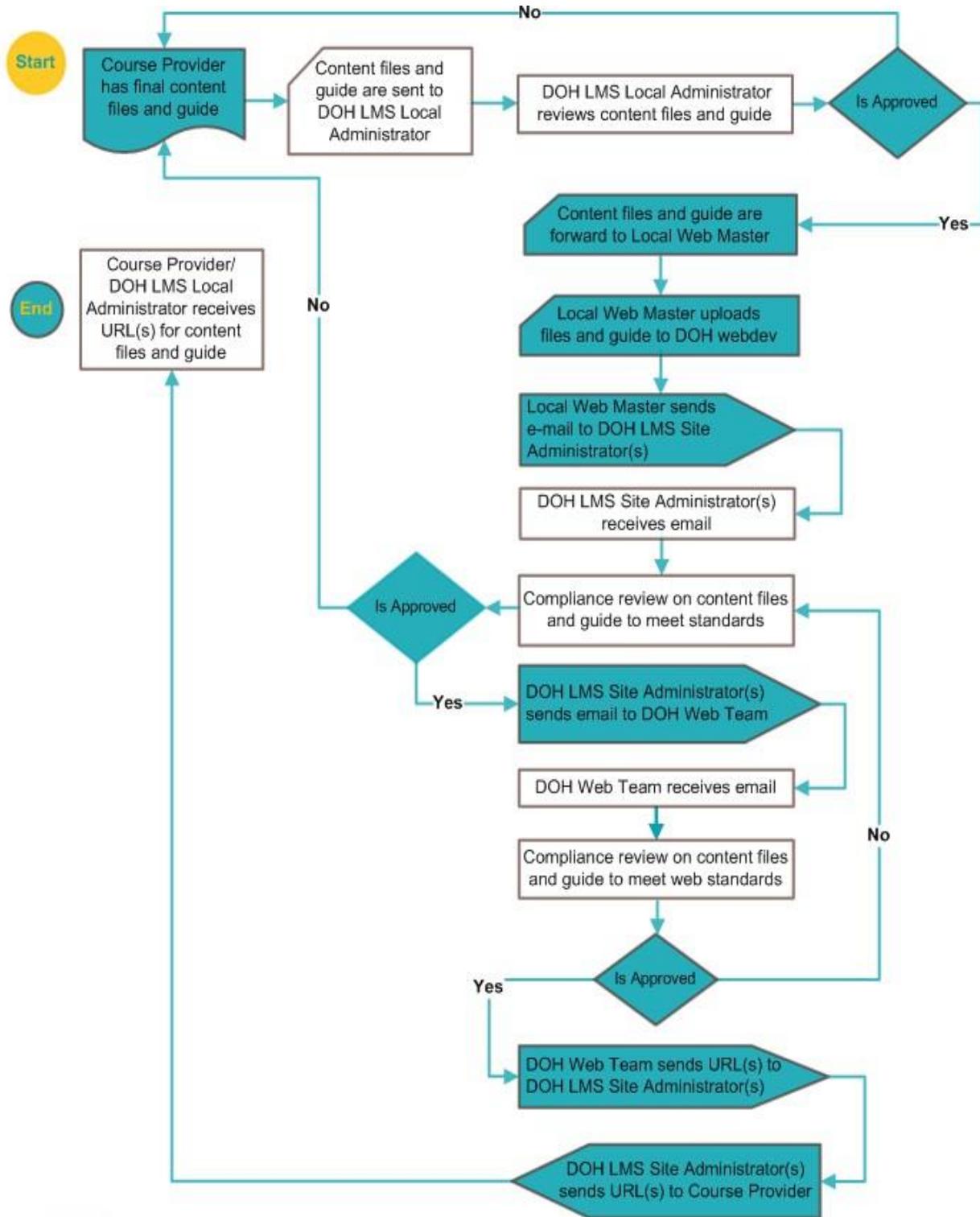
If you have any questions, concerns, regarding the Training Content External Server Process, please contact the DOH LMS Support Team:

Email: [DOHLMSSupport@flhealth.gov](mailto:DOHLMSSupport@flhealth.gov)

Phone: 850-245-4008

Appendix I

TRAIN Florida Training Content External Server Process Map





Appendix II

TRAIN Florida Training Review Rubric – Course Provider

TRAIN Florida - Training Review Rubric - Course Provider			
This rubric provides the criteria that the TRAIN Florida Course Provider will use to ensure that reviewed trainings meet the DOH Training Development Standards, follow the DOH LMS Internal Operating Procedures (IOP), are of high quality and are competency based. It is the guide for both the Reviewer and Course Provider. The Training Content Standards and the DOH LMS IOP provide additional explanation about each element and are available on the TRAIN Florida Knowledge Center Webpage.			
<b>Course Title:</b>			<b>Date:</b>
<b>Do each of the following items meet the standard?</b>	<b>Yes</b>	<b>No</b>	<b>Comments</b>
1) Equivalent course does <b>not</b> exist in TRAIN Florida.			
1a) Course is posted in the TRAIN Florida staging server			
2) Course Details are complete and accurate.			
2a) Followed the correct course naming convention.			
3) Learning Objectives are measurable and align with the content.			
4) Course uses appropriate presentation template, including: agency branding, color scheme, font type and formatting.			
5) Audio is clear and smooth to promote learning, script matches audio, and both align with the course presentation (online course).			
6) Graphics, animation, and images are relevant to the course, promote adult learning, and are ADA compliant.			
7) Course is accessible to all persons in accordance with the Americans with Disabilities Act.			
8) Course is organized in sections/modules 30 minutes or less in length, providing a logical delivery of information, with an introduction, body, summary, and conclusion.			
9) Online course meets DOH IT flash and/or video presentation requirements.			
10) Delivery method is appropriate for course.			
11) Intended target audience and course visibility are appropriate.			
12) Training credit type, certificates, and accreditations are addressed appropriately for the course.			
13) Training level (Introductory/Intermediate/Advanced) is appropriate.			
14) Competencies/Capabilities are identified and align with the content.			
15) Registration, custom user information and attachments are appropriate for the course.			
16) Prerequisites are identified (if applicable).			
17) Course contact information is provided.			
18) An assessment of participant learning/skill development related to the course objectives as developed and assigned. Assessment is appropriate for course content.			
19) The evaluation is developed and assigned.			
20) A Trainer Manual with a lesson plan and set-up instructions is provided (for classroom courses).			
21) The Learner Guide uses appropriate template and is provided for online/self-paced courses.			
<b>Comments:</b>			
<b>Course Provider:</b>			<b>Date:</b>
<b>Comments:</b>			
<b>Subject Matter Expert/Reviewer:</b>			<b>Date:</b>





Appendix III

TRAIN Florida Training Review Rubric – Administrator

TRAIN Florida Training Review Rubric - Tier 1			
This rubric provides the criteria that the TRAIN Florida Local Administrator and Support Team will use to ensure that reviewed trainings meet the DOH Training Development Standards, follow the DOH LMS Internal Operating Procedures, are of high quality and are competency based. It is the guide for both the reviewer and Local Administrator. The Training Content Standards and the DOH LMS IOP provide additional explanation about each element and are available on the TRAIN Florida Knowledge Center webpage.			
<b>Course Title:</b>			<b>Date:</b>
Do each of the following items meet the standard?	Yes	No	Comments
1) Equivalent course does <b>not</b> exist in TRAIN Florida.			
2) The TRAIN Florida Course Provider and Subject Matter Expert/Reviewer have developed and reviewed the course, posted the course in the TRAIN Florida staging server, and submitted the course, and course materials for review by the TRAIN Florida Local Administrator.			
3) Course Details are complete and accurate.			
3a) Followed the correct course naming convention.			
4) Learning Objectives are measurable and align with the content.			
5) Course uses appropriate presentation template, including: agency branding, color scheme, font type and formatting.			
6) Audio is clear and smooth to promote adult learning, script matches audio, and both align with the course (online course).			
7) Graphics, animation, and images are relevant to the course, promote learning, and are ADA compliant.			
8) Course is accessible to all persons in accordance with the Americans with Disabilities Act.			
9) Course is organized in sections/modules 30 minutes or less, providing a logical delivery of information, with an introduction, body, summary, and conclusion.			
10) Online course meets DOH IT flash and/or video presentation requirements.			
11) Delivery method is appropriate for course.			
12) Intended target audience and course visibility are appropriate.			
13) Training credit type, certificates, and accreditations are addressed appropriately for the course.			
14) Training level (Introductory/Intermediate/Advanced) is appropriate.			
15) Competencies/Capabilities are identified and align with the content.			
16) Registration, custom user information and attachments are appropriate for the course.			
17) Prerequisites are identified (if applicable).			
18) Course contact information is provided.			
19) An assessment of participant learning/skill development related to the course objectives is developed and assigned. Assessment is appropriate for course content.			
20) The evaluation is developed and assigned.			
21) A Trainer Manual with a lesson plan and set-up instructions is provided (for classroom courses).			
22) The Learner Guide uses appropriate template and is provided for online/self-paced courses.			
<b>Recommendation:</b>			<b>Date:</b>
<b>Reviewer:</b>			<b>Role:</b>





Appendix IV

TRAIN Florida Training Review Rubric – Site Administrator

TRAIN Florida - Training Review Rubric - Tier 2			
This rubric provides the criteria that the TRAIN Florida Site Administrators and DOH LMS Support Team uses to ensure that trainings meet the DOH Training Development Standards, follow the DOH LMS Internal Operating Procedures, are of high quality and are competency based. It is the guide for both the reviewer and Site Administrator. The Training Content Standards and the DOH LMS IOP provide additional explanation about each element and are available on the TRAIN Florida Knowledge Center Webpage.			
Course Title:			Date:
Do each of the following items meet the standard?	Yes	No	Comments
1) Equivalent course does <b>not</b> exist in TRAIN Florida.			
2) TRAIN Florida Local Administrator review was conducted, including course content, instructor and participant materials. Course set up in TRAIN Florida staging server.			
3) Course Details are complete and accurate and checked for aesthetics.			
3a) Followed the correct course naming convention.			
4) Learning Objectives are measurable and align with the content.			
5) Course uses appropriate presentation template, including: agency branding, color scheme, font type and formatting.			
6) Audio is clear and smooth to promote adult learning, script matches audio, and both align with the course presentation (online course).			
7) Graphics, animation, and images are relevant to the course, promote learning, and are ADA compliant.			
8) Course is accessible to all persons in accordance with the Americans with Disabilities Act.			
9) Course is organized in sections/modules 30 minutes or less, providing a logical delivery of information, with an introduction, body, summary, and conclusion.			
10) Online course meets DOH IT flash and/or video presentation requirements.			
11) Delivery method is appropriate for course.			
12) Intended target audience and course visibility are appropriate.			
13) Training credit type, certificates, and accreditations are addressed appropriately for the course.			
14) Training level (Introductory/Intermediate/Advanced) is appropriate.			
15) Competencies/Capabilities are identified and align with the content.			
16) Registration, custom user information, and attachments are appropriate for the course.			
17) Prerequisites are identified (if applicable).			
18) Course contact information is provided.			
19) An assessment of participant learning/skill development related to the course objectives is developed and assigned. Assessment is appropriate for course content.			
20) The evaluation is developed and assigned.			
21) A Trainer Manual with a lesson plan and set-up instructions is provided (for classroom courses).			
22) The Learner Guide uses appropriate template and is provided for online/self-paced courses.			
Recommendation: REVIEW attached document for suggest changes.			Date:
Reviewer:			Role:

