TRAIN Florida Administrator Orientation

Learner Course Guide

FY 2013-2014

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

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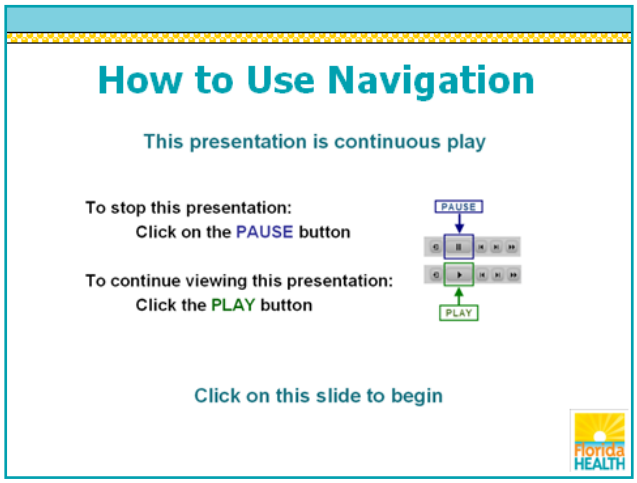
Slide 1 - Welcome Title Slide

Welcome to the TRAIN Florida Administrator Orientation presentation.

This orientation will provide you with an overview of the knowledge and resources you will need to act as a Local Administrator in the Florida Department of Health's (DOH) learning management system (LMS) TRAIN Florida.

Slide 2 - How to Use Navigation



In order to make your viewing experience as easy as possible during the course of this presentation we are providing these navigation instructions.

This presentation is formatted for continuous play.

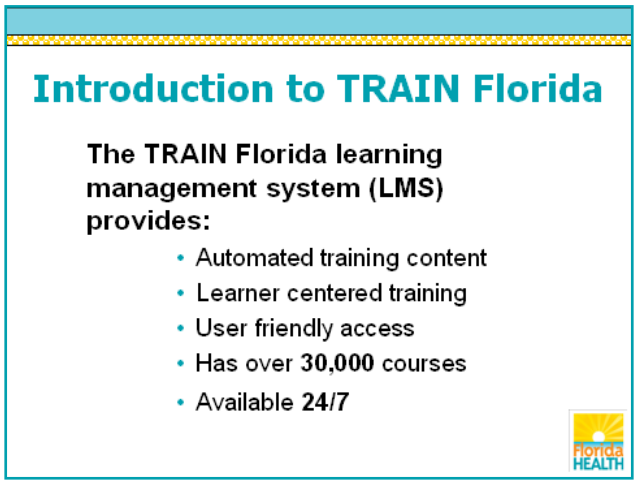
If you need to stop the presentation, click on the PAUSE button, on the bottom left of the screen.

When you are ready to continue your viewing, click on the PLAY button, on the bottom left of the screen.

Please keep these instructions in mind as you proceed with this presentation.

To begin viewing this presentation, you will need to click directly on this slide, now.

Slide 3 - Introduction to TRAIN Florida



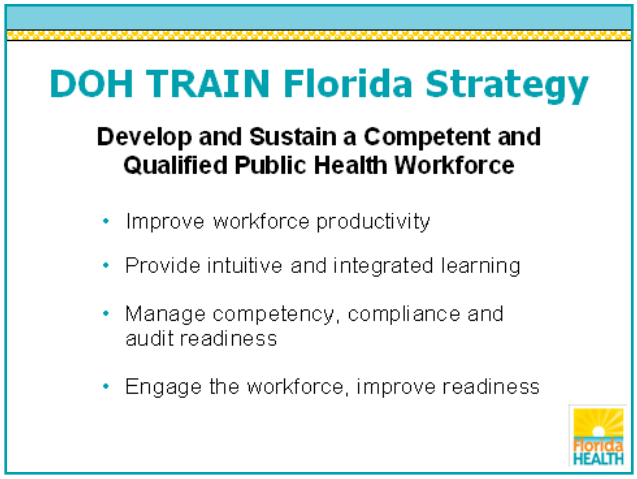
Let's review what the TRAIN Florida learning management system provides to the Department.

The TRAIN Florida Learning Management System (LMS) provides:

- automated training content
- learner centered training, and
- user friendly access

The TRAIN system has approximately **30,000** courses accessible to all TRAIN users, and TRAIN Florida is available **twenty four hours a day, seven days a week.**

Slide 4 - DOH TRAIN Florida Strategy

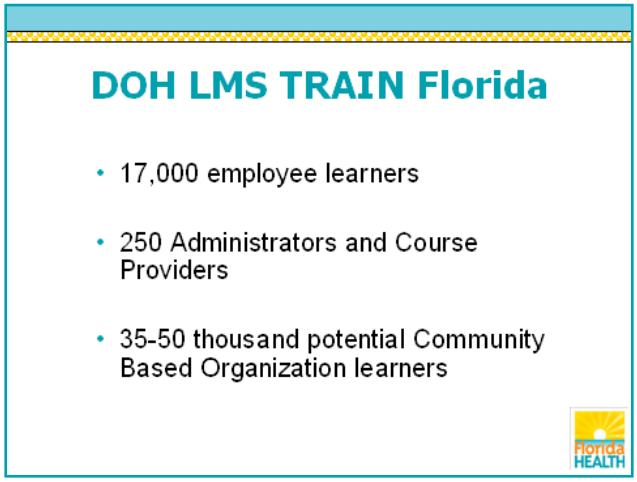


The Florida Department of Health is committed to **Developing and Sustaining a Competent and Qualified Public Health Workforce**, and must ensure that employees have the knowledge, skills, and abilities to support the mission of the Department. TRAIN Florida is a key part of this commitment.

The DOH Train Florida strategy is to:

- Improve workforce productivity
- Provide an intuitive and integrated learning
- Manage competency, compliance, and audit readiness, and
- Engage the workforce and improve readiness

Slide 5 - DOH LMS TRAIN Florida

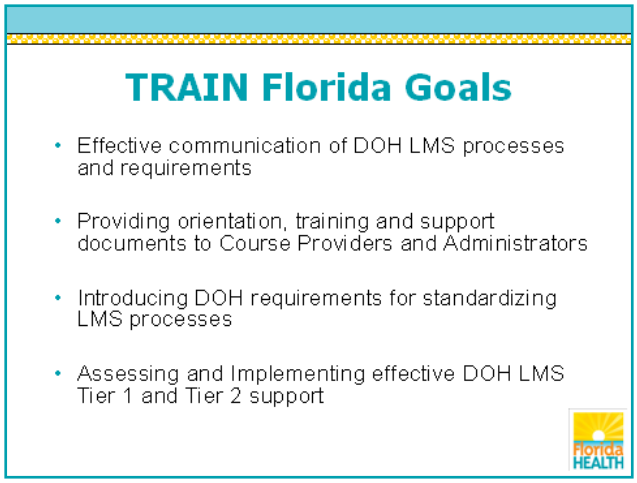


Successfully managing a large enterprise often requires some functions to be standardized.

DOH will have approximately 17,000 employee learners, 250 Administrators and Course Providers, and 35 to 50 thousand potential Community Based Organization learners actively using TRAIN Florida.

As a TRAIN Florida Administrator you will join the statewide DOH LMS Support team in their commitment to support the Department's goal of standardizing our training process.

Slide 6 - TRAIN Florida Goals



The Department's goals for the DOH LMS Support Team include:

- Effective communication of the new DOH LMS processes, and TRAIN Florida requirements
- Providing TRAIN Florida orientation and training, along with the DOH LMS Support documents to the DOH LMS Administrators and Course Providers
- Introducing DOH requirements for standardizing the learning management system processes, and
- Assessing and implementing applicable adjustments to the TRAIN Florida requirements for effective DOH LMS Tier 1 and Tier 2 support.

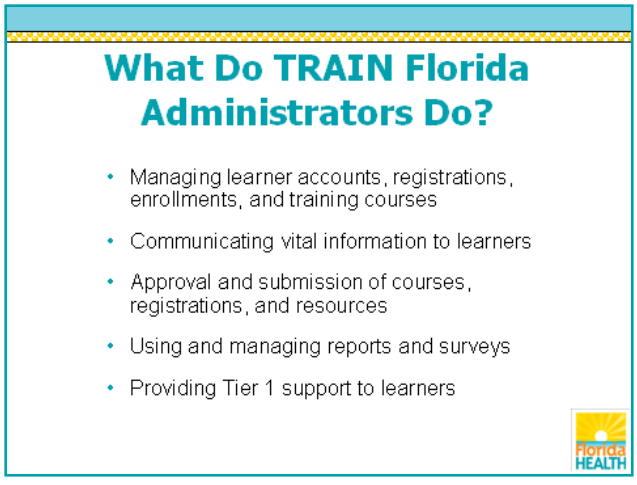
Slide 7 - Welcome Administrators!

Thank you for taking on the role of TRAIN Florida Administrator.

By assuming this important role you are helping to promote the Department's goal of standardizing our DOH training and our professional development, by providing your area with training information and support within the TRAIN Florida system.

For up to date TRAIN Florida Administrator resources and information we encourage you to visit and return to the TRAIN Florida Knowledge and Resource Center's, Administrator's Page, linked on this slide.

Slide 8 - What Do TRAIN Florida Administrators Do?



As an approved DOH LMS TRAIN Florida Administrator you will perform many vital tasks within TRAIN Florida.

These tasks include, but are not limited to:

- Managing learner accounts, enrollments, registrations and roles, training course availability, assessments, and group visibility
- Communicating vital information to learners via announcements, discussion groups, e-mail, and calendar events
- Approval and submission of courses, registrations and resources
- Using and managing reports, and surveys, and
- Providing Tier 1 support to TRAIN Florida learners

Slide 9 - Orientation Objectives

By the end of this TRAIN Florida Administrator Orientation, you will be able to:

1. Understand the TRAIN Florida system features
2. Identify the DOH LMS Support documents
3. Understand the TRAIN Florida Administrator and Course Provider roles and permissions
4. Understand TRAIN Florida learner profile registration
5. Explain the TRAIN Florida Groupings
6. Provide TRAIN Florida Tier 1 support to your assigned DOH area

Slide 10 - System Features (Objective 1)

TRAIN Florida gives the Department a professional advantage in training and developing our public health workforce. The DOH LMS TRAIN Florida system is available 24 hours a day, seven days a week.

TRAIN Florida Administrators and Course Providers are approved and assigned by DOH division directors and CHD administrators, to manage the system tools and resources.

Let's review some of the key TRAIN Florida system features you will manage that will benefit the DOH executive staff, division directors and administrators, DOH supervisors, and most importantly DOH employees.

Slide 11 - System Features II (Objective 1)

This and the following slide show a sample of the key system features you can expect to find in the LMS:

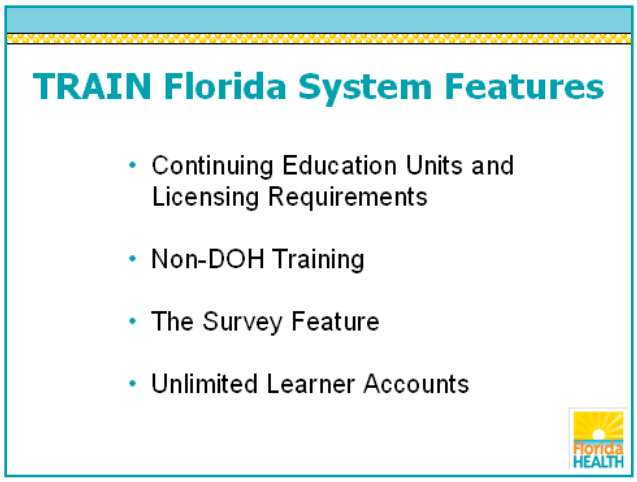
Communication Features
The TRAIN Florida communication features allow administrators to post important information to TRAIN Florida users through announcements, discussion boards and course descriptions.

Customized Training Certificates
DOH LMS Administrators and Course Providers can include the number of CEUs and license number on course certificates.

Core Competencies in TRAIN Florida
The competency sets used in TRAIN have been shortened, or condensed to make it quick and easy for Course Providers to assign them when listing courses.

The TRAIN core competencies are the same used by the Council on Linkages. The tiers, domains, and competencies are available, and assigned to all DOH courses.

Slide 12 - System Features III (Objective 1)



Continuing Education Units and Licensing Requirements
Successfully tracking accurate continuing education units (CEUs) and licensing requirements has been a challenge for the Department in the past. The TRAIN Florida course and class fields allow the TRAIN Florida Administrators to assign CEUs and provide licensing information to the learner, and have the information posted to the learner's training transcript and certificates.

Non-DOH Training Activities
Through an approval process, employees can add non-DOH trainings to their account, upload a certificate of completion that has been approved by a supervisor, and have the training posted to their training transcript.

The Survey Feature
TRAIN Florida Administrators can create, assign and manage workforce development surveys to any DOH group, job classification, or training plan assignment.

Unlimited Learner Accounts
TRAIN Florida provides DOH with unlimited learner accounts. This will allow DOH interns, volunteers, contractors, federal assignees and our potential 35,000 community based organizations and other public health partners, to be added to and tracked as learners in the LMS.

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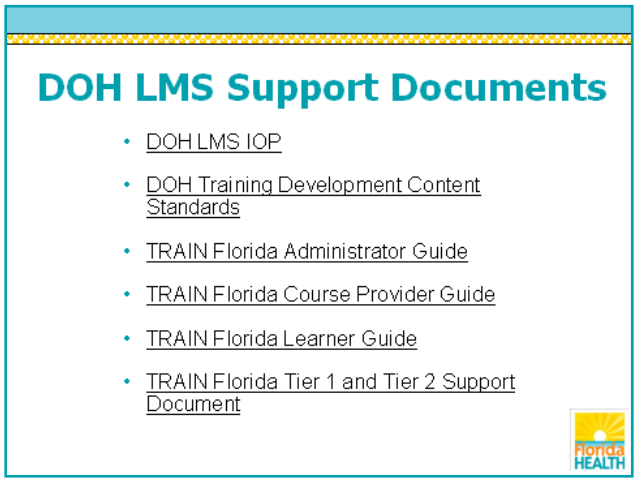
Slide 13 - DOH LMS Support Documents (Objective 2)



As an Administrator you will have access to the DOH LMS Support documents. These documents help to standardize DOH LMS processes, and training. You can access these documents via links on this slide.

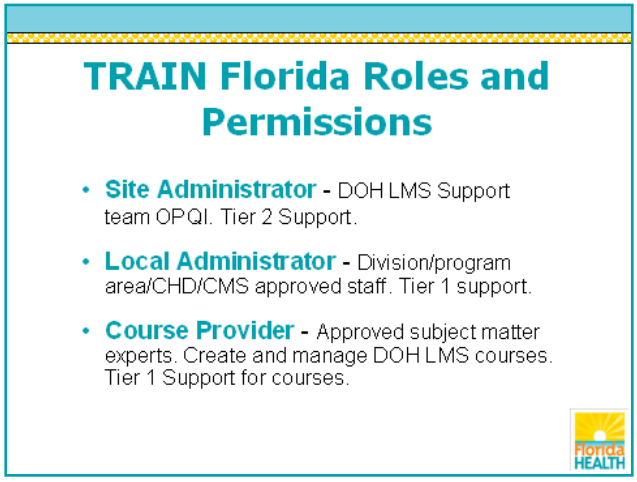
The **DOH LMS Internal Operating Procedures (IOP)** supports the DOH Training Policy. It provides standardized procedures to ensure all DOH LMS users have the knowledge, skills, and abilities to utilize the Department's learning management system.

The **DOH Training Development Content Standards** document is designed to ensure trainings produced through the Department of Health are of high quality and fit the strategic objectives of the system.

The **TRAIN Florida Administrator, Course Provider and Learner Guides** are based on the logic flow of the TRAIN Florida application. The documents are user friendly and include steps for completing tasks within the system.

The **TRAIN Florida - Tier 1 and Tier 2 Support Document** process sets the standard for all of the TRAIN Florida User Guides and customer service in regards to questions, concerns, and/or comments related to TRAIN Florida.

Slide 14 - TRAIN Florida Roles & Permissions (Objective 3)



TRAIN Florida has three basic roles and permissions to support and manage the system:

- **Site Administrator** – This role is assigned to the DOH LMS Support team and is made up of staff in Central Office, the Office of Performance and Quality Improvement (OPQI). The responsibilities include, but are not limited to tasks related to overall administration of the TRAIN Florida site, as well as communication and coordination with TRAIN Florida Administrators, Course Providers, learners, partners and sponsors regarding TRAIN Florida. Tier 2 support and technical assistance.
- **Local Administrator** – DOH division, program area, CHD and CMS staff assigned locally to manage TRAIN Florida at the local level. Roles include Lead, Support and Course Administrators. Responsibilities include, but are not limited to all site permissions, managing student activities, training plans, courses, and scheduling classes. Tier 1 support and technical assistance.
- **Course Providers** – DOH division, program area, CHD and CMS staff assigned to manage TRAIN Florida courses at the local and state level. Responsibilities include, but are not limited to building courses into TRAIN Florida, managing course content permissions, learner registration, and enrollment of learners into courses. Tier 1 support for courses.

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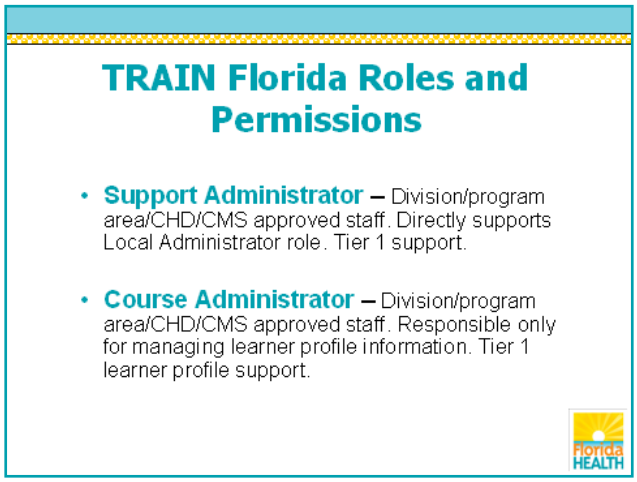
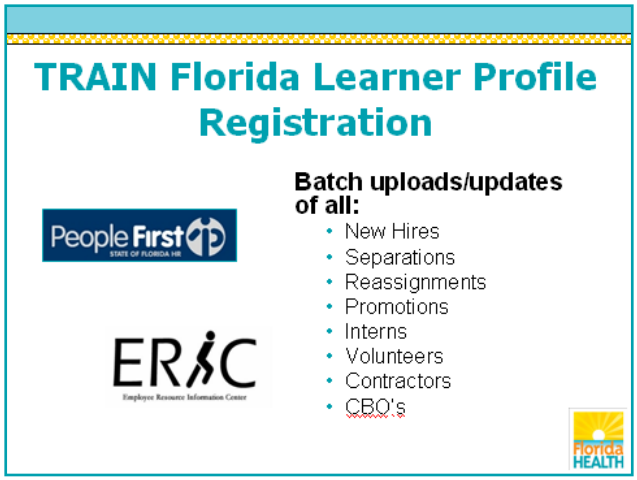
Slide 15 - TRAIN Florida Roles & Permissions II (Objective 3)



There are also two key Support Administrator roles that work directly with Local Administrators to help manage the TRAIN Florida system:

- **Support Administrator** – DOH division, program area, CHD and CMS staff assigned locally. Responsibilities include management of learner trainings, course registration, profile information and other support roles as needed and assigned by local leadership to support the TRAIN Florida Local Administrator. Tier 1 support and technical assistance.
- **Course Administrator** – DOH division, program area, CHD and CMS staff assigned locally. Responsibility is limited to the management of local level TRAIN Florida learner profile information and Tier 1 support for learners regarding profiles.

Slide 16 - TRAIN Florida Learner Profile Registration (Objective 4)



The TRAIN Florida learner profile registration process is an automated process.

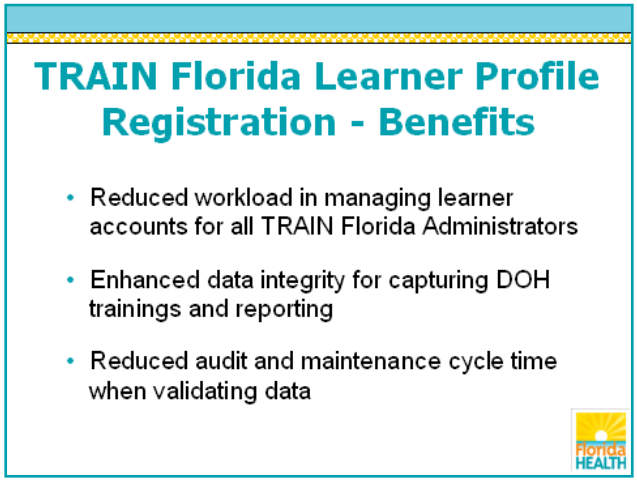
Using People First and Active Directory information the Department has automated the DOH learner profile registration process by batch uploading all new hires, separations, reassignments, promotions on a regular schedule.

As a Local Administrator this process will remove this potentially time consuming process from your duties. However you will have the ability to manually add or update learner profiles on an individual, as needed basis.

Using the ERIC database, TRAIN Florida Site Administrators also have a process in place to batch upload all interns, volunteers, contractors and CBO's.

The Site Administrators will use the TRAIN Florida Duplicate Account Verification process to manage remove duplicate account information if it should occur.

Slide 17 - TRAIN Florida Learner Profile Registration - Benefits (Objective 4)



By automating TRAIN Florida learner profile registrations using batch uploads, the Department benefits from:

- Reduced workload in managing learner accounts for all TRAIN Florida Administrators
- Enhanced data integrity for capturing DOH trainings and reporting, and
- Reduced audit and maintenance cycle time when validating data

Slide 18 - TRAIN Florida Groups (Objective 5)

The key to TRAIN Florida is understanding the simple group structure that controls membership. Every learner registered in TRAIN Florida belongs to at least one group.

With each group membership comes access to different resources and information tailored for that group including: announcements, discussion boards, resources and training courses as assigned by a TRAIN Florida Administrator.

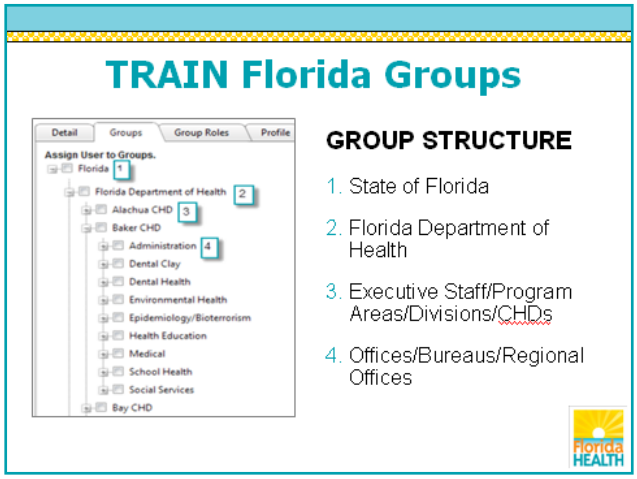
Slide 19 - TRAIN Florida Groups - Group Structure (Objective 5)

TRAIN Florida has two distinct group structures.

Group one consists of all Department employees with a People First account and DOH network access including SMS, SES, Career Service and OPS employees.

Group two consists of all DOH interns, volunteers, contractors and Community Based Organizations or CBO's.

Slide 20 - TRAIN Florida Groups - Group Structure II (Objective 5)



Within each of the two group structures are four levels:

Level 1 is the State of Florida

Level 2 is the Florida Department of Health

Level 3 is the top level consisting of Executive Staff, Program Areas, Divisions and County Health Departments, and

Level 4 are the sub-levels, consisting of Offices, Bureaus and Regional Offices. Each sub-level can have additional sub-levels, as required.

Slide 21 - TRAIN Florida Groups - Group Structure III (Objective 5)

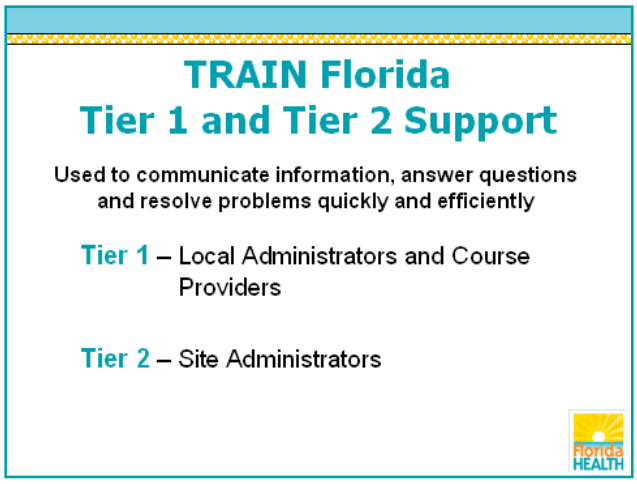
Why two groups?

By separating Department staff accounts in TRAIN Florida, the group structure allows for more accurate recording, and reporting of learner training data in the system.

The group one structure allows the Department to use existing applications such as Active Directory and FIRS, to automate the DOH employee learner registration process, assigning and managing the Master Training Plans, effectively manage class enrollments and generate accurate DOH training and Human Resource reports.

The group two structure allows the Department to use the ERIC database system to automate learner registration process for all DOH interns, volunteers, contractors, CBO's and other partners. It facilitates creation of Master Training Plans, effectively manages class enrollments and generates accurate DOH Training and Volunteer Services reports. We estimate 35-50 thousand learner accounts will be in group two.

Slide 22 - TRAIN Florida Tier 1 and Tier 2 Support (Objective 6)



The TRAIN Florida process for technical support and communication for the TRAIN Florida system is a standardized, tiered approach. This process ensures a quicker and more efficient method of support to TRAIN Florida users.

Initial and primary support, or Tier 1 support, for questions and technical issues involving TRAIN Florida system, and courses is provided at the local level by Local Administrators. They will communicate and resolve problems using direct contact, announcements, e-mails, and discussion boards.

As a DOH LMS Administrator you will be responsible for providing Tier 1 support regarding the courses you build into the TRAIN Florida system.

Tier 2 support, is the next level of support provided by the DOH LMS Site Administrators. Problems that cannot be resolved at the Tier 1 level, for any issue can be sent up for Tier 2 support as needed.

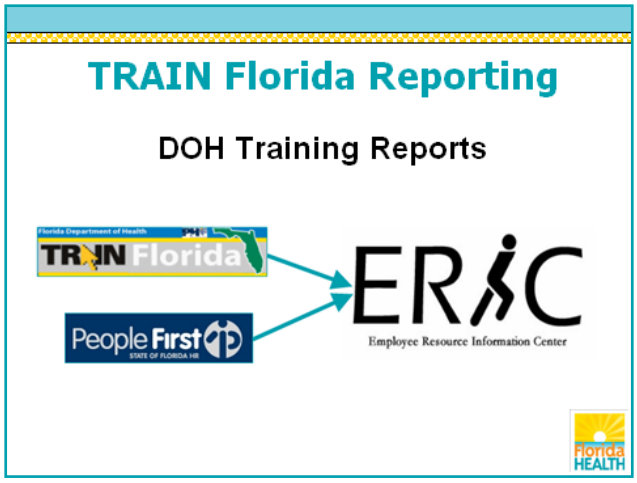
Slide 23 - TRAIN Florida Tier 1 Support Details (Objective 6)

As a DOH LMS TRAIN Florida Local Administrator, you will be responsible for providing Tier 1 support and technical assistance for your local level. You will be the initial or primary support contact for learners in your area.

To provide this support you will communicate and resolve problems using discussion boards, resources, announcements, direct contact via telephone and e-mails, and the TRAIN Florida Knowledge and Resource Center. Your Tier 1 support responsibilities include:

- Monitoring discussion boards by replying to learner posted questions in a timely manner, within 24 hours.
- Monitoring and approving the Resources feature content.
- Posting training related announcements in TRAIN Florida, tailored to your local level.
- Responding directly to questions from local learners via telephone and e-mail.
- Guiding learners to the TRAIN Florida Knowledge and Resource center to locate easy to access learner specific tools and resources, and
- Communicating effectively with DOH LMS Site Administrators for Tier 2 support and technical assistance as needed.

Slide 24 - TRAIN Florida Reporting - ERIC

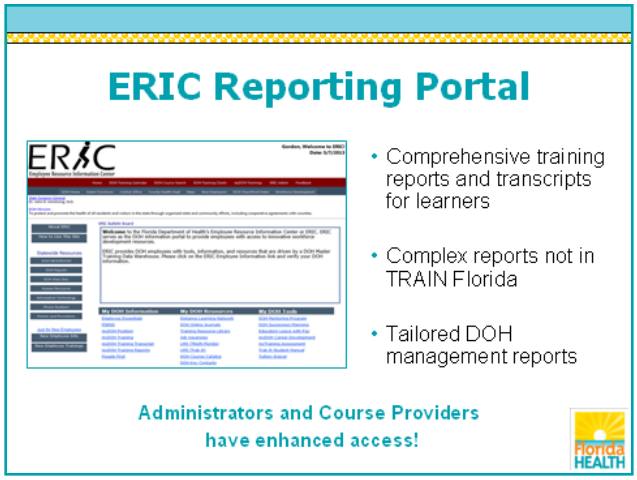


The TRAIN Florida reporting feature provides DOH LMS Administrators and Course Providers with standard canned reports. With the proper assigned role the process of Ad-Hoc reporting allows them to create, customize, share, and save these reports for use at any time.

However, in lieu of assigning and managing potentially **3,500** TRAIN Administrators, Course Providers and DOH Supervisors as TRAIN Florida Report Managers, the Department will use the Employee Resource Information Center or ERIC system Reporting Portal to provide all TRAIN Florida users with training reports.

To meet the Department's reporting needs ERIC will use data from TRAIN Florida, People First, and Active Directory.

Slide 25 - ERIC Reporting Portal



ERIC will serve as the DOH portal to ensure that all employees are provided with innovative workforce development reports.

The primary focus is to have ERIC:

- Provide training reports for learners based on job functions, public health core competencies, as well as comprehensive employee transcripts
- Produce complex reports not available in TRAIN Florida, and
- Create tailored DOH management reports

DOH LMS Administrators and Course Providers will have enhanced access to ERIC reporting.

Slide 26 - Contact Information

If you have any questions or concerns regarding your Local Administrator role and/or TRAIN Florida, please contact the DOH LMS Support Team in the Office of Performance and Quality Improvement (OPQI)

via e-mail at DOHLMS@doh.state.fl.us

or

by phone at 850-245-4008

Slide 27 - End Slide - Thank You!

This concludes the TRAIN Florida Administrator Orientation presentation.

Thank you for taking the time to learn about your role as a DOH LMS Local Administrator and the TRAIN Florida system.

END