

>> Janelle: Most employees put some type of training on their IDP, and if those training courses are offered through the Department of Interior, also NCTC courses, they will be registering for those classes through our learning management system, DOI Learn.

So in our next segment, Pat, who is the DOI Learn guru, is going to be showing you some of the responsibilities that you have as a supervisor for DOI Learn.

>> Pat: Hi.

I'm Pat and I'm here to help you use DOI Learn to help you manage your employees training.

First thing we're going to do is log in.

This may take a few minutes or it may just take a second or two.

While we're waiting, there are three critical areas that supervisors should know about in regards to their employees' training.

The first is their own profile, and the power that a supervisor has to add and delete employees from their profile.

Secondly we'll be going through updating your employees' transcripts.

Lastly, we'll be talking about how you go to the approval queue and approve training for your employees.

The first part of this is we're going to go to update our own profile, and to do that we go to the administration tab.

In the administration tab you'll see an area called my information.

We're going to scroll through all the information here.

This information in this part of your profile, much of it is sent from the payroll system, and these areas

here, we really suggest strongly that you update your profile with your current office phone, mailing address.

So, any kind of training manager can get a hold of you and send information your way if you register for training.

The next area you'll see here is the supervisor.

My primary supervisor.

And people who are assigned to me so that they can approve by training requests.

Notice I can have more than one training approve and one primary supervisor.

That's very important to know.

If the individual that I need to have in my primary supervisor field is not listed in my assigned supervisor field, I have to do that first.

So if I'm going to add a new supervisor to my profile, I'm going to look for JOETTE, a supervisor here at NCTC, and I simply highlight her name and click add users.

It's that simple to add new supervisors to your own profile.

Now you'll see that JOETTE is one of the choices in my primary supervisor field.

The same holds true for down below.

These are the students that I supervise.

These are my employees.

I simply click on the blue plus button, and I type in the name of a new employee that's just joined our ranks, and when you're doing searching, less is more.

You'll come up with more results with the least amount of search criteria.

So I didn't put Janelle's entire name in there.

Oh, Janelle just got married.

That's right.

So we're going to call her Janelle Quinn.

And this is Janelle.

Thanks my new employee.

Now I'm going to add her to my profile.

So now I can go in and approve training for Janelle.

I just click save at the bottom of my profile, and all those changes have been saved.

I know that because now if I scroll back down I'll see Janelle is in my supervisor's students box.

I need to remove somebody, all I need to do is simply highlight them and click save.

I know that doesn't seem very user-friendly to know that, but there are some hints here to the right.

It says, to add a name and to delete a name.

That's it for profile update.

It's that simple.

Next we're going to move on to updating transcripts for our employees.

So we're going to continue on in the administration tab.

We're going to move over to the user management, and user management is simply a list of all the employees

that are assigned to me as a supervisor.

So I'm just going to click search, because I want to see everybody who is assigned to me.

You'll see that Janelle now comes up, because I just added her to my profile.

I am going to use one of my test user accounts and to edit a transcript, I simply click the edit under the transcript column, and you'll see that you have listings of online training, there's a listing for instructor-led training and extra transcript items.

This gives you the power as a supervisor of marking students complete.

For example, if you know for a fact, and you have a certificate in front of you, that one of your employees completed the whistleblowing training by CD or they went out to the DOI university site to take the training, you can mark that completion in DOI Learn.

As a matter of fact, you're expected to mark their completion in DOI Learn.

So you simply use the dropdown to choose complete, on the completion date we type in the date that the training was completed, and we leave the score blank.

And to save those changes, we click update transcript.

Now we're going to show you how to add an extra transcript item to your employees' transcript list.

This is for training that is taken outside of DOI Learn, say a certification or training down at the local learning tree that somebody may have attended that isn't captured in DOI Learn because they didn't do the training request through the system.

So the supervisor or anybody in that training approvers box has the ability to update an employee's transcript and add a simple line item.

In this case, this user has now managed to achieve a toastmaster's certification in public speaking, and note these are just free text fields.

So if there's a date here, or if there's an August 2009 meeting, but he didn't complete it, so we're going to mark it as complete, but he didn't complete this until December of 2009, and these are optional fields, and the registration date is optional as well.

So as much information as you have.

This is a limited text field, and you simply click submit.

This now becomes a part of that employee's official transcript.

Now that we've updated our profile and we've learned how to update transcripts of our employees, we need to go and approve training requests for our employees.

So to do that we have to move away from the administration tab, and we're going to click on course catalog and click approval queue.

I'm simply just going to click search.

I'm not going to put any name in there, because you may have requests waiting for employees that they haven't told you that you have a request waiting.

So you might find some unexpected results when you just click search.

My case I only have one training request waiting, and to approve this, I simply click on the awaiting approval link under the action column, wait for the information to come up, and you'll see that it has the course name, the location, the dates of the class and whether or not there have been any estimated costs involved.

Now, your employees would be -- would have put this information in here.

So if there was any kind of travel costs or material costs, these are estimated as they really don't know the answers to those questions.

And in most cases with NCTC and Fish & Wildlife employees, there is no payment required.

So we simply under -- let me move this over so you can see it a bit.

Under the action taken field, we simply check approved.

We could type in a small comment to our employee.

And click submit.

This triggers an e-mail to our employees letting them know that I've approved their training and it also sends this registration over to the NCTC roster, and it can then be picked up by the training technician so they can act on that request and get your employee into the training they requested.

So that's it.

It's that simple.

That's all you have to do to manage your employees' training in DOI Learn.

I hope this has been helpful for you and if you need more information, please visit the website.

The link is posted at the bottom of the screen.

Thank you and have a great day.

>> Don: See, that point about supervisors going in and kind of getting the approval taken care of, it is really important.

I can't even count the number of times I get phone calls from folks that they say, you know, I went in, I registered for the course, there was plenty of space in

there, and then now all of a sudden I'm getting an e-mail and this e-mail says I'm on the wait list.

I don't understand how it could happen.

It's really important, because if the supervisor doesn't do what they're supposed to do and get the person in the course, it really can mess them up.

>> Janelle: And it's pretty frustrating for the employee because they registered for this class and until their supervisor goes in and approves their training request, they are going to sit in that waiting approval status, and if the class is tight or there are spaces that are coming short, then other people will get those spaces in that class before they do.

>> Don: Sounds like a really good reason for you supervisors to go in and go ahead and get those things approved and jump on that e-mail when you get it.