SAP Learning Solution/ Pathlore Transition

Presented by The Department of
State Civil Service
September 26, 2011

Welcome / Agenda

- Hot Topics
- Benefits of SAP LSO
- What is Changing / What is Not
- Blended Learning Approach – What CPTP is up to
- Timeline of events
- System Functionality
- Q/A Panel
- Future Communication and Responsibilities

Hot Topics

- **Changes to CPTP – Staff Introduction**

- Why SAP LSO?

- Blended Learning Approach

Hot Topics

- ☐ Changes to CPTP – Staff Introduction

- ☐ **Why SAP LSO?**

- ☐ Blended Learning Approach

The Benefits of SAP Learning Solution

- Real Time Course Availability

- Web based training

- CPTP's Ability to Track Training Needs

- Employee Self Service

- Reporting

Pathlore vs. LSO – What is Changing?

Current Process:

- Paper driven manual system
- All registrations and approvals are mailed or faxed.
- Limited access to records; must be handled by CPTP staff
- Paper certificates
- Reliance on CPTP to run reports for agencies
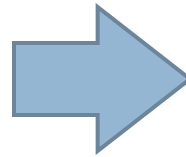
New Process:

- Automated System
- Registration is entered electronically
- Instant notification, ability to maintain a fully automated process
- Full access to records in LSO by agencies
- NO MORE paper certificates – access to student transcripts
- Agencies are able to run their own reports

Hot Topics

- Changes to CPTP – Staff Introduction

- Why SAP LSO?

- **Blended Learning Approach**

Are you on the EDGE of your seat?

The Benefits of Online Learning

- ☐ Users learn at their own pace and on their own schedule

- ☐ No need for travel; save time and money

- ☐ Scenario-based learning mimics real-life situations

- ☐ Users can access courses and job aids when needed

- ☐ Civil Service can offer more courses to more people

- ☐ Easier to track completions and compliance

Proposed Supervisor Group 1 Curriculum

- New courses will launch in January 2012
- Courses are significantly shorter than original courses
- Online courses followed by in-person capstone workshop

Online	1. Civil Service Essentials
	2. Hiring and Retaining Top Talent
	3. Common Myths That Affect Good Supervision
	4. Leave Management
	5. Validating Employee Performance
Classroom	6. Supervisor Capstone Workshop

YOU AND LSO

LSO Roles

- **Learner** – Employees, contractors or other individuals who have been given access to LaGov's My Training portal.

- **Self-enrolling Learner** – Same as Learner, except they are allowed to self-enroll into CPTP instructor-led courses.

- **Supervisor** - Data stored in LaGov's Org Management module. The "Reports to" relationship identifies the supervisor for the position that the Learner holds. This functionality is available for LaGov agencies only.

- **Training Coordinator (TC)** - Individual at an Agency that books, cancels, prebooks, etc. staff into courses that appear in the LSO catalog. Reports are also available to coordinators to help them keep track of what students are taking/attending.

LSO Roles

Which roles will you have?

✓ **Learner**

   Self enrollment learner functionality will be initially limited to employees of
   - Division of Administration
   - Civil Service
   - Environmental Quality
   - DHH **-North Lake Supports and Services Center**

✓ **Supervisor?**

✓ **Training Coordinator?**

What is Changing for the CPTP Training Coordinator?

Please locate this document.

Role of the CPTP Coordinator – What is changing / What is not?

✔ 1. Participates in the development of the agency's plan for using the CPTP and fully understands how the CPTP fits into the agency's overall training strategy. **NO CHANGE**

✔ 2. Understands the CPTP curriculum and the agency's training plan in order to counsel employees on classes appropriate for their current positions. – **NO CHANGE**

⚠ 3. Reviews training needs of the agency. **CHANGE** - Will continue to communicate to CPTP Administration staff upcoming needs for specific and/or new training courses. Encourage agency staff to prebook ILT classes that they require, but can't find available seats to book. Prebookings will be used by CPTP Administration to forecast ILT classes that need to be added to the schedule. Also, the Learner will receive an email when new classes of that type are added to the CPTP catalog.

What is Changing for the CPTP LaGov Learner?

- Course descriptions, class dates, available seats, all viewable from one place

- Prompt Communication regarding bookings and cancellations to Learner and their Supervisor (email as opposed to U.S. mail).

- Self-service Training Transcript

- Easy access to mandatory Training Programs that must be completed along with status updates.

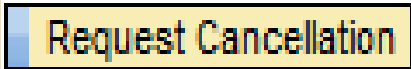# How do I get booked for an Instructor-led (ILT) class if not self-enrolling?

- Agency Training Coordinator (TC) receives request from employee (internal process for this left up to each agency).

- TC logs into LEO and selects a new tab: Training Coordinator.

- TC navigates to the correct Course <u>and</u> class date within CPTP catalog and books an additional participant.

- Employee and their supervisor are immediately sent an email with class details.

How do I get booked for an Instructor-led (ILT) class if my agency allows self-enrollment?

- Employee will login to LEO > My Training and select the course and date from the CPTP catalog and click **Book this course**

- Email is sent to learner that includes class specifics: time, date, location, etc.

- Another email is sent to learner's Supervisor who then has 48 hours (excluding weekends) to approve or reject the request.

- Finally an email is sent to Learner (employee) notifying them of the Supervisor's decision. If approved, the seat is theirs.

How do I cancel a seat in an Instructor-led class?

- Same steps we just reviewed, except TC selects Cancel Participation along with the appropriate reason for cancellation.

- Self-enrolling learner will select **Request Cancellation** and select the reason for cancelling.

- An email will be sent to their supervisor. No approval is required to cancel course.

What if I need to take a particular ILT class and there are no dates offered or no seats?

☐ ALL LaGov employees can <u>prebook</u> ILT classes. This is encouraged and will help CPTP staff gauge demand.

<u>To Prebook:</u> Employee logs into LEO > My Training, locates that Course in the CPTP catalog and clicks <u>prebook</u>.

*** LaGov automatically sends an email to prebooked employees when a new class date is added to the schedule.   If that date works for them, they log into LEO and book the class or request that their TC book them.

How do I book ILT classes intended for Supervisors if I am not a Supervisor? (or the opposite)?

- Courses, if identified as 'For Supervisors only' or 'Non Supervisors', will utilize the Learner's **Job** code to determine whether they can be booked into a class.

- If less than 10 days before the Class Start Date, this check is skipped and anyone can be booked.

- NOTE: If there is someone who MUST be booked for a course and the system isn't allowing the booking, a CPTP Training Administration team can book the person as Essential. So be sure to contact the CPTP team when this type of situation arises.

How do I request a special accommodation for an Instructor-led class?

☐ CPTP staff encourages Training Liaisons to contact them <u>before</u> booking so that the type of accommodation required can be discussed and services contracted if necessary.

☐ The booking email that a Learner receives includes a statement instructing them to contact the Course owner (CPTP group email address is provided) if any special accommodation is required. This will serve as a reminder if arrangements were not made in advance.

How do Supervisors know what courses they must take to meet minimum Supervisory training requirements?

- Employees will be enrolled in the appropriate CPTP Supervisory Program based on their JOB code. This Program subscription will have an end date which represents when these requirements must be met (Due Date).

- When they log into LEO > My Training, employee can pull up their status for that program. They will see all courses included as well as status for each (booked, completed, a link to book if class dates are available, etc.)

Course Program Screen

Attainable Qualifications

This course imparts the following qualifications:

- CPTP *Supervisor Training Group 1 (Imparted Proficiency: Completed)

Blocks

Execute the blocks and the courses contained in them in the prescribed sequence.

(01) CPTP SupGrp1 Web Block (Mandatory)

Sequence	Course	Delivery Method	Action/Status
01	CPTP C.S. Essentials for Supervisors	WBT	Book
02	CPTP Hiring and Retaining Top Talent	WBT	Book
04	CPTP Leave Management	WBT	Book
05	CPTP Validating Employee Performance	WBT	Book
03	CPTP Common Myths Affecting Supervision	WBT	Book

(02) CPTP SupGrp1 Assessment Workshop (Mandatory)

Sequence	Course	Delivery Method	Action/Status
Without Sequence	CPTP Sup Grp 1 Capstone Assessment Wkshp	Classroom	No Dates Sched.

How can I take CPTP's new web-based training courses?

□ ALL LaGov employees can book themselves into any of CPTP's web-based training courses without the assistance of their Training Coordinator. The system does not require that the Supervisor approve their booking either.

□ The easiest way to book these courses is to click the link that is displayed on the Course Program screen.

| CPTP C.S. Essentials for Supervisors | WBT | Book |

□ Note: If desired, agencies should incorporate any required approvals (outside of the system) into their agency policy.

How can I see what CPTP courses I've completed?

□ Employees can log into LEO > My Training and select the **Reports** option. They can then generate their LSO Training Transcript.

What is included on the LaGov Training Transcript?

- CPTP Courses, certificates earned and Supervisory training levels completed prior to 11/01/11.

- All Qualifications stored in LaGov (ex.- Defensive driving, Blood Borne pathogens as well as any other courses agencies have manually given employees credit for taking.)

- All Course Programs that the Learner is subscribed to as well as the Due Date and Completion Date (if complete).

What is a Qualification?

- A Qualification is awarded to the Learner for any course or Course Program that they complete that is a part of the LaGov LSO Course Catalog.

- Qualifications can also be given for courses attended that were given by external providers if your Agency uses LSO to administer their Department's training program.

- And qualifications (course completions) follow the employee as they move from one agency number to another. Their Training Transcript will always be comprehensive.

Training Transcript

State of Louisiana - LaGov System
Training Transcript
AS OF 09/22/2011 to 09/22/2011

Employee/Job Information
Employee Name: OLEXY,MARY
Pers Area/Agy: Gov-Div of Administration   **Org. Unit: OIS HR TOPHAT**
Job Title: IT STATEWIDE SYS MANAGER

Training Program Subscriptions

Description	Due Date	Completion Date
DOTD Leadership Program Entry	02/19/2013	
LMRTEST	06/08/2012	09/14/2011
OIT Customer Service Program (MO)	06/08/2012	
Course Program 1	06/08/2012	09/01/2011
Course Program 2	06/08/2012	09/01/2011
CIVIL SERVICE GROUP 1	06/08/2012	09/14/2011
CPTP COURSES NON-SUPERVISOR	06/08/2012	09/01/2011
CPTP Test Course Program	07/22/2012	08/31/2011
CPTP/DEQ Course Program	08/27/2012	05/13/2011

Qualification Name	Date	Valid Until	Test
Provider		Additional Comments	
ORM Defensive Driving	12/31/2007	12/31/2010	
HR Basic Navigation	01/01/2011	12/31/9999	F
		REFRESHER	
HR Intro to Org Mgt	01/01/2011	12/31/9999	

**Comprehensive public training prog.(CPTP) completions prior to 10/31/2011

Course/Certificate Name	Hours	Date
WORDPERFECT (INTRODUCTION)	8.00	10/02/1990
DOCUMENTING FOR PERFORMANCE & DISCIPLINE	6.00	10/30/2003
CIVIL SERVICE ESSENTIALS FOR SUPERVISORS	6.00	09/26/2003
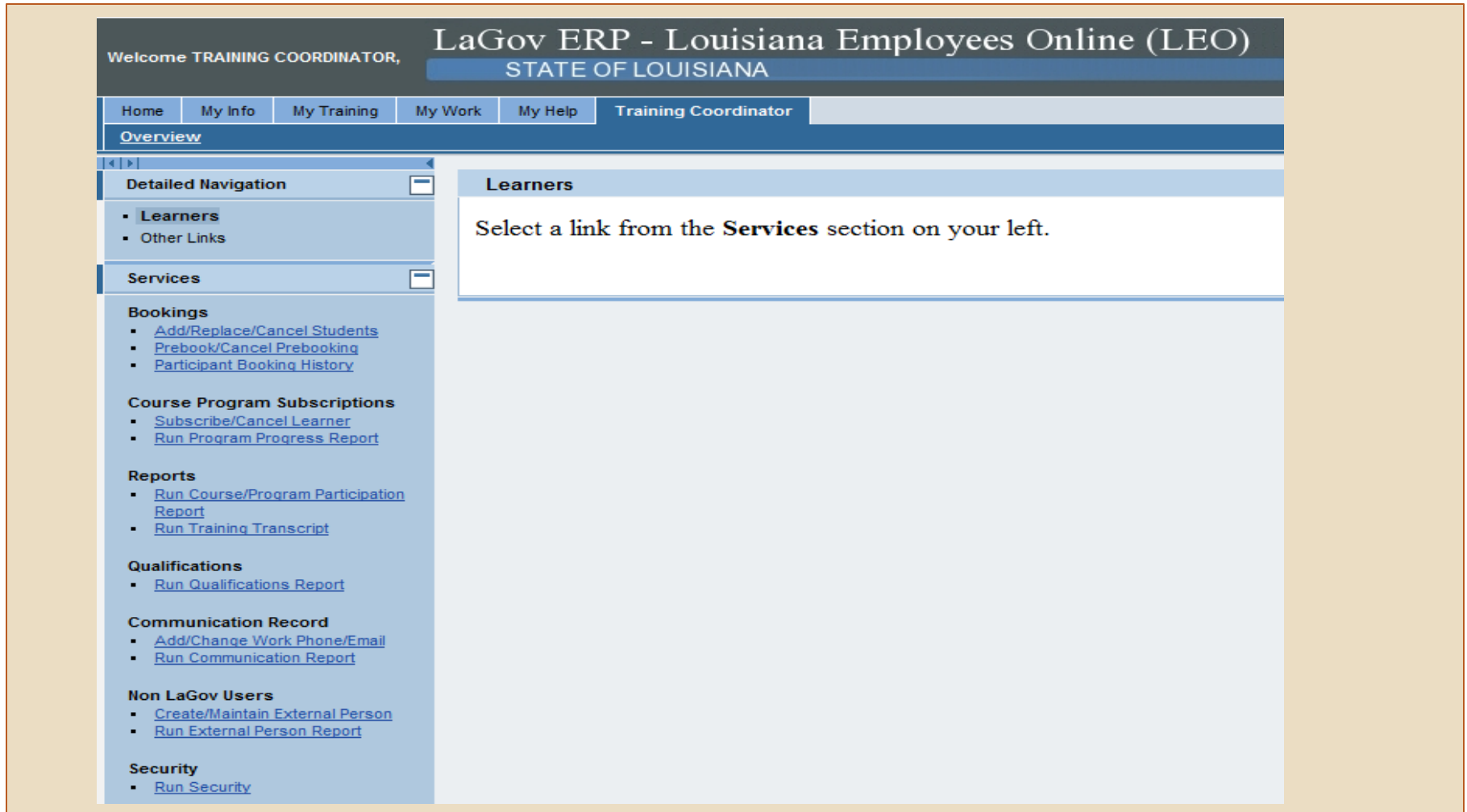
What can I already see in LaGov for CPTP?

- Supervisory Training Group 1, 2 and 3 completions
- All Specialty Certificates earned (ex. – Professional, CPM, CTS)
- Updates to Training Coordinator security role (if you already have this role, you should be able to see your new LSO tab in LEO)
- CPTP Course Catalog

What are we still working on?

- Setting up CPTP Supervisory Programs (1, 2 and 3) and CPTP Certificate programs in LSO.

- Subscribing employees to appropriate level Supv Program after which agencies will need to review and correct if necessary.

- Updating a few existing reports and creating a new Course Program progress report for Training Coordinators.

- Pilot group is taking and providing feedback on C.S.'s new web courses.

Training Coordinator Portal

Reports

- **Qualifications** – outputs completed course qualifications. For CPTP, it will include courses completed after 10/31/11 + Certificates earned prior to 11/01/11. Can be run for groups or one employee.

- **Training Transcript** – runs for one employee at a time and contains ALL course completions, even those prior to 11/01/11.

- **Course/Program Participation** – outputs prebookings; ILT and web course bookings, including ILT bookings awaiting supervisory approval and waitlist bookings; course cancellations; course completions; plus Course Program subscriptions, cancellations and completions.

- **Communication** – outputs email address used for LSO correspondence (subtype: 0010).

- **External person** – outputs master data stored for Non LaGov agency employees and contractors who must take CPTP web courses or register for instructor-led courses. These people have H ID's instead of P ID's.

Well what do you think?

Training

- You will be asked to book yourself into the appropriate class.

- This will allow you to <u>pick a date</u> that works for you AND to <u>experience LSO self-enrollment</u>.

Training

There are 2 types of Training Coordinator Classes:

□ A one-day course geared toward LaGov Agencies (Paid or Non Paid) to be offered:

Monday, 11/07	Tuesday, 11/15	Monday, 11/28
Tuesday, 11/08	Wednesday, 11/16	Tuesday, 11/29
Thursday, 11/10	Friday, 11/18	Wednesday, 11/30
		Thursday, 12/01

□ A second one-day course geared toward NON LaGov agencies

      Wednesday, 11/09   Monday, 11/14

Pre-Go Live Checklist

- ☐ Review Handout

- ☐ Agency can begin updating Contact names, if any are missing or need to be changed.

- ☐ Agencies Technical Staff can install GUI Program on TC's Workstations

- ☐ Any employee that will prebook or be booked into an instructor-led training class <u>must</u> have an email address stored in LaGov in order to receive email correspondence.

- ☐ Likewise, their Supervisors must also have an email address.

Pre-Go Live Checklist

- Reports-To Position to Position relationships must be accurate.

- Agencies can begin running reports now if you have security to do so.

- Update Internal Training Policies and Procedures.

- Employees must be updated on changes we've discussed either before or soon after our November 1st Go Live!

SAP LSO Project Website Communication

We encourage you to submit questions to our CPTP LSO Project Website. All questions will be answered and posted for review.

THANK YOU FOR ATTENDING

SAP GO LIVE DATE: 11/1/2011