



Servicewide Training & Development: New Tools & Opportunities

January 31, 2006

Participant Guide





Welcome

Welcome to this TEL (Technology Enhanced Learning) event. We are excited that you will be joining us today for *Servicewide Training and Development: New Tools and Opportunities*, and we look forward to helping you to get as much out of this time as possible.

Don't hesitate to ask – if you have a question, there are probably several others in the class who have the same question – you might as well be the one to ask! It is our goal that you leave class today with no unanswered questions. The presenter will let you know how the Q&As will be handled.

How To Interact with the Instructor

We encourage you to ask questions and share your comments with the presenters throughout this TEL event.

If you were physically in the classroom with the instructor, you would raise your hand to let her/him know you had a question or comment. Then you would wait for the instructor to recognize you and ask for your question. We are all familiar with that “protocol” for asking questions or making comments.

With TELNPS courses there is also a “protocol” to follow to ensure that you can easily ask questions and others can participate as well. It may seem a little strange at first asking a question of a TV monitor. Remember, it is the people you are interacting with and not the monitor. As you ask more questions and participate in more TEL

events, you will soon be focusing only on the content of your question and not the equipment you are using to ask it.

As part of the TEL station equipment at your location, there are several push-to-talk microphones. Depending on the number of participants at your location, you may have one directly in front of you or you may be sharing one with other students at your table.

When you have a question, press and hold down the push-to-talk button, maintaining a distance of 12-18 inches, and say,

“Excuse me [instructor’s first name], this is [your first name]

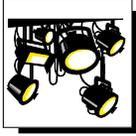
at [your location]. I have a question (or I have a comment).”

Then release the push-to-talk button. This is important.

Until you release the button, you will not be able to hear the presenter.

You will be acknowledge and you then ask your question or make your comment. Stating your name and location not only helps the presenter, but also helps other participants who have joined at different locations to get to know their classmates.

There is a chance that two individuals will talk at once. Watch the monitor and if you see the presenter holding up a time-out sign with their hands, STOP talking and wait to be acknowledged.



Agenda

I. Introduction

Dorothy Printup and Paula Molloy

II. Tracking Training at All Levels

Dorothy Printup and Christine MacDonald

III. Introduction to DOI LEARN

Geoff McKim and Paula Molloy

IV. DOI Learn Migration

Paula Molloy and Geoff McKim

V. Competencies: The Learning Place -- and Migration to DOI Learn

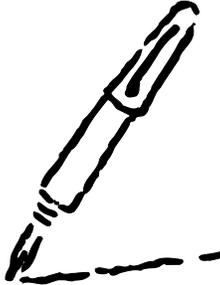
Geoff McKim

I. Introduction

Dorothy Printup and Paula Molloy

- Introduction and Overview
- Annual Report Summary

Capture your notes here



II. Tracking Training at All Levels

Dorothy Printup and Christine MacDonald

Outline

- **Motivations**
 - **Benefits**
 - More comprehensive transcripts,
 - Reporting
 - Competencies and human resources development, performance management
 - **DOI Mandates (CFRs)**
 - **Transition to DOI LEARN**
 - Importance of getting information into MLM, migration of transcripts to DOI LEARN
 - Capturing Park and Region Training Activities
 - **Processes**
 - **Detailed Procedures and Guidance will be forthcoming**
 - **Mandatory Training for FY2006**
 - Content: IT Security, Recordkeeping, Privacy Act
 - Timeframe for training completion
-

Advantages to Using a Learning Management System

- Sharing of Training Resources
- Return on Investment
- Address Competency Gaps
- Reporting Requirements

III. Introduction to DOI LEARN

Geoff McKim and Paula Molloy

Outline

- **Demonstration**
 - Establishing a username and password (password issues)
 - Identifying supervisor
 - Identifying the e-course
 - Launching the course from My Courses

 - **Request for Feedback**
-

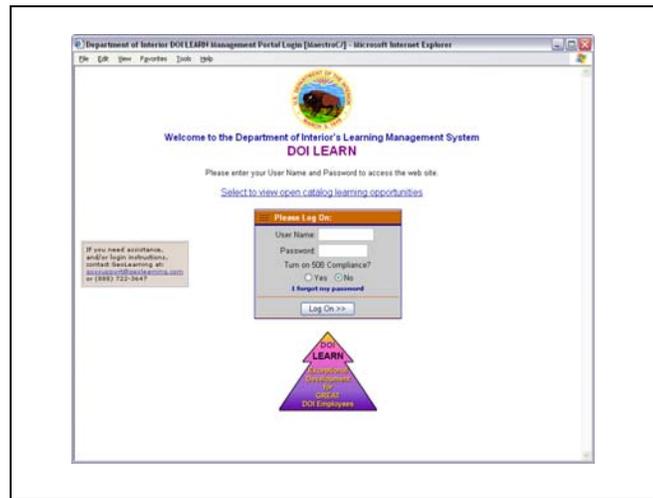
Benefits for Learners

- Employee training histories will follow them to any new position within DOI (Bureau/Office).
 - Users can search training catalogs, register for online and instructor-led training, attend Webcast learning, and search a learning library for resources.
 - Employees will complete an Individual Development Plan and will be able to view the competencies and learning requirements for their positions.
-

Benefits for Managers

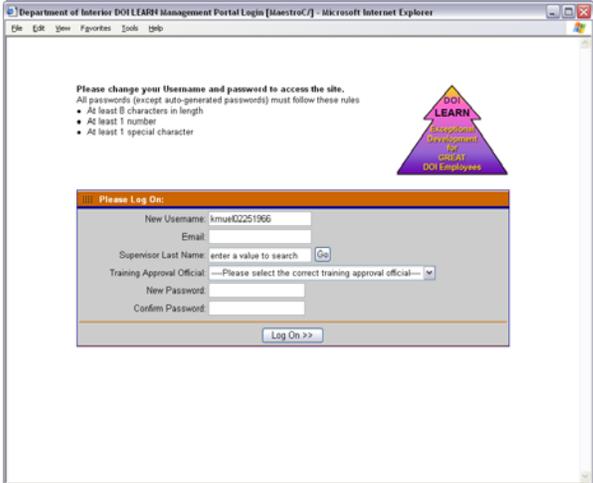
- The system supports strategic alignment of agency mission, performance management, and employee development.
 - Robust assessment and reporting tools allow improved workforce planning through competency gap analysis.
 - Supervisors and managers will be able to align their employees' Individual Development Plans with required competencies to achieve excellent performance and results.
-

- **Accessing DOI LEARN**
- **Accessed using an Internet-connected Web browser**
- **Address: http://doilearn.doi.gov**
- **Can be accessed from anywhere**
 - Office – Home - Hotel
- **Does NOT require you to be behind NPS firewall**



Default Username and Password for DOI LEARN

- **Username:**
 - First letter of first name +
 - First 4 letters of last name +
 - Full birth date (ddmmyyyy)
 - Example: kmuel02251966
 - **Password:**
 - ChangeIT!
 - **You will have the opportunity to change both the default username and password**
-

	<ul style="list-style-type: none"> ○ Establish your permanent username ○ Enter your e-mail address ○ Identify your supervisor to the system ○ Establish your new password
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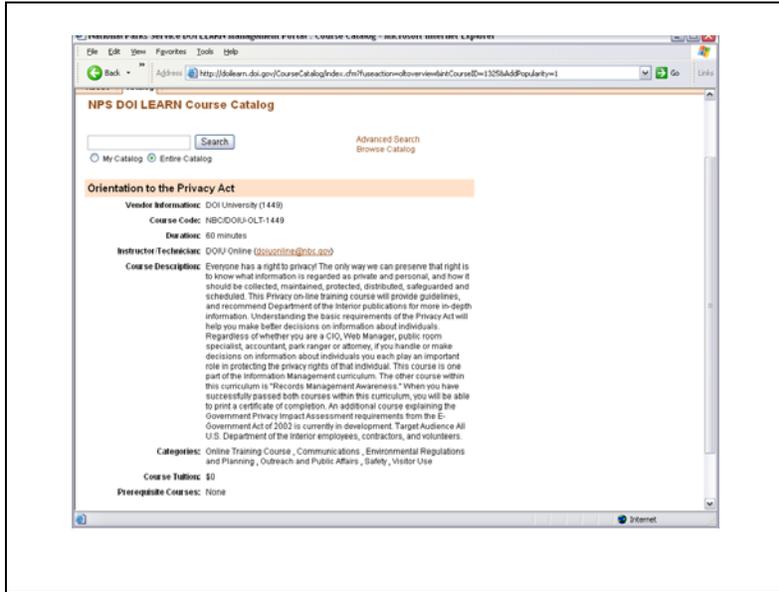
Supervisor Selection

- Learners will have to select their own supervisor
- Supervisor approves training (same as MLM)
- DOI LEARN uses the same list of supervisors as MLM (from FPPS)
- If one's supervisor does not show up in the list, the supervisor must contact THEIR supervisor to have them authorized as an approver of training

DOI LEARN Main Menu



Course Details



Applying for the Course

The application form includes the following fields:

- Estimated Travel Costs:
- Estimated Per Diem Costs:
- Estimated Materials Costs:
- Who's Funding: Agency (dropdown menu)
- Comments:
- Apply button

*Denotes a required field.

Enter:

- o estimated travel
- o per diem
- o materials costs
- o who is funding

Data is aggregated and reported to OPM.

IV. DOI LEARN Migration

Paula Molloy and Geoff McKim

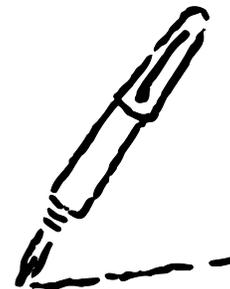
Outline

- **Vision/benefits**
 - **Important dates and events**
 - **Terminology (DOI LEARN vs. MLM)**
 - **Where to Get Information/Documentation**
-

Terminology: My Learning Manager vs. DOI LEARN

My Learning Manager	DOI LEARN
Administrator	Instructor
Catalog Item	Course
Event	Class
Self-Paced Course	Online Course
System Administrator (Rich Arnold)	Data Steward (Rich Arnold)

Capture your notes here



V. Competencies: The Learning Place -- and Migration to DOI LEARN

Geoff McKim

Outline

- **Definitions**
 - Competencies, tasks, portfolio, career fields
 - The Learning Place
 - **Exceeds:**
 - NPS Lead Bureau
 - IDPs
 - Competency assessments: supervisor and employees, 360
-

Why Competencies?

- Allows Servicewide Training & Development to plan training more targeted to the needs of the workforce
 - Allows employees to identify training opportunities that are more appropriate to their job/career needs
 - Allows NPS to better assess the return on its investments in training
-

www.nps.gov/training

The Learning Place Website



The screenshot shows a web browser window displaying the 'The Learning Place' website. The page has a green header with navigation tabs: Home, Introduction, Competencies, Courses, and Profiles. Below the header, there is a section titled 'NPS Training and Development Programs' with several sub-sections and images. The browser's address bar shows 'http://www.nps.gov/training/index.htm'.

- **Role:**
 - To Make Competency-based Training Information Accessible to the NPS Workforce
- **Accessible to**
 - NPS employees
 - Partner agencies
 - Volunteers
 - The general public

Competency Management in the Future

- New DOI Learn Career Management Module (MyPlan)
- Third-party module: Exceed
- NPS lead bureau in implementation



DOI LEARN Career Management

- Promotes Competency-Based Learning
 - Competency Assessment:
 1. **Assess** your **competencies** against those required for your current job role(s)
 - Self-Assessment
 - Supervisor Assessment
 - 360 Assessment
 2. **Identify gaps** in competencies
 3. **Identify learning opportunities** to address those competencies
 4. **Build an individual development plan (IDP)** to gain the identified competencies
-

Career Management

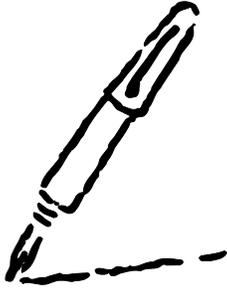
Allows you to perform the 4 steps:

- Assess competencies
- Identify gaps
- Identify learning opportunities
- Build an IDP

against both:

- Current position
 - Other positions/job roles
-

Capture your notes here



Appendix A - Accessing DOI LEARN for the First Time

This document is meant to be used as a guide to help you through logging into DOI LEARN for the very first time.

The steps for changing your browser settings should be used on every computer that you intend to use to access DOI LEARN. The login instructions are for use ONLY upon your first login to the DOI LEARN system. After you've completed these instructions you will log in to the DOI LEARN system using the User Name and Password that you establish here.

Before you access DOI LEARN, you will need to make adjustments to your computer to optimize its performance while using the application.

Before You Access DOI LEARN

Before you access DOI LEARN, you will need to make adjustments to your computer to optimize its performance while using the application.

This document will show you how to:

- Check Internet Explorer 6.0 for Cookies and Scripting,
- Disable your Pop-Up blocker for the DOI LEARN site,
- Clear the Cache Using Internet Explorer 6.0,
- Add DOI LEARN URL to the trusted sites area,
- Configure your browser e-mail client, and
- Adjust your monitor resolution.

First, the DOI LEARN minimum requirements:

- Operating System Win 95/98/NT4
- Internet Explorer 5.0 (or higher); Netscape Navigator 4.7 and above
- Cookies, Java, and JavaScript enabled (must support Java version 1.02 and JavaScript 1.0)
- 133 MHz or higher processor
- 16MB RAM (32MB recommended)
- 800 x 600 resolution at 32-bit color depth

Some courses and features require special multimedia plug-ins and players (see Plug-in Installation Center in DOI LEARN), or require specific operating systems, browsers and java.

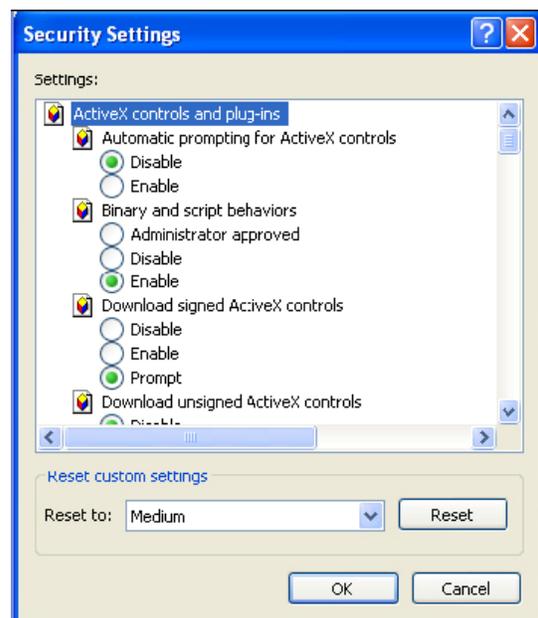
Check Internet Explorer 6.0 for Cookies

1. Under the **Tools** menu, select **Internet Options**.
2. Click the **Privacy** tab located on the top of the window.
3. Move the slider to **Medium**. If no slider exists, click the **Default** button.
4. Click the **Advanced** button.
5. Check the **Override automatic cookie...**
6. Check the radio buttons to **Accept First-party Cookies** and **Block Third-party Cookies** and **Always allow session cookies**.
7. **DON'T CLICK 'OK' YET!**



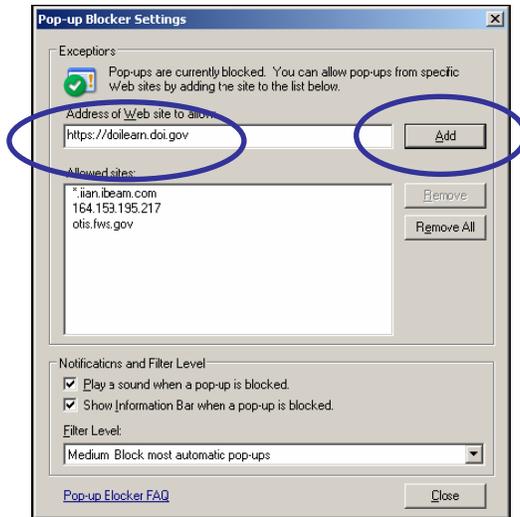
Check Internet Explorer 6.0 for Scripting

1. Click the **Security** tab located on the top of the window.
2. Click the **Custom Level** button.
3. In Security Settings dialog box, in the **Reset to** drop-down list, select **Medium**.
4. Click the **Reset** button.
5. At the prompt, click **Yes** to confirm the change.
6. Click the **OK** button.



If you have the Internet Explorer Pop Up Blocker enabled please disable Pop-ups for the DOI LEARN site

1. Click the **Privacy** tab.
2. Click the **Settings** button.
3. Type <https://doilearn.doi.gov> in the 'Address of Web site to Allow' field
4. Click **Add**.
5. Click **Close** to save your settings.



You may have additional software in your browser like the Google toolbar which also includes a popup blocker. **These toolbars may be hidden in Internet Explorer. Check this by right-clicking on the empty "grey" toolbars to see all toolbars available to you.**

Google and Yahoo Popup blocker administration

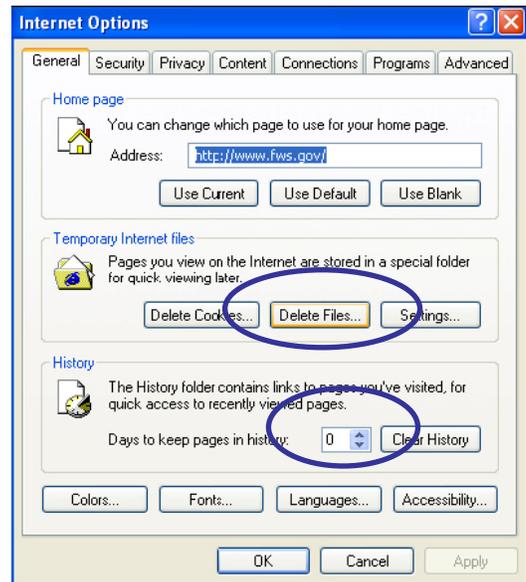
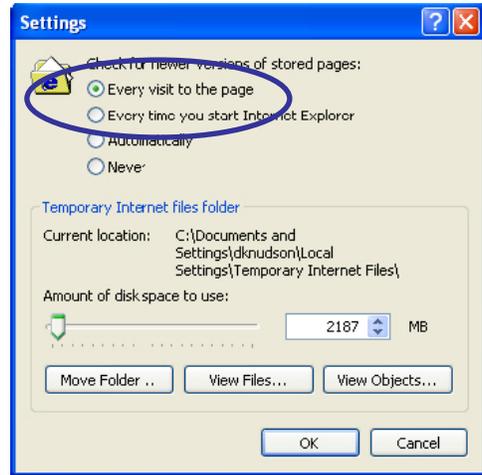


Keep Cache Cleared – change your settings

If the system is very slow or locks when trying to launch an application or course, you may need to clear your content cache.

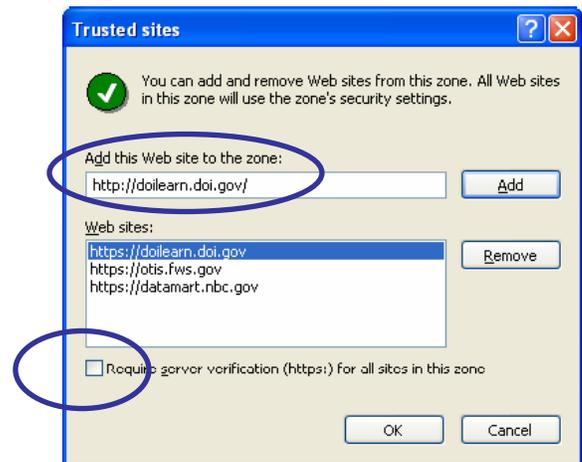
To Clear the Cache Using Internet Explorer 6.0

1. Click the **General** tab.
2. Under the Temporary Internet files section, click the **Settings** button.
3. In the settings dialog box, select the **Every visit to the page** option.
4. Click the **OK** button.
5. Under the Temporary Internet files section, click the **Delete Files** button. You can check the “Delete all offline content if you wish.”
6. Click the **OK** button. You may see an hourglass to wait for this step to complete. It may take a few minutes if you’ve never done this before.
7. Under the History section, set the **Days to keep pages in history** to 0.



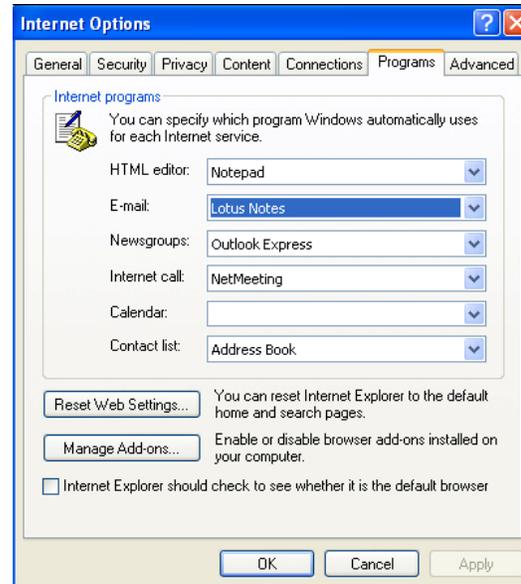
Add the DOI LEARN URL to the Trusted Sites zone

1. Click the **Security** tab.
2. Click the **Trusted Sites** icon.
3. Click the **Sites** button.
4. Uncheck the “**Require server verification (https)...**” check box.
5. Under **Add this Web site to the zone** type the following web address:
<https://doilearn.doi.gov>: Click **ADD** then type: <http://doilearn.doi.gov> Click **ADD**
6. Click the **OK** button.



To Set Your Browser E-mail Client

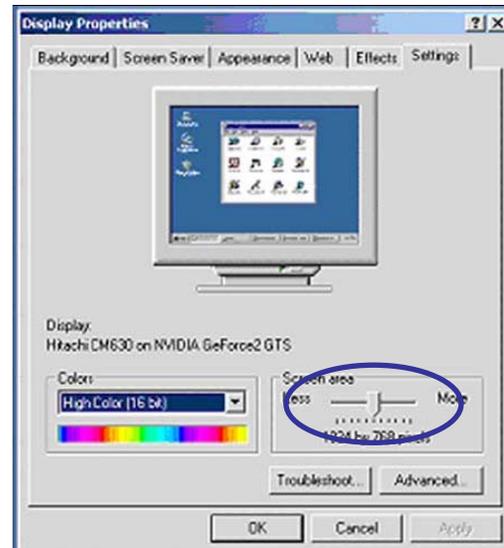
1. Click the **Programs** tab.
2. Click the drop-down arrow after **E-mail**.
Chose the appropriate email client.
3. Click **Apply**. (if already set correctly, skip this step)
4. Click **OK** to close your browser.



At Last...

Adjust Your Monitor Resolution

1. **Minimize any open windows.**
2. **Right click** on your computer desktop.
3. Select **Properties**.
4. In the Display Properties dialog box, click on **Settings** tab.
5. Adjust slider to **1024 x 768** resolution.
6. Click **Apply** then **OK**.
7. **Launch Internet Explorer.**



Whew! Good work!

Now you're ready. Continue on to the next page for information on how to access the DOI LEARN Learning Management System for the first time...

NOTE: This system employs Email Approval functionality where your supervisor will be required to approve your registration before it moves forward. It is highly recommended that your Supervisor or other Training Approver step through the Initial log-in instructions before you attempt to register for training. Feel free to complete your own Initial log-in, following the guidance below and test drive the system.

How to Log-In to DOI LEARN for the First Time

1. Open your Internet browser and go to the URL: <https://doilearn.doi.gov>
2. Login with your pre-set **User Name and Password**

Your pre-set User Name will consist of your first initial, the first four characters of your last name, and your birth date in a MMDDYYYY format. For example: James Smith whose birthday is October 31, 1955 would use the following User Name:

jsmit10311955

User Name is not case sensitive.

Your pre-set **password** (first time logon only) is set to:

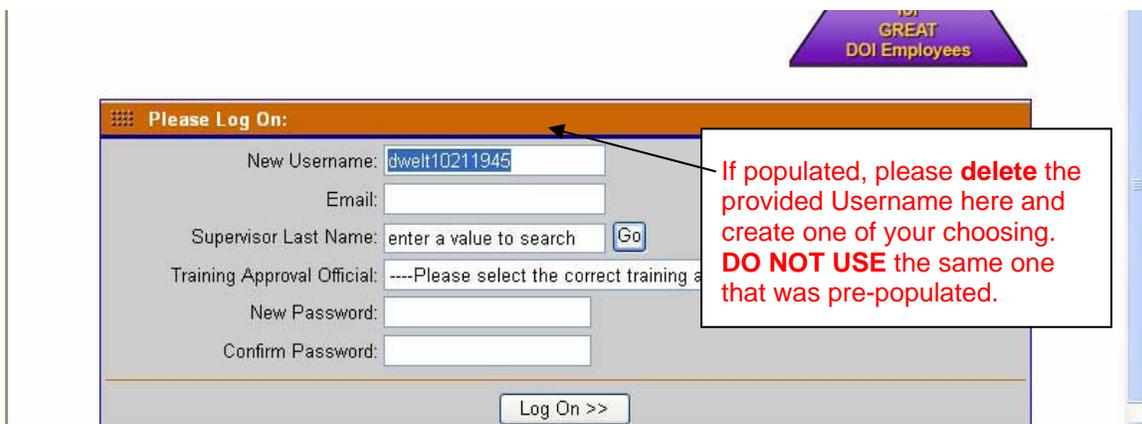
!ChangeIT!

Password field IS case sensitive.

If you require the use of an Assistive Device to help you with Internet access you can check the radio button to turn on 508 compliance to allow you to use your screen reader. Otherwise, leave the selection to "No".

Click the **Log On** button.

3. Establish/create a **NEW Username**. Do not use empty spaces in your new username.



The screenshot shows the 'Please Log On:' form on the DOI LEARN website. The form includes fields for 'New Username', 'Email', 'Supervisor Last Name', 'Training Approval Official', 'New Password', and 'Confirm Password'. A callout box with a red border and text points to the 'New Username' field, which contains the text 'dwelt10211945'. The callout text reads: 'If populated, please delete the provided Username here and create one of your choosing. DO NOT USE the same one that was pre-populated.' The 'Log On >>' button is visible at the bottom of the form.

4. Enter your correct **internet email address**.
5. Search for and select your **supervisor**.

Type in your Supervisor's Last Name and click GO. Once the screen refreshes, click on the down arrow next to the 'Please select the correct training...' and choose your supervisor.

Please Log On:

New Username:

Email:

Supervisor Last Name:

Training Approval Official:

New Password:

Confirm Password:

If your supervisor's name doesn't appear, check to see that you've spelled it correctly. If you still don't find your supervisor's name, your supervisor may need to be designated as a **Training Approver** in the system. See **Appendix A** of this document for details.

6. Create and confirm a **new strong password**.

The last step is to create a password and confirm it. Remember that your password must conform to the standard rules for a good password. That is,

- At least 8 characters
- Contains one special character (i.e., @ # \$!) **AND**
- Contains one number

Please Log On:

New Username:

Email:

Supervisor Last Name:

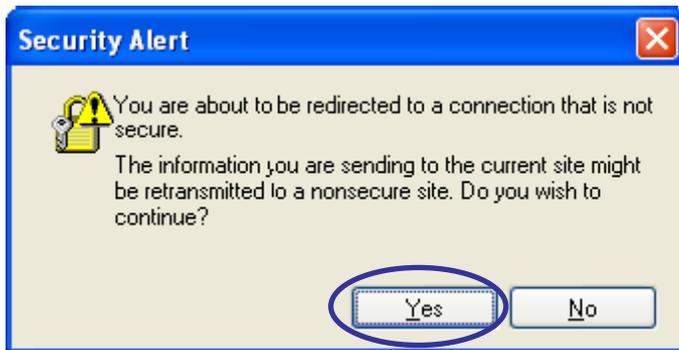
Training Approval Official:

New Password:

Confirm Password:

7. Now, click **Log On** and if you've done all that's required, you'll see a Rules of Behavior screen that you must agree to before moving on. These Rules of Behavior are scheduled to reappear every 90 days. As you read through these rules you will scroll down to the bottom page. Once you've finished, click **Accept Rules**.

8. If you see this alert, click **Yes** to move on.

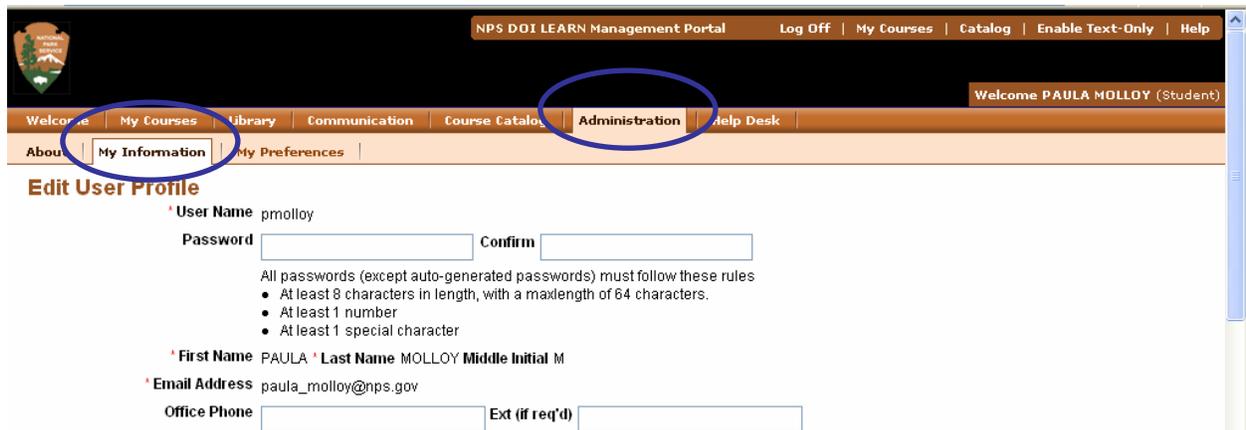


9. Last step: update your contact information. Click on the **Administration** tab then click the **My Information** link. Update empty **phone** and **address** fields with your Business contact information.

10. With the exception of **Address** and **Phone** fields, the information contained in this screen is pre-populated from the data contained in our FPPS system. The data is updated every two weeks. If you see information in this screen that is incorrect, please contact your servicing HR office to make the corrections. Any corrections you try to make here will be overwritten in two weeks when the next update occurs.

11. Update any **Special Needs** you may require when attending ILT training as well. This information will be passed to the Course Coordinator so they can accommodate your needs.

12. Click **Save** to apply your updates.



Congratulations! You've just logged on to DOI LEARN!

Note: If you're a supervisor, your log-in will show you as a "Student," but you will have access to approve your employees' training requests.

To Retrieve a Lost or Forgotten Password

This process will generate a new password and send it to the user by e-mail. The user will have 3 days to log in before the password expires.

1. Launch Internet Explorer.
2. Type in the URL <https://doilearn.doi.gov> to access DOI LEARN
3. Click the **Forgot My Password** link. To request a new password, follow these steps:
 - a. In the field provided type in your internet email address.
 - b. Click the **Send Password button**.
4. Click the Back link to return the log in page.
5. You will receive an email from the GovSupport team at GeoLearning. You must log in to the system within 3 days of the password being newly generated otherwise it will expire and you will have to request another password.
6. **Please take note.** If you have more than one user account, that is, an Administrator account as well as a general user account, this process will reset BOTH accounts.

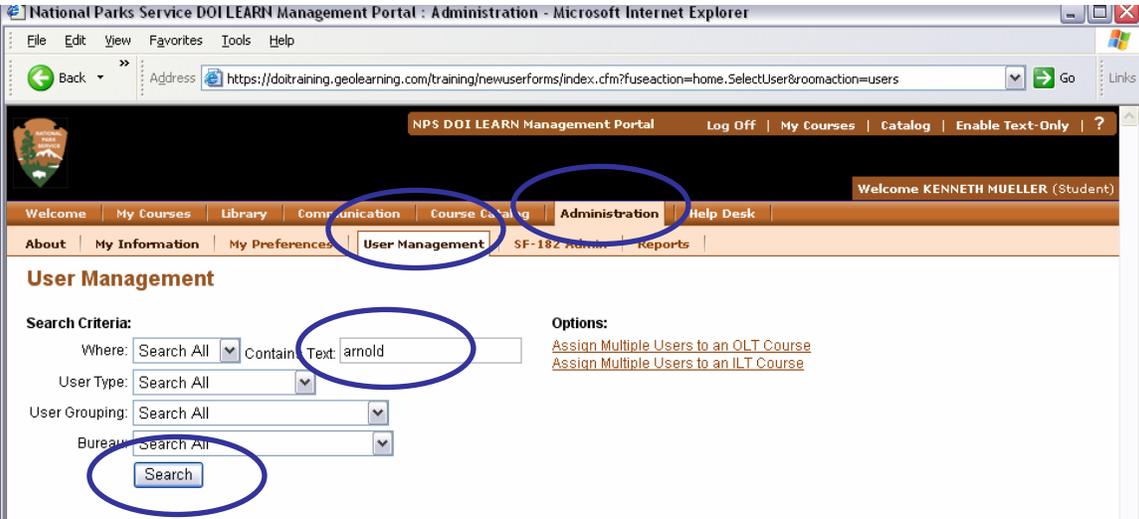
Appendix B: Designating a Supervisor (Training Approver)

Sometimes a learner cannot identify their supervisor in DOI LEARN because their supervisor is not identified as a supervisor in FPPS. There are several reasons why this could occur:

- The learner's supervisor does not supervise enough people to be coded in FPPS as a supervisor.
- The learner's supervisor has recently changed positions, and the supervisor's FPPS supervisor is incorrect.
- The learner may be mistaken about who is their actual supervisor of record.

In the example below, Rich Arnold is the supervisor of Geoff McKim. However, Rich Arnold is not coded as a supervisor. Rich Arnold's supervisor, Ken Mueller, must designate Rich as the **Training Approver** for Geoff McKim:

1. The second-line supervisor logs on to DOI LEARN.
2. Choose **Administration / User Management**.
3. Enter the last name of the person whom you want to designate as a Supervisor/Training Approver (in this case, "Arnold"), and click the **Search** button.



The screenshot shows the NPS DOI LEARN Management Portal Administration page. The browser title is "National Parks Service DOI LEARN Management Portal : Administration - Microsoft Internet Explorer". The address bar shows the URL: "https://doitraining.geolearning.com/training/newuserforms/index.cfm?fuseaction=home.SelectUser&roomaction=users". The page header includes "NPS DOI LEARN Management Portal", "Log Off", "My Courses", "Catalog", "Enable Text-Only", and "Welcome KENNETH MUELLER (Student)". The navigation menu includes "Welcome", "My Courses", "Library", "Communication", "Course Catalog", "Administration", and "Help Desk". The "Administration" menu item is circled in blue. Below the navigation menu, the "User Management" section is visible. The "User Management" section has a "Search Criteria:" area with the following fields: "Where: Search All", "Contain Text: arnold", "User Type: Search All", "User Grouping: Search All", and "Bureau: Search All". The "Search" button is circled in blue. There are also "Options:" links for "Assign Multiple Users to an OLT Course" and "Assign Multiple Users to an ILT Course".

4. Click the **Edit** link in the column labeled "Edit"

The screenshot shows the 'User Management' section of the NPS DOI LEARN Management Portal. The search criteria are set to 'Where: Search All', 'Contains Text: arnold', 'User Type: Search All', 'User Grouping: Search All', and 'Bureau: Search All'. The search results display one record for RICHARD ARNOLD. The 'Edit' link in the 'Edit' column is circled in blue.

No.	Last Name	First Name	User Name	Email	Status	Edit	Transcript	Activity Log	ILT Courses	OLT Courses	Waivers	Learning Plan
1.	ARNOLD	RICHARD	Richam2	richard_arnold@nps.gov	Active	Edit	Edit	View	View	View	Edit	View

5. Make sure to select **yes** for both the **Approves Training** and **Receive Supv Email?** radio buttons.

National Parks Service DOI LEARN Management Portal : Administration - Microsoft Internet Explorer

Address: <https://doitraining.geolearning.com/training/newuserforms/index.cfm?fuseaction=home.edituser&UserId=22805&UserType=5>

Entry on Management

Contractor Name

Special Needs

Group

Student's Supervisors -- Assigned Supervisors --
MUELLER, KENNETH

Approves Training yes no

Receive Supv Email? yes no

Supervisor's Students -- Assigned Students --
MCKIM, GEOFF

Library Access Codes

--- non-Assigned LACs ---
BIA-NO-SUPV-APP-REQ (BIA)
BLM-NO-SUPV-APP-REQ (BLM)
BR-NO-SUPV-APP-REQ (BR)
Custom Courses (CUCOU)

--- Assigned LACs ---
DOI-NO-SUPV-APP-REQ (DOI)
IA-Karta courses (Karta)
IA-NETg Courses (NETG)
IA-Skillssoft Business courses (SS-B)

* Status

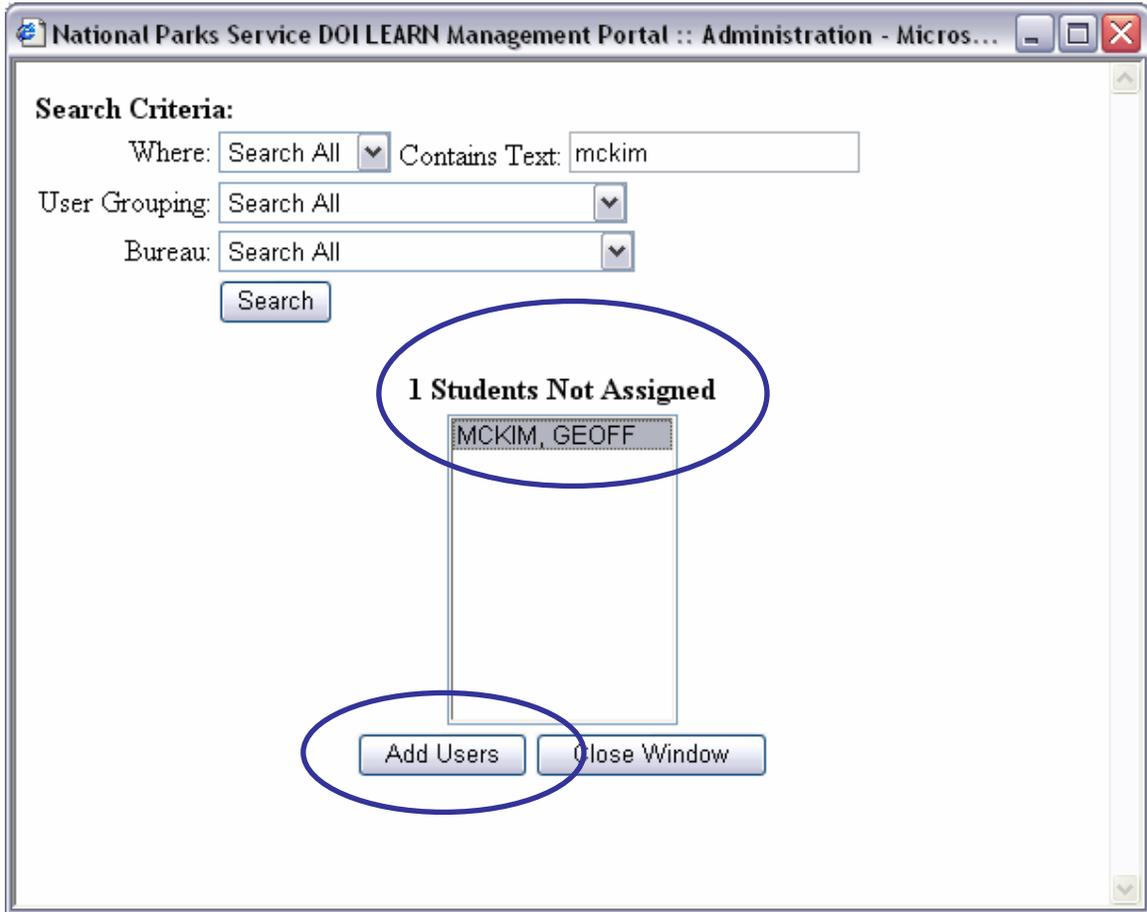
*-Indicates a required field.

Privacy Act Accessibility

Done Internet

6. Click on the **+** button next to **Supervisor's Students**, and enter the last name of the learner (in this example, "McKim"), and click **Search**.

7. **Highlight** the name of the learner and click **Add Users**.



8. You will see the name of the learner in the **Supervisor's Students** box:

The screenshot shows a web browser window titled "National Parks Service DOI LEARN Management Portal : Administration - Microsoft Internet Explorer". The address bar shows the URL: <https://doitraining.geolearning.com/training/newuserforms/index.cfm?fuseaction=home.edituser&UserId=22805&UserType=5>. The form contains the following fields and options:

- Entry on Management**
 - Contractor Name:
 - Special Needs:
 - Group:
- Student's Supervisors**: MUELLER, KENNETH
- Approves Training**: yes no
- Receive Supv Email?**: yes no
- Supervisor's Students**: MCKIM, GEOFF
- Library Access Codes**
 - non-Assigned LACs: BIA-NO-SUPV-APP-REQ (BIA), BLM-NO-SUPV-APP-REQ (BLM), BR-NO-SUPV-APP-REQ (BR), Custom Courses (CUCOU)
 - Assigned LACs: DOI-NO-SUPV-APP-REQ (DOI), IA-Karta courses (Karta), IA-NETg Courses (NETG), IA-Skillsoft Business courses (SS-B)
- Status**:

At the bottom of the form, there are three buttons: "Reset", "Save", and "Save and send User Name and Password in email". The "Save" button is circled in blue. A small asterisk and the text "Indicates a required field." are located above the "Save" button.

9. Click the **Save** button.

Essentially, what has happened is that Rich Arnold's supervisor, Ken Mueller, has told DOI LEARN that:

- Rich Arnold is a supervisor, and should be able to approve training.
- That Rich Arnold is Geoff McKim's supervisor, and will receive and approve all training requests by Geoff McKim.