



DPS ILT Update

September 15, 2014

Volume 1, Issue 2

FAQs

Q: Can I see what training employees at my location have requested that is in a **PENDING APPROVAL** status awaiting supervisory approval.
A: The **PENDING SUPERVISOR APPROVAL** custom report contains all requested training that awaiting supervisor approval. Requested training goes to the supervisor as listed in BEACON.

Q: Everyone from a session I entered is showing as a “no show”. What happened?
A: You must check the attendance box for each employee on the **ATTENDANCE AND SCORING** tab for the session, then submit the roster.

Attendance	
<input checked="" type="checkbox"/>	1
<input type="checkbox"/>	1

Q: What employees are in the LMS, when will contract staff be added?

A: All permanent and temp employees are in the LMS. There is not an established date contract staff will be added. If you need to track training for volunteer staff or contract staff away from the LMS for these users we recommend using the Excel spreadsheet template (download and save) located here: <https://www.ncdps.gov/div/StaffTraining/lms/basicILT/nonLMStrainlog.xlsx>

ILT Training

106 ILTs attended the recent refresher trainings. Staff indicated that it helped them understand more about their role and how to better utilize the LMS. There are 2 more refresher sessions scheduled:

September 25, 9:30 am —12:30pm, OSDT Apex

October 8, 9:30 am —12:30 pm OSDT Apex

You can enroll by searching **ILT Refresher** in the LMS and selecting a session. We encourage you to attend a session if you haven't already. We promise you'll learn something.

Type of Proxy Enrollment

Please remember it is a best practice to use **ASSIGN, APPROVE, AND REGISTER** when entering a training roster. By selecting **ASSIGN TO TRANSCRIPT COMPLETED**, any courses that require an acknowledgement or entering a score are bypassed completely.

A New Look!

On September 8, Cornerstone launched a new look to the user interface, known as Universal Profile. All of the information contained on transcripts is the same, it just has a new look. We encourage you to launch and review the online tutorial and the quick reference card. They have been updated to introduce the new Universal Profile look. Universal Profile will be important as the new Performance Management System goes live in 2015.

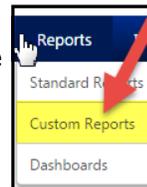
User Search

ILT's now have a new functionality for looking at a transcript for an employee. You no longer have to run a transcript status standard report. You can now go to the **ADMIN** tab and select **USERS**. From there you can simply enter the employee's name and view their transcript by clicking on the folder icon (I) under **OPTIONS**. This also allows you to select an Inactive employee. You will have the option to view their transcript for printing or save as an Excel document.



Custom Reports

LMS System Administrators have created custom reports that ILT's should be checking regularly. These reports include items that the ILT may need to correct. These custom reports should be checked at least once per month and any errors corrected as soon as possible. The custom reports include:



No Show: This report includes all staff that have a NO SHOW status for a DPS Session. ILT's should review this report periodically to ensure that only staff that are true "no shows" are included. For example, if attendance is not checked and the roster is submitted all staff for that session will be listed as a no show.

Session-Approved Status: Sessions must be completed by submitting the roster. This is detailed in Steps 15 forward of the job aid: [Entering a Session After the Event has Occurred](#). ILT's should review this report periodically to ensure that all of their sessions are in a COMPLETED status.

Missing Instructors: Every session must have an instructor listed. The only exception to this is if a session is taught by an outside contractor or is a Computer Based Training (CBT). If either of those is the case, then the appropriate OTHER INSTRUCTOR should be noted on the session details sections.

A screenshot of a 'Details' form in a software application. The form contains fields for 'Session ID', 'Credits', 'Request Form', 'Required Training Approvals', 'Required Completion Approvals', 'Instructor Evaluator (First Last Name)', 'Other Instructor', and 'Training Contact'. A red arrow points to the 'Other Instructor' dropdown menu, which is open and shows options: 'Select', 'Computer Based Training (CBT)', 'Vendor', and 'Contractor (Non-Agency)'. The 'Training Contact' field has a link to 'ncdps.gov'.

OOPS! How do I fix a Mistake?

I entered the wrong event and have completed the session. What do I do?

If the session has been completed (roster submitted), you **MUST** contact dps_lmshelp@ncdps.gov for assistance. Simply cancelling the session does **NOT** remove it from the employee transcript because you have completed the session. If you have not completed the session, you can remove the employees from the roster and then cancel the session. But this only works if you have not completed the session (submitted the roster).



I forgot to enter the score for an employee. What do I do?

You can go to your session, click on the ATTENDANCE AND SCORING tab. REVERT the status of the employee, enter the score, then resubmit the roster.

I entered the same roster twice. How do I fix that?

If the session has been completed (roster submitted), you **MUST** contact dps_lmshelp@ncdps.gov for assistance. Cancelling the duplicate session does **NOT** remove it from the employee transcript because you have completed the session. If you have not completed the session, you can remove the employees from the roster and then cancel the session. But this only works if you have not completed the session (submitted the roster).

Beacon Training

We are noticing that employees that are not in an HR Role are requesting Beacon training. **ONLY** staff with HR Roles should be requesting Beacon training. Supervisors should **NOT** be approving training requests for Beacon courses unless they are sure it is appropriate. They should follow-up with their HR Rep if they aren't sure if it is an appropriate request. Additionally, as an ILT you should be monitoring those request through the **BEACON TRAINING STATUS** custom report

Helpful Tip

The quickest and most efficient way to get help is to email DPS_LMSHelp@ncdps.gov; we recommend this method as this request is sent to ALL staff that support the LMS vs. calling one person for support.



LMS Quick Reference Information

LMS Job Aids for ILTs:

<https://www.ncdps.gov/Index2.cfm?a=000002,002826,002828>

LMS Administrators:

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