Statewide Learning Management System

THIS MONTH'S TIP

Creating Activities

When creating activities it is helpful to always follow the same format. We recommend starting with your agency acronym, then the course code, followed by the date. For example: GOER-SHW2013. If your agency is using the CD-ROM method to deliver training, Administrators will need to create an activity. Be sure to make the activity **Closed.** This will allow only administrators to enroll employees and an email will be automatically sent to notify the employee upon enrollment and completion.

July 2013 Newsletter

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- New Queries
- Mandated Training

New Queries

Statewide Learning Management Services has developed two new queries for the mandated Equal Employment Opportunity (EEO) training compliance reporting. These new queries are faster and the data is refreshed every two hours instead of every eight hours. These two new queries were created and are available for everyone with the Query Role. **SLMS_COMPLIANCE_ MANDATED** and **SLMS_COMPLIANCE_ MANDATED_MULTI** (returns multiple rows). These two queries will **only** show data for the EEO training. You cannot use them to look up other catalog items in SLMS. As the Governor's Office releases more mandated training for state agencies, we will modify this query so that it can be used for those other mandated training initiatives.

Statewide Mandated Sexual Harassment Training

The new on-line Sexual Harassment in the Workplace training is mandatory for all New York State employees and must be completed by September 30, 2013. Agencies are responsible for ensuring that employees, as well as temporary staff and contractors who work alongside state employees, receive the online training. The online course will be available in SLMS beginning July 8, 2013. For agency staff without internet access, the training will be available on CD-ROM by July 19. We recommend that agencies mass-enroll their employees to ensure their compliance with this training mandate. SLMS Administrators will be required to create an activity for the CD-ROM self-instruction or CD-ROM classroom sessions using the Catalog Item **GOER-SHW2013** and delivery method **DVD/CD-ROM**. For contractors and temporary staff who participate via CD-ROM, agencies should maintain records regarding which individuals participated in the training. Please contact the SLMS Help Desk SLMShelpdesk@goer.ny.gov for assistance with setting up activities and entering completion data.

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JUNE 2013 ADMINISTRATOR MEETING MINUTES

Administrator Updates

- **New Agencies**

  The Department of Civil Service is now live in SLMS!

- **Empire Knowledgebank (EKB) Access**

  EKB access will be unavailable on July 12 due to an upgrade. Following the upgrade, new content will be available to authorized EKB users. A notice will go out to Training Directors regarding the new content.

- **PeopleSoft 9.2**

  The upgrade is continuing, and we have reached out those who were interested in User Acceptance Testing and will be providing scripts and access. Testing will begin July 8. Q & A is not functioning because it is being upgraded. However, the training environment is available. If you need access, please email slmscustomerservices@goer.ny.gov for username and password. Changes will be made to the search options. Learners currently can browse by category, however, with the upgrade; this will not be an option. The upgrade will work with a search only for looking for course and classes, no browse, so the list of categories will go away.

- **Equal Employment Opportunity (EEO) Training**

  Agencies have done an amazing job with the EEO training. As of the end of June, about 75,000 individuals have completed the training. The CD-ROM method is still being delivered. A communication is being sent to agencies with less than 100% completion rate. Those who have not completed the training should have a schedule and timeline submitted to the Executive Chamber. Those who have fully complied (100%) will not receive a letter. If you need additional information regarding the EEO Training, please contact the Workforce Organizational & Development Unit at 518-474-6772.

- **SLMS Help Desk**

  For the month of May, the SLMS Help Desk received around 4,000 inquiries. There were 100,000 logins during May and 58,000 of these were unique logins. The SLMS Help Desk has updated the voice mail and email with some tips to help resolve common issues. We also set up a form https://www.nyslearn.ny.gov/ServiceTicketSubmission.html for learners to submit tickets on line.

- **Employee Training History**

  Work with the SLMS Help Desk if you need any training history spreadsheets loaded into SLMS. Allow time for the system to update, query reports are refreshed every eight hours.

- **SLMS Users Group**

  The users group meeting was productive and went well. The next meeting will be held on July 23 at the Workers' Compensation Board.

Reminder: If you need any help with SLMS, the SLMS Help Desk is available from 8:30 a.m. to 5:00 p.m., Monday through Friday, excluding holidays, at (518) 473-8087 or SLMSHelpDesk@goer.ny.gov.