Frequently Asked Questions

Developing Minds, Strengthening Skills, Improving Performance

General Information

1. **What is "Tier One" training?** Tier One training is minimum training for front-line staff. Front-line staff members are staff members who have to engage customers directly. Customers include those who are participants in workforce programs (job seekers) and employers.

2. **What if a staff member previously took Tier One training through Dynamic Works and passed the exam?** The staff member is not required to complete the Tier One curriculum or examination through the Adobe Connect system hosted by the Department of Economic Opportunity (DEO).

3. **What if the person has not taken the Tier One training through Dynamic Works?** The staff member must be registered to complete Tier One through the Adobe Connect Learning Management System with DEO.

Registration Process

1. **We have a new staff member that needs to complete Tier One through the Adobe Connect Learning Management System. How do we get them registered?** The RWB's Training Coordinator should fill out the Adobe Connect Access Request Form and send it to WFSTraining@deo.myflorida.com. A profile will be created in the Adobe Connect Learning Management System for the staff member. We will send the user name and password combination to the Training Coordinator. We do not send the user name and password combination to the staff member. It is the Training Coordinator's responsibility to make sure the user name and password is sent to the appropriate party.

2. **A staff member just joined us from another regional board. We want this staff member's information moved to our region so he can take classes and get credit. What do we do?** The Training Coordinator can send an email to WFSTraining@deo.myflorida.com with the name and email address of the staff member, as well as the RWB number the staff member moved from.

3. **How long does it take for staff to get their new user name and password combination?** The staff member will not get their user name and password combination directly from us. Because each region wants to channel communication differently, we have chosen to communicate to staff through the Training Coordinators. We will create a profile for the staff member within 48 to 72 hours and send the user name and password combination along with a guide to accessing the Adobe Learning Management System to the Training Coordinator. The Training Coordinator is responsible for passing down this information to staff along with local expectations for completing the training, studying materials, and timelines for completing all work.

4. **Why does DEO send the information (user name and password) to the Training Coordinator instead of the staff member who will be accessing the Adobe Connect system?** Each RWB establishes training expectations differently. For example, one RWB may establish a 30-day plan to complete Tier One training. Another RWB may require Tier One to be completed within 60

days. We send the user name and password to the Training Coordinator who should pass on the information along with instructions about completing Tier One to the staff member.

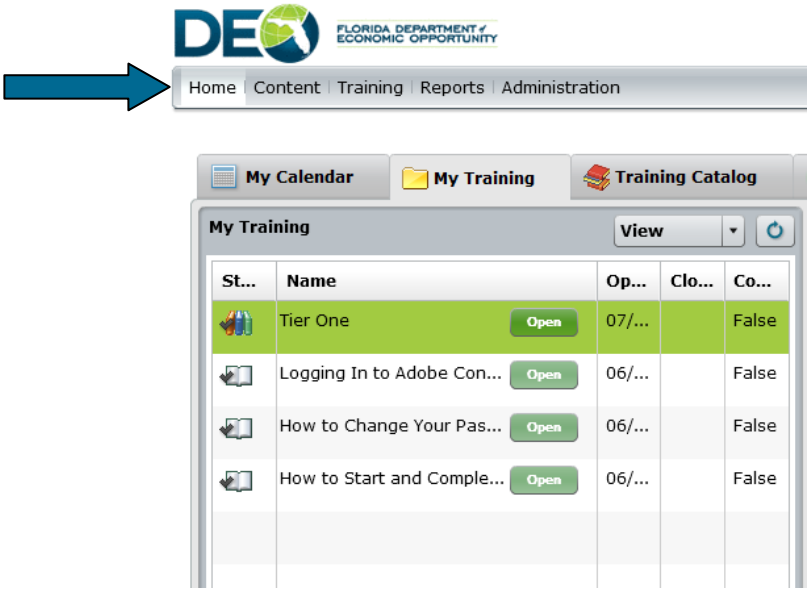
5. **How long does the staff member have to complete the Tier One materials?** The staff member has six months from his/her date of hire to review all materials and pass the exam. We recommend that the RWB create a local operating procedure or LOP to complete the materials in less than six months so the RWB can create a plan of action in case the staff member does not pass the exam.

System Information

1. **What does the system look like?** The Training Coordinator can review what the system looks like at any time. The presentation, Launching Adobe Connect Online Training, actually shows example pages. It is recommended that each Training Coordinator review this presentation.

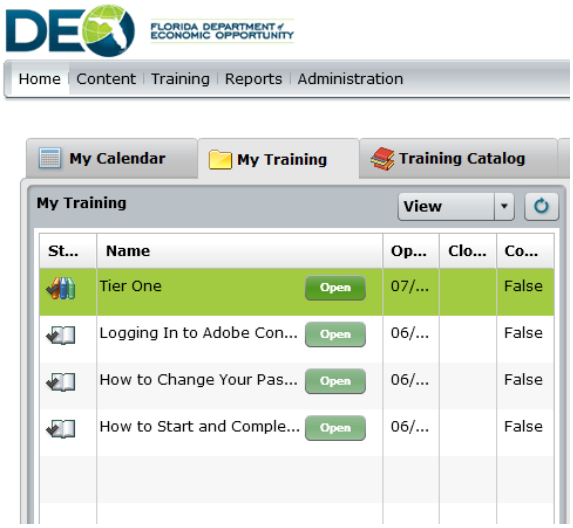
   The log on screen is shown below.

   Staff members enter their user name in the "Login" field and their password in the "Password" field. Learners will be taken to a "*Home*" screen when the first log into the system, as seen below.

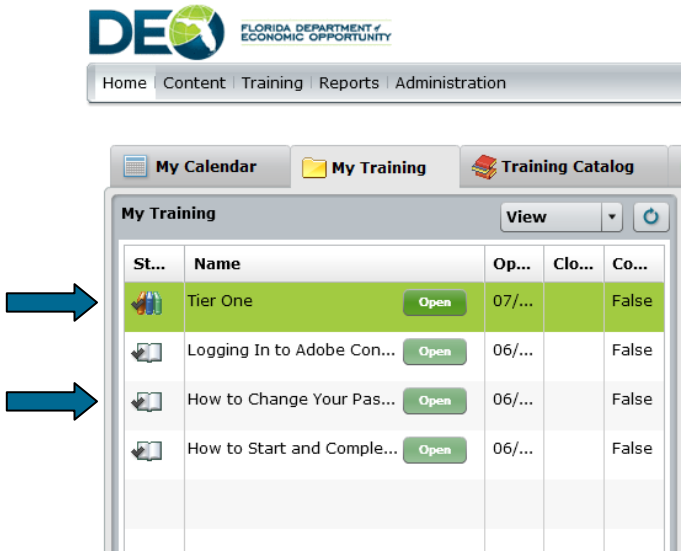


The home screen will show "*My Training*" list because the Adobe Connect Learning Management System focuses on the training modules that the staff member has been assigned to complete (or that he/she has signed up to complete in the Training Catalog).

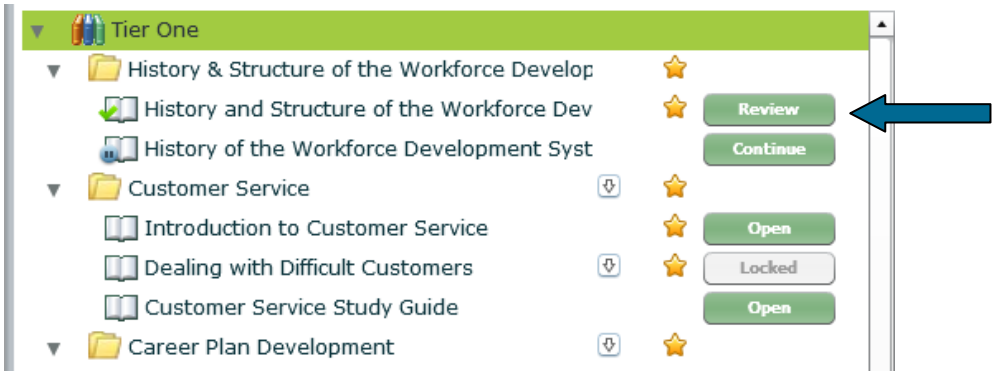
2. **How does the staff member know that she has been assigned the Tier One curriculum?** The staff member will see "Tier One" listed under her "*My Training*" tab. By clicking "Open" or "Continue", the staff member can open the list of courses that are contained in the Tier One curriculum.



3. On the "My Training" tab of the "Home" screen, all of the training the staff has been assigned to complete are listed. Additionally, if the staff member signed up to complete any training from the "Training Catalog", the training will be listed here. In the picture below, the staff has been assigned to complete the Tier One curriculum and three other classes. **How can I tell the difference between a set of courses (curriculum) and a single class?** A curriculum has a picture of a set of books next to it. A course or single class has a picture of an open book next to it.



4. **How does the staff member know he has completed the materials?** The green status button changes to “Review” instead of “Open” or “Continue”.



5. **Are there any materials that can help the staff member study?** A study guide was created for every module. The study guide can be printed and used while completing each module. The study guide will help the staff member learn the information. Just click on the “Open” or “Continue” button and print the document. It is a large document and requires a lot of paper. The staff member may also opt to simply save it to his computer.

6. **Is there any order in which the materials must be completed?** Yes. The curriculum is set up in a hierarchy. That is why some sessions are “locked” until the classes ahead of them are complete”. See the examples previously shown.

7. **I was on a page and got distracted. I came back to it later, but it would not let me enter my answer. What happened?** You were away too long. If you are going to do something else, please log off. Once you start a quiz, we recommend you finish it. You may be required to start the quiz over if you leave in the middle of the quiz.

Quiz Properties

LOP RECOMMENDATION

We recommend that the RWB enter in their LOP how the system should be used to include training time. For example, the staff should only log in when they are actually training. If they are working on something else, they should log out. When they are completing training time again, then they can log in the system again. Staff should not:

- Log into the system and leave it open while completing other work to obtain "training time".
- Log into the system and skip through slides quickly instead of completing materials.

1. **I answered a question and clicked the submit button but it would not take my answer. Why?** If you were skipping ahead and skipped past the slide by accident, you cannot go back and answer the question. Once you have skipped the slide, you have skipped the quiz question. You will have to finish the presentation and start over. This is one reason why skipping through the materials is not a good idea.

2. **I answered a question and then went back to change my answer. It would not let me change my answer. Why?** Once you answer the question and click submit or click to the next slide, you cannot go back to change the answer.

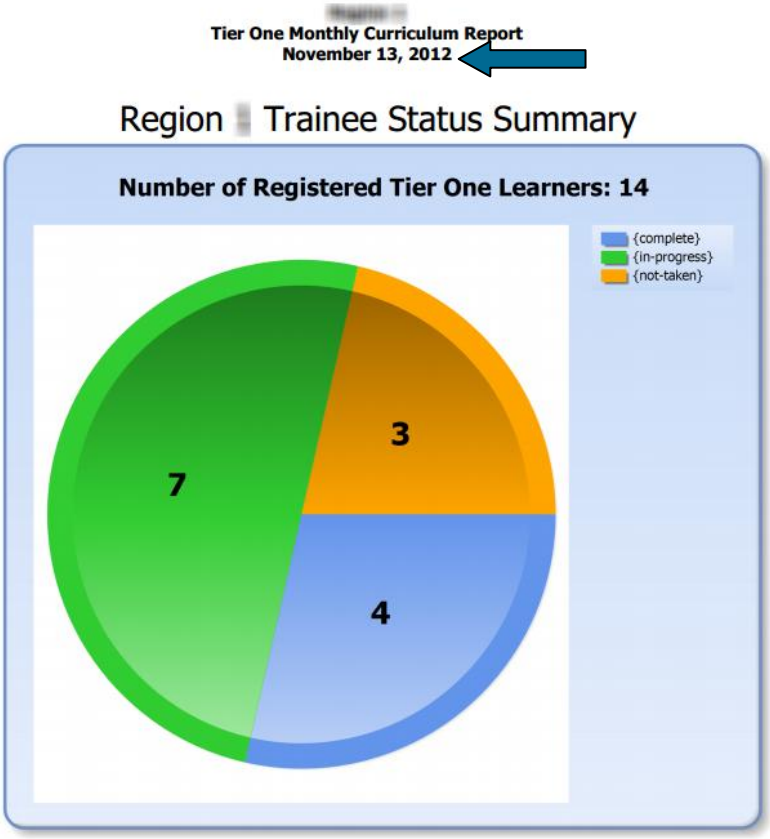
3. **I was on the quiz page and went back within the presentation to find the answer. I then went back to the quiz page and selected the answer but it would not let me submit the answer. Why not?** Once you are on the quiz page, you have to answer the question. If you leave the quiz page to go back to a previous slide and then return to the quiz page, the system will not allow you to submit an answer for that question. Like a test, it expects you to answer the question related to each part of the training after you have completed that portion of the training.

4. **I was on a page and got distracted. I came back to it later, but it would not let me enter my answer on the quiz page. What happened?** The system has a timeout built into it so you may be required to start the quiz over if you leave in the middle of the quiz and the period of no activity is sufficient to trigger the timeout (about twenty minutes). If you are going to do something else, please log off. You are not working in the training environment any more. You can log back into the system when you are ready to continue with the quiz or training materials.

Examination

1. **How will I know if my staff member is ready to take the test?** First, you want to make sure that the staff member has completed all of the Tier One materials: you can find this out by having the staff member print his/her transcript or you can get this information through the report that we send each month. We recommend that you speak with the staff member and ensure they have studied the materials. If the staff member did not adequately spend time in the courses, they may not pass.
    - We recommend the staff member print the study guide. The printed study guide should be used while viewing the lesson.

2. **What does the Tier One Monthly Curriculum Report show?**
    - The report shows how many people are enrolled in the Tier One program. The first page shows the number of completers (how many reviewed all courses), the number who need to complete the courses (in progress) and the number who are enrolled but have never started (not-taken). See an example below.



As you can see, the report is color coded for your convenience. As the numbers grown, we want to ensure the report remains easy to read. The title of the report provides the reader the date the report was compiled.

- The second page of the report provides the region with more detail about each enrolled learner. The report provides the status, registration date and last access date associated with each learner. This is important because it tells the Training Coordinator
    - If the learner has been registered for a long time but has never accessed the system.
    - If the learner has been registered for a long time but has not completed the courses.
    - If the learner started strong but has not accessed the system in a long time.

Region Tier One Roster

First Name	Last Name	Status	Registration Date	Last Access Date	Email Address
		{complete}	7/2/2012	8/10/2012	
		{complete}	7/19/2012	8/16/2012	
		{complete}	7/25/2012	9/25/2012	
		{complete}	7/23/2012	10/26/2012	
		{in-progress}	7/25/2012	7/27/2012	
		{in-progress}	7/2/2012	8/20/2012	
		{in-progress}	9/18/2012	9/24/2012	
		{in-progress}	10/24/2012	10/25/2012	
		{in-progress}	7/2/2012	10/26/2012	
		{in-progress}	7/19/2012	11/9/2012	
		{in-progress}	7/19/2012	11/14/2012	
		{not-taken}	7/2/2012		
		{not-taken}	7/19/2012		
		{not-taken}	10/19/2012		

- The last pages of the report provide detailed data about each staff member, which is very important. The data includes the name of the course, the last date the staff member logged in to look at the materials, the quiz score, the "expected time" it takes to complete the materials, and the amount of time the staff member spent reviewing the training materials. This information is important because it helps the Training Coordinator consider whether the staff member zoomed through the materials by skipping slides (expected time is 25 minutes and it took the staff member only 10 minutes) or if the staff member left if open while doing other work (expected time is 25 minutes and it took the staff member 2 hours).

Learner	Tier One Course	Course Status	Last Activity	Quiz Score	Expected Time (hh:mm:ss)	Time Taken (hh:mm:ss)
	History and Structure of the Workforce Development System	{complete}	9/28/2012	90 / 100	0:36:54	0:37:45
	Introduction to Customer Service	{complete}	9/28/2012	30 / 40	0:21:58	0:26:21

3. **How do I get the staff registered for the exam?** The Training Coordinator should send the full name of the staff member along with the staff member's email to Erica Mott via email at erica.mott@deo.myflorida.com. Erica Mott will send the Training Coordinator a link to the exam and a secret password. The Training Coordinator will also be provided a Tier One Administration Form.

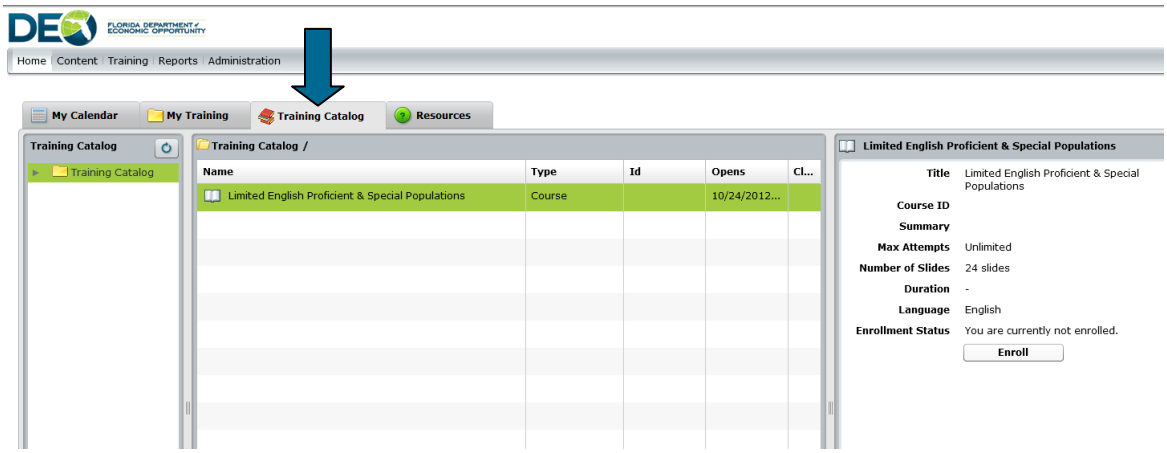
    - **Step 1:** Prepare a space for the staff member to take the test. Navigate to the Internet address of the exam. Do not give out the Internet address for the exam.
    - **Step 2:** The Training Coordinator/proctor must go over the Tier One Administration Form with the staff member. Have the staff member sign the form. The Training Administrator/proctor must also sign the form. The form must be retained for audit purposes. This will be monitored by the programmatic staff during annual reviews.
    - **Step 3:** When the staff member is ready to take the test, have the staff member enter his/her password into the Adobe Connect Learning Management System to bring up the test.
    - **Step 4:** Have the Training Coordinator/proctor enter the exam password on the screen to start the test.
    - **Step 5:** Have the staff member complete the test.

4. **Why is there a password for the exam (entered on the test)?** Staff should only access the exam when they are ready to take the exam. We will change the link and the password at random intervals and the link and password combination will never be valid for longer than 30 days at a time. The link and password combination should never be given out to other staff. The Training Coordinators and proctors have agreed to hold this information confidential and keep the highest testing ethics in place at all times

5. **Are there any periods of time that we should not administer the exam?** We recommend that you do not administer the exam during the Workforce Professional Development Academy week. Any requests received prior to the week and during the week of the Workforce Professional Development Academy will not be addressed until after the Academy has concluded.

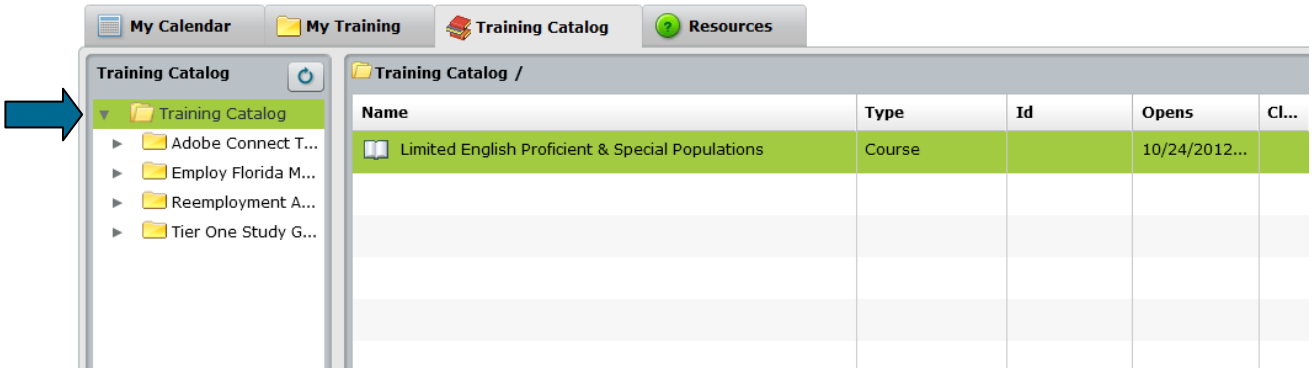
Training Catalog

1. **What is the "Training Catalog"?** This is a list of online classes that staff members can complete. You can go in and look at these class titles any time. Managers can also go in and ask staff to register for these classes and complete them as well. They can be a part of Continuing Education Units (CEUs).

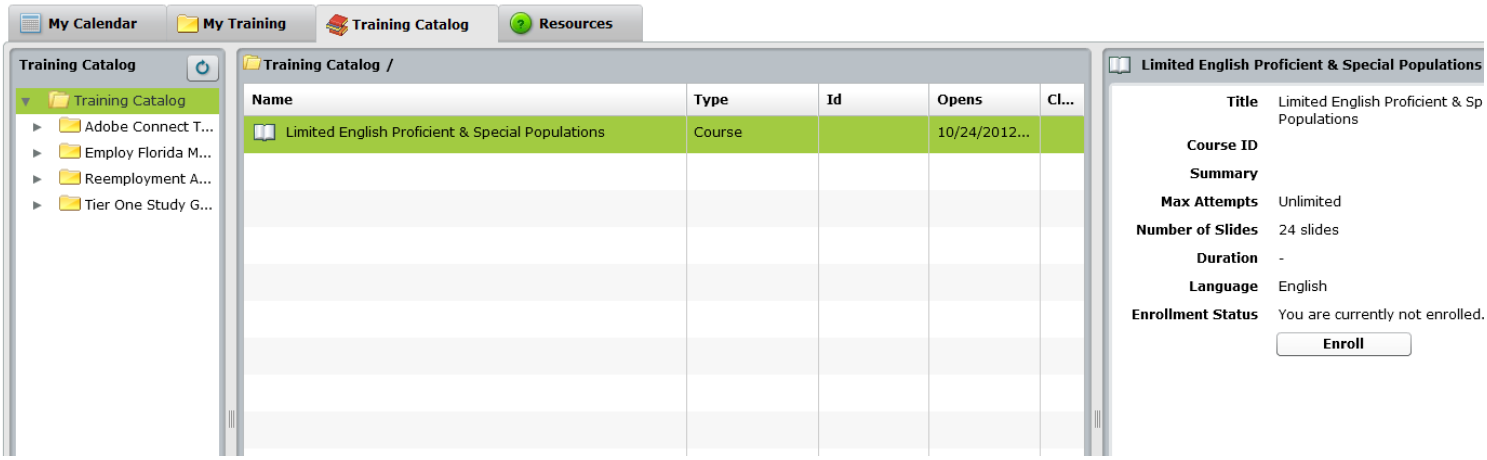


- ***Step 1:*** We serve multiple customers. So, we divide the classes into folders. First, select "Training Catalog" to go the Training Catalog page and look at the courses available.

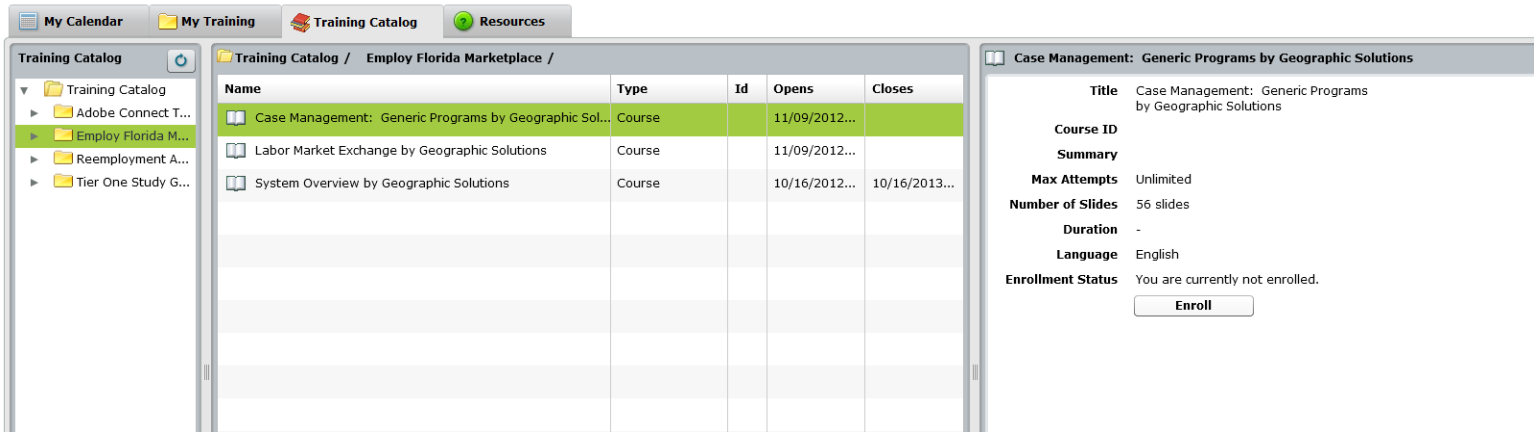
- ***Step 2:*** Select the arrow next to the Training Catalog folder on the left side of your screen. The options will expand to show you all of the folders available for you to review.



- ***Step 3:*** Select the folder that you want to review. The courses available will appear. For example. The staff member selected the main "Training Catalog" folder. The course *Limited English Proficient Customers & Special Populations* is available in that folder. Therefore, staff who are interested can "enroll" in the class by selecting the "Enroll" button in the details section on the right. See the next page.

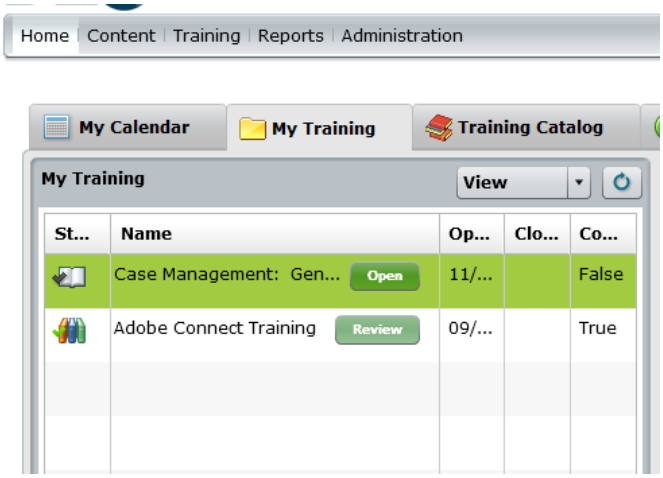


In the example below, the staff member selected, Employ Florida Marketplace. This folder has several classes provided by Geographic Solutions. The staff member selected the course titled *Case Management: Generic Programs* and then selected "Enroll". Now, the staff member can complete the course.



1. **Are there any classes currently in the "Training Catalog"?** Yes, there are classes to learn how to use Adobe Connect. There are classes to learn how to use Employ Florida Marketplace or EFM. Even though the system is relatively new, we are working to put more and more online classes in the system so that the RWBs can use this tool to help staff learn new skills or improve skills they already have.

2. **Can we enroll in these classes?** Yes. Staff who have access to the Adobe Connect Learning Management System can enroll in classes posted to the Training Catalog.

3. **How do we enroll in these classes?** See the answer to the first question.

4. **How do we complete these classes?** Once you click “Enroll”, the class will show up under your training list on the “My Training” tab. See below. The example from number one shows up on the staff member’s training tab list. Now, he can complete the course by clicking “Open” next to the course title.