



iLearn to Workday Transition

Helpful Links:

<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Pages/iLearn-to-Workday.aspx>

- [Partner iLearnOregon transition webpage](#)
 - **Link to video on how Partners *will* be able to create accounts in Workday Learning. (We recommend starting at the “Agency Partner” section.)**

ODDS Partners Call – Frequently Asked Questions

Updated June 28, 2021

Background: On June 16, 2021, the Department of Administrative Services (DAS) assisted the state of Oregon (including the Oregon Department of Human Services [ODHS] and Office of Developmental Disabilities Services [ODDS]) in transitioning from iLearn to Workday as our Learning Management System. This transition means that any trainings currently accessed in iLearn (<https://ilearn.oregon.gov/Default.aspx>) will need to be accessed in Workday on or after June 16, 2021.

Glossary:

Extended Enterprise Learner – ODHS/ODDS partners and contractors. This would include: Medicaid Agencies, Licensed Foster Care Providers, Personal Support Workers, Case Management Entities and anyone else who wants to access ODHS/ODDS trainings.

Learning Management System – A platform or website where people can login to take on-demand trainings, or register for in-person or webinar trainings.

Affiliation Manager – A Workday Learning role, assigned by ODHS/DAS to a provider partner (Extended Enterprise Learner) manager, so that they may: 1. Reset password for staff; 2. View transcripts for staff; 3. Pull reports for staff.

Frequently Asked Questions:

Topic: Transcripts

Question: (6/16/21) How do I request iLearn transcripts, now?

Answer: There are two ways to request an iLearn transcript:

Option #1: This option is for people who will not be opening a Workday Learning account. If you have a Workday Learning Account, please see Option #2 below. iLearn transcripts, for people who will not be creating a Workday Learning Account, may be requested from the Department of Administrative Services (DAS). The form is available online at <https://www.oregon.gov/das/HR/Documents/iLearnOregonTranscriptRequestForm.pdf>

Option #2: Please do the following to request a transcript from within your Workday Learning account:

1. Login to your Workday Learning account
2. Click the “Helpful Links” icon to the right of the page next to the “Learning” icon
3. Select “Transfer Record from iLearnOregon to Workday Request”
4. Complete the form and click OK

At this time, it is unknown how long it will take to complete these requests. Please make your request as soon as possible if you will need your iLearn records.

Question (5/6/2021): Are both transcripts and certs required as proof?

Answer: For ODDS purposes, either will be fine. Our licensors, and other reviewers just need to have evidence that training requirements have been met.

Question (5/6/2021): Not having access to employees transcripts is very challenging to obtain updated transcripts from the employee. Do you have a timeline for when this feature will be available?

Answer: ODHS has raised this issue with the state (Department of Administrative Services).

Update (6/28/2021): DAS is working with ODHS to allow partners to access a user role, known as the Affiliation Manager, which would allow people with that role to:

Edit and Manage EE Learners assigned to them, including password resets;
Run and view reports; and
Communicate with staff assigned to them in Workday.

There are two ways of requesting the Affiliation Manager role.

Option #1: On June 4, 2021 a survey was sent to staff of providers and partners regarding the Affiliation Manager role. The survey was sent to those individuals who had a manager's roles in iLearn.

ODDS reviewed the results of that survey and approved individuals who had an iLearn manager's role for the Workday Learning Affiliation Manager Role. At this time these approvals are being processed by Workday Learning administration. During the processing you will likely receive an email with further instructions on how to complete the request. The email address provided in the survey will be used. It is unknown how long the processing of these requests will take. If you haven't received an email by August 1, 2021, please send an email to employmenttraining.review@dhsosha.state.or.us.

Option #2: The Affiliation Manager role can be requested by completing the form below. Please send the completed form to employmenttraining.review@dhsosha.state.or.us. **Please do not use this form if you responded to the survey as noted in Option #1.**

Affiliation Manager Request Form:

<https://www.oregon.gov/dhs/SENIORS-DISABILITIES/DD/PROVIDERS-PARTNERS/Documents/Contingent-Affiliation-Manager-Request-Form.pdf>

Question (5/6/2021): How many years back do you need a transcript? Trainings are for the most part just valid 1 year?

Answer: Core Competencies typically are taken one time, and verification of completion is required to be maintained. For annual training requirements, you should maintain record that you have met the requirements annually.

Question: If an employee has already completed the iLearn modules (and has their transcript saved within agency HR files), will they need to make a

profile on the new site? Or will their old iLearn transcript still meet this training requirement?

Answer: So long as the transcript is available to QA/licensing upon request, that is sufficient.

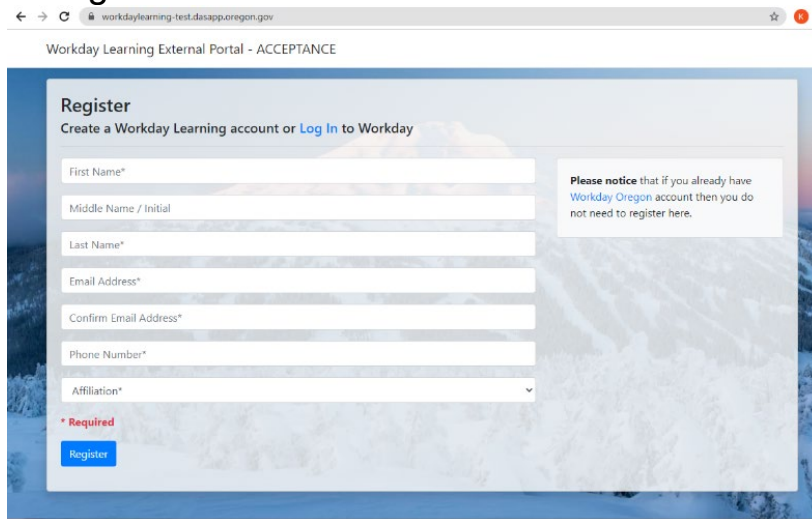
Question: If the someone has already completed their core competency training in iLearn, will there be additional core comp training requirements in Workday that will need to be completed as well? Similar to when iLearn rolled out?

Answer: Not if there is record of those core competencies being completed, via an iLearn transcript uploaded into Workday, in the individuals file, etc.

Topic: Extended Enterprise Learner Accounts

Question (5/6/2021): We had to register as a non-government employee for iLearn. Is that how Foster providers will have to open the new account in Workday?

Answer: Foster providers and all other partners will register as Extended Enterprise Learners. For Extended Enterprise Learners, the only information required will be: name, e-mail, phone number, and ODHS affiliation. This is a screen shot from the test environment, and is subject to change.



The screenshot shows a web browser window with the URL "workdaylearning-test.dsaapp.oregon.gov". The page title is "Workday Learning External Portal - ACCEPTANCE". The main content is a registration form titled "Register" with the subtitle "Create a Workday Learning account or [Log In](#) to Workday". The form includes several input fields: "First Name*", "Middle Name / Initial", "Last Name*", "Email Address*", "Confirm Email Address*", "Phone Number*", and "Affiliation*" (a dropdown menu). A red asterisk indicates that the fields marked with an asterisk are required. A blue "Register" button is located at the bottom left of the form. A "Please notice" box on the right side of the form states: "Please notice that if you already have Workday Oregon account then you do not need to register here."

Question (5/6/2021): Will Workday have a list of the core competency trainings we are required to complete?

ANSWER: The same core competencies will be required, but they will be accessed through Workday Learning. The search engine in Workday Learning functions more smoothly than the iLearn search. For example, entering “DSP” in the search field returns all of the DSP Core Competencies in numerical order.

NEW Question (5/6/2021): Will agencies be able to upload and create their own trainings or links to send to individuals? Example: annual trainings that need to be completed.

Answer: Partners (non-state) will not be able to upload their own trainings. If you have trainings that need to be taken, please work with your contact at the State.

Question: Will agencies be able to set up an "agency" or company account? If yes, will we be able to add employees and assign trainings? Similar questions include: Will there be an EEL Manager account where we can see our individual learners for the agency we work at current learning, like there is in iLearn?

Updated Answer (6/29/2021): There is not a way to set up an “agency” account, but there is an Affiliation Manager role, which can be assigned to someone at an agency so that they can access employee transcripts. See above for more details.

There are two ways of requesting the Affiliation Manager role:

Option #1: On June 4, 2021 a survey was sent to staff of providers and partners regarding the Affiliation Manager role. The survey was sent to those individuals who had a manager’s roles in iLearn.

ODDS reviewed the results of that survey and approved individuals who had an iLearn manager’s role for the Workday Learning Affiliation Manager Role. At this time these approvals are being processed by Workday Learning administration.

During the processing you will likely receive an email with further instructions on how to complete the request. The email address provided in the survey will be used. It is unknown how long the processing of these

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TOPIC: Workday Trainings

Question (5/6/2021): Will the QA unit at ODDS have access to records in iLearn so they can know who has already completed core comps?

Answer: No one will have access to iLearn after June 15, 2021. Currently, ODHS does not have access to provider or partner iLearn accounts.

Question (5/6/2021): Will there be more training once the system is functioning for at least a short time?

ANSWER: Training and instructional materials for using workday learning will be available ongoing to meet the needs of new users.

Question (5/6/2021): Will there be a time limit to get everyone an account in workday?

Answer: There is no time limit for users to access Workday. However, iLearn was turned off starting June 15 2021. Starting June 16, 2021 you can register to create a Workday Learning account, and then will be able to access it after registration. Going forward, the Workday Learning account will be the account used to access ODHS trainings such as Core Competencies.

Question (5/6/2021): Will each participant need to use their own unique link to get into Workday? Or will a manager be able to help them using a link that is not specified for the individual participant?

Answer: Like iLearn, Workday will be a website that users will go to in order to access and take trainings. There will not be individual links per

user. Your Workday Learning account allows you to log-in and keep track of the trainings you need to take - and the ones you have taken.

Question (5/6/2021): Are training certificates available? On I-Learn, for example, for CDDP case managers. CAM required training certificates are needed to get set up with a CAM account.

Answer: The certificates for the online CAM training is available in iLearn. Certificates for the classroom trainings offered prior to May 2020 were issued through Flexiquiz and are not in iLearn.

Question: Will the required trainings be the same ones currently in iLearn?

Answer: Yes.

Question: Will there be a list or guide related to "affiliation" under the registration section for different types of providers such as DSPs needing Core Comp Training? I didn't see the drop down if it is clear within the list or not.

Answer: The nice thing about Workday is it will allow us to group trainings, and makes it easier to find trainings. Right now there will not be a way to register as a "DSP" for "DSP Core Competencies." However, the DSP Core Competencies will be easy to find, and grouped together as a training sequence.

Question: Will Workday modules offer increased module engagement for EELearners over the iLearn platform?

Answer: The interactivity of the modules really depends on what software the modules were developed using. Workday is able to run Articulate for instance, which allows for more interaction, so this is great.

Question: Who is the contact person for Workday and their email address?

Answer: Email is lms.workday@oregon.gov or call 833-604-0881

Question: Will the modules in Workday be numbered the same, i.e. 101, 103, etc.?

Answer: Yes.

Update June 2021 Question: I have been looking for the link to get a new employee set up for the Core Competencies, where do I find that?

Answer: Try using this link: <https://workdaylearning.dasapp.oregon.gov/>

Update June 2021 Question: I keep getting a “bigfoot” error.

Answer: Ensure you are using Edge, Chrome, Safari or Opera. Do not use Explorer. Make sure you received the email and verified your username and password.

Update June 2021 Question: What affiliation should I use when signing up?

Answer: On the drop down menu, select “Human Services, Department of.”

Update June 2021 Question: How do I find the Tier 1 and Tier 2 trainings for DSPs?

Answer: Use the search term, “DSP.” Be sure that you are affiliated with “Human Services” or otherwise you won’t be able to find the training.

Topic: Next Steps

Question (5/6/2021): What if we do not use iLearn and use Care Oregon?

Answer: Workday only replaces iLearn and does not replace any other training/learning systems.

Question (6/29/2021): Will there be an option to assign a manager to the account as iLearn has now? It has been very helpful with tracking training for our staff.

Answer: There will be an affiliation role available that will allow a manager to track staff training. See above for details.

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Question: What does this mean for Foster Care Providers?

Answer: Foster Care providers do not have Core Competency requirements in iLearn, and right now, will not have these requirements in Workday. However, Foster Care providers do have a requirement to maintain continuing education. Some iLearn courses may count towards that continuing education, and for that reason, it is important that you save your transcript from iLearn. If Foster Care Providers would like to access other ODDS or ODHS trainings, those will be available in Workday on June 16, 2021 and for that reason, a Workday account should be created.

New Questions (5/28/2021):

Question: How do you become an affiliation manager? Will there be an option to add new affiliation manager if perhaps ODDS does not have an updated contact for current HR, etc.?

Answer (Updated 6/28/2021): There are two ways of requesting the Affiliation Manager role:

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Question: Will Workday Learning keep track of the training time and "credits?"

Answer: Our understanding is there is an option to include "credits" in the Workday Learning system.