Workday Learning Standards

Oregon Department of Transportation

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1 Introduction

The intent of this document is to guide and support ODOT employees with Workday Learning security roles and to provide consistency in the use of Workday Learning across the agency. Our goals are to help maintain reliable training data and provide a positive user experience.

2 Workday Learning Administration

2.1 User Accounts

Employees will have access to Workday Learning on the hire date listed for them in Workday—as soon as they have access to login to Workday, they'll have access to Workday Learning.

Contractors and Volunteers: these users will need to have a Contingent Worker account in Workday in order to access Workday Learning.

Public Partners and Customers: these users will need to create an Extended Enterprise Learner account in Workday Learning to access training ODOT provides to the State of Oregon Affiliation.

2.2 Workday Learning Security Roles

If you have been assigned a Workday Learning security role that you no longer use, notify the Learning Partner to remove it.

The only security role non-ODOT employees are able to have is the External Instructor role.

2.2.1 Learning Partner

Per Workday Learning Statewide Protocols 08-002 and 08-003, the agency Learning Partner security role will have the highest level of access to an agency in Workday Learning. Each agency will need to assign at least one Learning Partner and one back-up. The agency Learning Partner will have access to all locally editable content within their Workday Learning company.

DAS is the only authorized entity who can assign the Learning Partner role for each agency. When a Learning Partner is no longer able to perform the role, the agency must submit a notification to DAS at least 15 days prior to the person vacating the role.

The Learning Partner will assign all other Workday Learning security roles.

All support for any Workday Learning security role is the responsibility of the Learning Partner.

2.2.2 Content Creator

This security role will be assigned to a person who needs to create and manage content, including managing enrollment and attendance. It will require training before assignment.

2.2.3 Instructor

This security role will be assigned to a person who needs to be able to manage enrollment and attendance of a course offering in which they are listed as the instructor.

2.2.4 External Instructor

This security role will be assigned to an external user who needs to be able to manage enrollment and attendance of course offering in which they are listed as the instructor.

2.3 Workday Learning Leads

This group of Workday Learning super-users will act in an advisory capacity to the ODOT Learning Partner, and members will act as Workday Learning points of contact and support for their division and/or section. The group will be comprised of representatives from different divisions and/or sections of ODOT that provide and/or manage employee training. Due to specific duties and functions listed herein for this role, it will require more system administrative responsibility than others with the Content Creator security role.

3 Course Administration

3.1. Course Creation

Only the Learning Partner and Workday Learning Leads will create new courses.

3.1.1 Course Creation Purpose

Workday Learning is a data management tool and not an event management tool. Its purpose is to manage and monitor employee training data and not a place to document all possible employee events.

3.2 Setting-Up New Courses and Editing Existing Courses

Before creating, editing, or reusing a course, search in both the active and inactive courses to check whether or not the course is currently available.

Search for an existing course by using the appropriate key words – try a few different combinations to search thoroughly.

3.2.1 Content Creation Practice

WE CANNOT DELETE ANY COURSE OR PROGRAM CONTENT IN THE WORKDAY LEARNING PRODUCTION ENVIRONMENT.

Any content creation practice must happen in the test environment. **This includes the required practice run-through of eLearning courses.**

3.2.2 Reusing and/or Editing an Existing Course

If a course populates after searching, and the course description or objectives are similar, DO NOT create a new course.

Contact the course owner/lead if you need to edit an existing course. If a course owner/lead is not listed, contact the ODOT Learning Partner.

Criteria to consider when deciding to edit an existing course:

- The course duration is similar.
- The description or learning goal is the same or content is similar.
- Changes to training activities do not significantly alter course scoring.
- The Learning Partner deems editing an existing course is appropriate.

3.2.3 Creating a New Course

If a course populates based on the search criteria but the course description, objectives, or content vary significantly, add a new course.

Criteria to consider when creating a new course:

- The course will be offered more than once and will not be appropriate as self-reported Training.
- Agency staff will monitor the data for this course, meaning they will look for it on an employee's transcript to fulfill a professional purpose or they will monitor overall completion data for the course.
- The course description, objectives, or content are significantly different from the existing content.
- Changes to training activities significantly alter course scoring.
- The Learning Partner deems editing an existing course is not appropriate.

Examples of employee events that may not fulfill the above requirements:

- Trainings that will happen only once, especially if they are specific to only one group and/or are facilitated by an outside contractor.
- Informational meetings or gatherings, including unit, section or division meetings.
- Conference videos to be posted so those who missed can view the conference—these need to go on the intranet.

3.2.4 eLearning Courses

Training owners who upload eLearning courses (i.e. online courses) into Workday Learning are responsible for updating and maintaining these courses and any files associated with them.

3.2.4.1 Working with eLearning Contractors

If a section works with a contractor to create eLearning content to use in Workday Learning, it is important to consult with the ODOT Learning Partner before the contract is signed. This will help ensure the contracted eLearning is both Workday Learning and ODOT computer compatible.

3.2.5 Group Completion Courses

It is common practice for ODOT crews to complete required digital courses in a group setting. Because we cannot mass enroll and mark completions in digital courses, we must create a blended course and *make it an equivalent to the digital course* in order to document group completions of the digital course.

The title of this equivalent blended course shall be the same as the digital course but include " - Group Roster" at the end of the title.

3.3 Naming Conventions

The Workday Learning catalog contains courses for all Oregon state agencies. When we search the catalog, we are searching through all of the courses it contains. Keywords in the course name are vital.

It is important that users and those with security roles can easily identify and search for training by organization, program area, and class title.

All courses must follow the standard naming convention. This applies to all system content.

3.3.1 Course Names

Course names will follow this pattern:

ODOT - HR - New Employee Orientation

The agency acronym, space, hyphen, space, shortened title of agency section that provides the training, space, hyphen, space, course title (using title format)

NOTE: for group completion titles, see 3.2.5.

Shortened Titles by Division, Branch or Section

Commerce and Compliance Division	CCD
Communication Section	COMM
Driver & Motor Vehicle Services	DMV
Engineering Branch	ENG
Financial Services Branch	FSB
Government and External Relations	GER
Human Resources	HR
Information Systems	IS
Maintenance & Operations Branch	MOB
Office of Civil Rights	OCR
Office of Employee Safety	OES
Office of Organizational Excellence	OOE
Policy, Data, and Analysis Division	PDA
Procurement	PROC
Statewide Project Delivery Branch	SPDB

3.4 Retiring Content

When we need to replace content with a new version, or inactivate content that will likely not be used again, we will retire the current version.

To indicate retirement of the content, add the word "RETIRED" to the end of the title, in all caps for visual impact, and inactivate it.

This aids with identification and differentiation of current and past content on employee transcripts as well as course choice in reports.

3.4.1 Accidental or Incorrect Content Creation

WE CANNOT DELETE ANY COURSE OR PROGRAM CONTENT IN THE WORKDAY LEARNING PRODUCTION ENVIRONMENT.

If content is accidentally or incorrectly created, add the phrase "ACCIDENTAL CREATION" or "INCORRECT CREATION" to the end of the title, in all caps for visual impact, and inactivate it.

Delete any offerings that may have been created in an accidental or incorrect course.

3.5 Course Accessibility

To the best of our ability, ODOT Workday Learning follows state and federal accessibility regulations to ensure site accessibility for all site users, including those with disabilities.

- State: Oregon Web Guidelines Section III
- Federal: Section 508 of the Rehabilitation Act
- Federal: Title VI of the Civil Rights Act of 1964

Documents must also meet accessibility requirements. Follow Oregon Web Guidelines Section III for making PDF documents accessible. Scanned copies of documents may not be accessible and may be hard to make accessible using PDF tagging and are therefore discouraged.

3.6 Waitlist

Waitlists allow participants to take a space in a full classroom course if another enrollee cancels their registration for the course offering. Workday Learning allows a participant to be waitlisted for multiple offerings of the same course. However, once the user is moved from the waitlist and enrolled in a course, they will be automatically removed from all other sections within that course.

Workday Learning automatically enrolls the user at the top of the waitlist upon course cancelation of an enrolled user. The system will notify a user when they are moved from the waitlist into the course.

3.6.1 Open Registration Courses

Waitlists are required for open enrollment courses. This ensures full classes and allows users to attend a course if a registered user drops enrollment.

3.6.2 Screened Registration or Bulk Enrolled Courses

Waitlists are not required for courses for which a Content Creator or Instructor screens participant enrollment or mass enrolls participants for the purpose of screening enrollment or documenting course completion after the offering is finished.

3.7 Adding a Training Location

Available training rooms in Workday Learning are populated by the work locations in Workday/HCM. If an ODOT location is not available, or a training room needs to be added to an ODOT location, contact the ODOT Learning Partner to make the request to do so.

If the location is not an ODOT building, you will need to add it to the offering as an ad-hoc location.

3.8 Linking to an External URL

Course administrators who post external web links within a course description or by creating an external link offering are responsible for ensuring that the link is active, accurate, and relevant. The site must provide accurate and compelling data and not exhibit defamatory or discriminatory content.

The ODOT Learning Partner has the authority to remove links that are deemed inappropriate.

3.9 Course Audits

Content Creators will audit Workday Learning courses sponsored by their work section at least annually to determine if courses need to be inactivated and/or retired from the catalog.

4 Training Administration

4.1 Assigning Required Training

Mandatory training can be assigned as “Required” in Workday Learning to individuals and groups and is most effective when assigned to divisions, sections, classification groups, or crews.

The ODOT Learning Partner will assign the *ongoing* requirements in Workday Learning.

4.2 Completion of Attendance

Attendance status must be entered into Workday Learning within 30 days of the training session.

Offering dates in the system cannot be altered from the actual date and time the training event will or has occurred.

4.3 Roster Retention

Because Workday Learning retains all training records, you are not required to keep paper attendance rosters after entering course attendance in Workday Learning and verifying accuracy of course attendance. However, retaining paper rosters for one to three years may help with training attendance verification should an attendance dispute occur.

5 Payment

5.1 Managing Courses with Fee and Non-Fee Attendees

If a class is divided between paying and non-paying participants, you must create two different courses with offerings for the same date and time. If the course audience includes all paying participants or all no-cost participants, no additional courses are required.

Courses with a fee should indicate the fee amount in the course payment field.

5.2 Refunds for Paid Courses

Participants may drop their course enrollment and receive a refund of the paid fee at any time prior to the course drop deadline or start of the course, whichever is designated in the offering settings. It is the responsibility of the sponsoring section to coordinate course payments and refunds.

Participants will not receive a refund due to non-attendance or failure to complete a course.