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1 Introduction

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

2 Domain Administration

2.1 User Accounts
Changes to an employee’s account in Workday triggers account actions in iLearnOregon for employees new to the agency and/or a section.

If an employee’s account does not appear in iLearn, **do not create a new account.** Instead, contact the ODOT iLearn Domain Administrator.

2.1.1 New to State Service
iLearn automatically creates an account for the new employee the day after their employee ID number (OR#) is assigned by uploading the information from the employee database.

Both the login ID and password will be the employee “OR” number, capital “OR.”

2.1.2 Transfer from another State Agency or Return to State Service
This type of employee already has an iLearn account. The employee iLearn account will update on the third day of employment with ODOT.

Login ID and password will be the login ID and password used previously.

2.1.3 Transfer within ODOT
Once their information is updated in their Workday account, this type of employee will be moved into the correct division and section of iLearn.

The employee will continue to use the existing login ID and password.

2.1.4 Contractors, Unpaid Interns, Public Partners, Volunteers, or Customers
Contractors, unpaid interns, public partners, volunteers, and customers are people who do not have a state employee number (OR number) but need to access ODOT training through iLearn.

**Contractors and Unpaid Interns:** iLearn will automatically create a Contingent Worker account for this person the day after a CW account is created for them in Workday. Both the login ID and password will be the CW number, capital “CW.”
Public Partners, Customers, and Volunteers: follow the instructions on the iLearnOregon login page to create a “Non-State Employee Account.” They will then need to contact the ODOT Domain Administrator to be added to the ODOT domain and gain access to the ODOT course catalog.

2.2 iLearn Roles and Permissions

If you have been assigned an elevated iLearn role that you no longer use, notify the Domain Administrator to remove it.

Non-ODOT employees are not allowed to have iLearn roles and permissions beyond the Instructor role.

2.2.1 Domain Administrator

Per iLearnOregon Statewide Protocols 08-002 and 08-003, the agency domain administrator role will have the highest level of access to an agency’s domain. Each agency will need to assign at least one domain administrator and one back-up. The agency domain administrator will have access to all locally editable content within their domain.

DAS is the only authorized entity who can assign the domain administrator role for each agency. When an agency domain administrator 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 agency domain administrator(s) will assign all other system roles that are appropriate to a person’s position, organizational responsibilities, training, and experience.

All support for any system role below Agency Domain Administrator is the responsibility of the local agency domain administrator.

2.2.2 Course Administrator

To gain administrative access to iLearn and manage courses, employees must attend the course administrator training. Once they do, a domain administrator will assign them the Course Manager, Report Manager, Instructor, and Bulk Enroll roles in iLearn.

2.2.2.1 Course Manager

The Course Manager role provides access to add and edit courses, including courses that the individual did not create.

2.2.2.2 Content Manager

This role provides access to create non-course content and may be assigned to ODOT iLearn Leads for the sole purpose of posting documents. The ODOT iLearn Domain Administrator will post other types of content associated with this role.

2.2.3 Report Manager

This role provides access to iLearn reports and will be assigned upon request.
2.2.4 Instructor
This role will be assigned to a person who needs to be listed as the instructor for a classroom course. It will also be assigned to course administrators so that they have access to the Instructor Tools dashboard in iLearn.

2.2.5 Bulk Enroll
This role provides access to enroll employees into a course and will be assigned upon request.

2.2.6 Password Reset
This role will be assigned to ODOT Computer Support or DMV Technical Resource Center employees upon request.

2.2.7 Agency Delegate
This role provides access to the Custom Tools area in iLearn, including Transcript and Bulk Enroll access and will be assigned upon manager approval.

2.2.8 Billing Tools
This role provides access to the billing tools in iLearn and will be assigned upon manager approval.

2.2.9 User Manager
This role is automatically assigned to employee supervisors and provides access to the “Team” dashboard in iLearn.

2.3 iLearn Leads
This group of iLearn super-users will act in an advisory capacity to the ODOT Domain Administrator, and members will act as iLearn 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 the Course Administrator.

3 Course Administration

3.1 Course Creation
Only the iLearn Domain Administrator and iLearn Leads will create new courses.

3.1.1 Course Creation Purpose
iLearn 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 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/contact if you need to edit an existing course. If a course owner/contact is not listed, contact the ODOT iLearn Domain Administrator.

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.
- The course has not been used within the last five years or more.
- Changes to training activities do not significantly alter course scoring.
- The domain administrator deems editing an existing course is appropriate.

3.2.2 Setting-Up 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 Learning.”
- 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 domain administrator 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.

3.2.3 eLearning Courses
Training sponsors who upload eLearning courses (i.e. online courses) into iLearn are responsible for updating and maintaining these courses and any files associated with them.

3.2.3.1 Working with eLearning Contractors
If a section works with a contractor to create eLearning content to use in iLearn, it is important to consult with the ODOT iLearn Domain Administrator before the contract is signed. This will help ensure the contracted eLearning is both iLearn and ODOT computer compatible.

3.3 Naming Conventions
The iLearn 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, course administrators, and domain administrators 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 curriculums and certifications as well as face to face, virtual, and online courses.

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)

<table>
<thead>
<tr>
<th>Shortened Titles by Section</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Agency Leadership Board</td>
<td>ALB</td>
</tr>
<tr>
<td>Business Services Branch</td>
<td>BSB</td>
</tr>
<tr>
<td>Civil Rights</td>
<td>CVL RIGHTS</td>
</tr>
<tr>
<td>Communication</td>
<td>COMM</td>
</tr>
<tr>
<td>Financial Services Branch</td>
<td>FSB</td>
</tr>
<tr>
<td>Government Relations</td>
<td>GOV RELATIONS</td>
</tr>
<tr>
<td>Highway</td>
<td>HWY</td>
</tr>
<tr>
<td>Human Resources</td>
<td>HR</td>
</tr>
<tr>
<td>Information Systems</td>
<td>IS</td>
</tr>
<tr>
<td>Maintenance &amp; Operations Branch</td>
<td>MOB</td>
</tr>
<tr>
<td>Motor Carrier Transportation Division</td>
<td>MCTD</td>
</tr>
<tr>
<td>Oregon Driver &amp; Motor Vehicle Services</td>
<td>DMV</td>
</tr>
<tr>
<td>Procurement</td>
<td>PROC</td>
</tr>
<tr>
<td>Research</td>
<td>RSRCH</td>
</tr>
</tbody>
</table>
3.3.2 Section Titles
Section titles are used to differentiate classes within a classroom course.

Section titles, not course names, are included in the calendar invites that iLearn sends to course enrollees. Some form of the course name needs to be included in the section title (e.g. complete course name, shortened version, key words, etc.). Consider adding location and target audience.

For virtual sections of a course, add the word “webinar” to the section title.

3.3.3 Event Titles
Event titles are used to differentiate events within a section of a classroom course. They are used to clarify the event, audience, or location (e.g. 1 of 4, morning session, etc.)

3.3.4 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 also applies to curriculums that have significant changes and require a new version.

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

3.3.4.1 Accidental or Incorrect Content Creation
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.

Contact the ODOT Domain Administrator to have the course deleted.

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

3.3.5 Canceled Course Sections
Refer to section 3.6.

3.4 Course Summary Information
The course summary fields for online and classroom courses should be completed as follows.

<table>
<thead>
<tr>
<th>Description</th>
<th>This information is included in course confirmation emails to the enrollee from iLearn and should be concise. Include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• A very brief description of the course that may include an overview of the intended audience, purpose and/or objectives of the course.</td>
</tr>
<tr>
<td></td>
<td>• The name of a course owner/contact with contact information.</td>
</tr>
<tr>
<td></td>
<td>• Any other necessary information of note for completing this course.</td>
</tr>
</tbody>
</table>
Keywords
This is the primary field for the catalog search function and should include the following:
- The full course title.
- The full name of the ODOT section that is sponsoring the course.
- The name of the course owner/contact.
- Misspellings and abbreviations of words in course title.
- Words, misspellings, and abbreviations that users are likely to use to search for the course.

Course Cost
Leave blank unless there is a charge for the course.

Course Number
There is no search functionality tied to this field, so it is not required. However, you can use it to tie courses together for reporting.

If your program area chooses to use this field, create a process for assigning these numbers within your area.

Course Provider
Choose the ODOT section from the dropdown that is sponsoring the course.

If a new course provider needs to be added to the list, contact the ODOT iLearn Domain Administrator.

Duration
This is the length of the course in hours. Use decimals for portions of an hour (e.g. 15 min = .25 hr). Specifics for course credit in 3.4.1.

Credit Value
This field is unnecessary unless offering course or certification credits. Specifics in 3.4.1.

Credit Type
This field is unnecessary unless offering course or certification credits. Specifics in 3.4.1.

Categories
This field may be used to enable categories as a search option for the user.

Prerequisites
Add prerequisites for this course when applicable.

Equivalencies
Add courses that will equally fulfill the requirement or expectation of this course when applicable.

Access Approval
Work with the iLearn Domain Administrator if you are interested in this feature. An unintended consequence of this feature is a heightened workload for all involved if improperly set up.

Certificate
“No certificate currently assigned” means that the course will use the default, general iLearn completion certificate.

Content Sharing
This field is for the purpose of sharing this course with other state agencies. Contact the ODOT iLearn Domain Administrator for use of this field.
Permissions

This field determines what iLearn roles or users can view or access this training. Discuss with the ODOT iLearn Domain Administrator if you believe there may need to be a change from the default setting.

Image

Only use an image if it is well proportioned and of good quality when inserted into this field.

Manage Activity

“Active” means that users can view the course in the catalog. “Inactive” means that they cannot. This indicator will also affect how the course manager searches for a course.

3.4.1 Offering Courses for Credit

To ensure course credit is correctly offered and applied, complete the following required fields.

Duration

This is the length of the course in hours. Use decimals for portions of an hour (e.g. 15 min = .25 hr).
- Subtract lunch times from total class time to get credit hour duration (e.g. a class that runs from 8am – 5pm with an hour lunch has a total course credit duration of 8 hours).

Credit Value

This field is used when offering credits such as professional development hours, continuing education units (CEUs), college credit, or certification credits for the course. The credit value number should match the duration field number.

Credit Type

This field is used in conjunction with the Credit Value field. Frequently used fields are:
- Continuing Education Credits: course hours fulfill continuing education requirements for licensing, certification, etc.
- College credit: Course hours fulfill college credit requirements.

If alpha or numeric (A, B, C, 100%, etc.) scoring is required for a course to comply with accreditation for college courses or CEUs, you must follow the standards and requirements of the board or college issuing the credits or CEUs.

NOTE: A training course has to be accredited (or approved) prior to a program area granting CEUs to attend. There is usually a fee associated with proving that the course content and the instructors meet the requirements of the CEU granting body.

3.4.2 Accessibility

To the best of our ability, ODOT iLearn 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
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.

3.5 Waitlist
Waitlists allow participants to take a space in a full classroom course if another enrollee cancels their registration for the course section. iLearn allows a participant to be waitlisted for multiple sections 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.

iLearn 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.

3.5.1 Open Registration Courses
Waitlists are required for open registration courses. This ensures full classes and allows users to attend a course if a registered user cancels registration.

3.5.2 Screened Registration or Bulk Enrolled Courses
Waitlists are not required for courses for which a course administrator or instructor screens participant enrollment or bulk enrolls participants for the purpose of screening enrollment.

3.6 Canceling a Course Section
iLearn does not have a way to track and report canceled course sections. Deleting the sections deletes the data from the system. Follow the steps in the Course Administrator manual to provide ODOT cancelation data.

3.7 Adding a Room Location to iLearn
When we have a new ODOT training/meeting location available, the new location’s address and description must be added to iLearn before the new location will appear in the iLearn address book and as an option when creating a new course section and/or event.

Contact the ODOT iLearn Domain Administrator to have a room added or edited.

3.8 Notes and Assignments
Notes or pre-class assignments can be included with an iLearn course or section-event but cannot be attached to an iLearn course or section-event. Use one of the following options to do this. While there is a recommended option, it is understood that there may be situations in which the other options may be more effective.
Option 1 – Recommended
Create the course and documents and combine them in an iLearn curriculum. This will allow users to enroll once and access everything in one place. Unless you set up the courses in a required order in the curriculum, users will be able to enroll in the course prior to accessing the documents.

Option 2
Create the course and documents and identify the documents in the course settings as prerequisites. When users attempt to enroll in the course, they will see the documents listed as prerequisites required prior to enrolling in the course. In other words, users will not be able to enroll in the course without accessing the documents first.

Option 3
Use the Notes feature when creating a course section or editing a course event, including a non-iLearn website address where users can access the document(s). Note that this field does not allow for active hyperlinks—users will have to copy and paste the information. Users can see this note in the registration information prior to registering.

3.9 Linking to an External URL
Course administrators who post external web links within a course description or by creating a General online course 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 Domain Administrator has the authority to remove links that are deemed inappropriate.

3.10 Course Audits
Course Administrators will audit iLearn courses sponsored by their work section 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 iLearn to individuals and groups and is most effective when assigned to divisions, sections, classification groups, or crews.

The ODOT iLearn Domain Administrator will assign the Requirements in iLearn.
4.2 Completion of Attendance
Attendance status must be entered into iLearn within 30 days of the training session.

Once a participant is marked as “complete” for the course section, we cannot change that status or delete the completion. You can edit all other completion statuses (e.g. no show, incomplete, etc.).

4.3 Roster Retention
Because iLearn retains all training records, you are not required to keep paper attendance rosters after entering course attendance in iLearn 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 sections for the same date and time. If the course audience includes all paying participants or all no-cost participants, no additional course sections are required.

Courses with a fee should indicate the fee amount in the course description or title.

5.1.1 Course Location
Two course sections and/or events that occur at the same date and time cannot be assigned to the same location. Therefore, if you create two course sections for the same date and time because you have fee and non-fee attendees, omit the location for one of the courses in the Location field, and put that information into the Notes field of the same section and/or event.

5.2 Refunds for Paid Courses
Participants may cancel their course registration and receive a refund of the paid fee at any time prior to the course cancelation deadline or start of the course, whichever is designated in the section and/or event 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.