Training Achievements TouchPoint

Battle Creek Community-Wide Non-Profit Database

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Introduction

Another part of the Core Measures for the *Connect Battle Creek* Workforce Development Consortium is the percentage of enrolled Participants that complete one of the training programs offered or required by the Partner Agency they are enrolled with. This is not a new TouchPoint, though it has been modified for use by all Partner Agencies and, specifically, to record the benchmark (directly mentioned in the WKKF Grant's Core Measures) training programs for each Participant.

The "Training Achievements" TouchPoint gives you a complete list of training programs available, including the benchmark programs, your Partner Agency and others provide. You can also record this TouchPoint for training provided by an outside Agency, as well.

This chapter will describe the TouchPoint in detail, including a Step-by-Step section that will describe each field in detail.

Our evaluation team will key off the Training Type, the Benchmark Training Program, the Start and Completion Dates, and Certifications to determine the rate of trainings provided to Participants.

Training Achievements TouchPoint

Introduction

The "Training Achievements" TouchPoint is a moderate-length form, set to allow unrestricted TouchPoints to be recorded from within the Partner Agencies' ETO programs, and it's a single-form TouchPoint (no Child). It can be recorded or edited from *Financial*, *Good Systems – BC Connect*, *KCC iACT*, *KCC Follow-Up*, *Michigan Works! Southwest*, *Woman's Co-Op*, and *Work Hardening - Goodwill*.

This chapter assumes you know how to record TouchPoints, including how to search for Participants and access a list of available TouchPoints. If you are not familiar with these topics, there are other user guide chapters that explain them in detail.

Record New TouchPoint

To record a new TouchPoint, select "Training Achievements" from the TouchPoint list presented to you. The Date Taken field at the top of the TouchPoint will default to the current date. In this TouchPoint, the Start Date is a field on the TouchPoint, so the current default date is acceptable.

This TouchPoint also provides for Staff Attribution, allowing another user to record the information for the Career Coach or Program Manager, and give credit to both.

Some of the fields are optional, while most are required. The Step-by-Step instructions will tell which ones are required.

Details

The TouchPoint begins by identifying the Training Type. This field has always been a part of this form, indicating whether or not the training was long-term, one-day, or—now—a benchmark training.

You will be asked to identify the training institution's name, even if it's one of the Partner Agencies, and the name of the course or program. As well as the start and completion dates, and you will record whether or not the training was completed by the Participant and, if not, the reasons why. There is a separate termination date to record if they terminated the training prior to completion.

Finally, you can indicate whether the training resulted in a Certificate of Completion, and a way is provided to upload a copy of the certificate presented to the Participant.

Completion

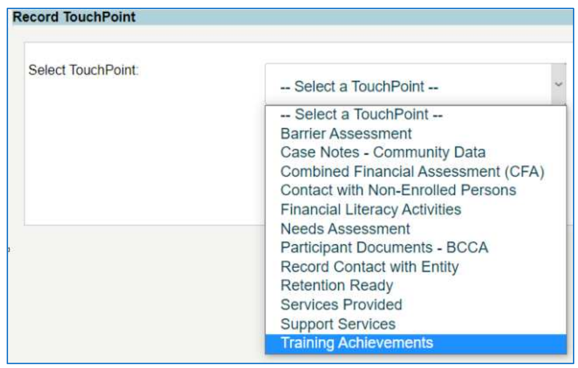
At this point, the TouchPoint is complete, and you can click “Save” at the bottom of the form to submit the TouchPoint and save it into the database. It will then appear on the Participant dashboard in the **All TouchPoints (Most Recent)** Dashboard part, as well as on the **Review TouchPoints** page.

Step-By-Step Instructions

The following instructions will describe each field in the TouchPoint including: Type of field with data requirements (text in green), purpose of the field, conditional effects, and whether it is a required field or optional (required fields are labeled as such in red text). Some of the fields in this TouchPoint are optional, but it's best practice to always be as thorough as possible and complete even the optional fields to the best of your ability.

Record New TouchPoint

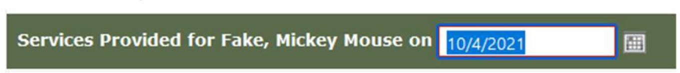
1. You can only record or edit this TouchPoint from within any of the Partner Agencies' ETO Programs, including *Financial*, *Good Systems – BC Connect*, *Michigan Works! Southwest*, *Woman's Co-Op*, and *Work Hardening – Goodwill*. It can be viewed, but not recorded, from within *Community Pre-Enrollment*, *Interest Card*, or *Employment*. If you are not already in your Agency's ETO Program, switch to it first.



2. Using the process most familiar to you, access the Record TouchPoint function. Select "Training Achievements" from the list presented to you.

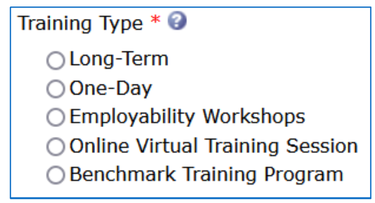
3. Complete the form as thoroughly as possible. The questions are described in detail below, and will tell which are required and which are optional.

Date Taken: This is a date field using the ETO standard date format (m/d/yyyy, no lead zeroes required), and will reject incorrectly formatted responses rather than resolve them. This date will default to the current date. Other key dates appear on the TouchPoint, so it is acceptable to keep the default date. *Type the date directly into the box, use the calendar control on the right side of it to select the appropriate date, or use the default date. This is a required field*.

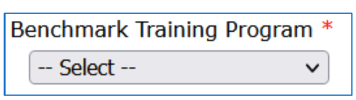


Staff Attribution (Not shown on the form by this name): This is an exclusive choice (can choose only one) dropdown list box containing a list of all ETO Users with access to the program. This field allows you to have another staff member record or edit TouchPoints for you while still giving "credit" to the person with responsibility over the Participant. You cannot select your own name, so this field cannot be required. *If recording for another staff member, or editing someone else's TouchPoint, select their name from the list. This is an optional field*.

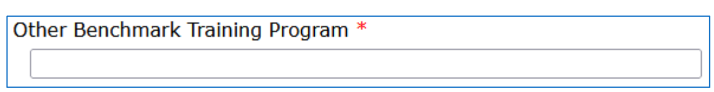
Training Type: This is an exclusive choice (can choose only one) option group with a pre-selected list of choices, "Long-Term", "One-Day", "Employability Workshops", "Online Virtual Training Session", and "Benchmark Training Program". This field breaks down the training offerings into categories, making reporting easier and easier to control, and the "Benchmark Training Program" option sets the training as one that especially needs to be tracked (though all training is tracked, there is special attention given to the benchmark trainings). If "Benchmark Training Program" is selected, a new field, Benchmark Training Program, will appear. Also, a help link (white question mark in a light blue circle) appears following the field name that will give a definition of 'Benchmark Training' when the mouse pointer hovers over it. *Click the radio button next to the appropriate choice to select. This is a required field*.



Benchmark Training Program: This is an exclusive choice (can choose only one) drop-down list box listing all the Benchmark Training Programs available from the Partner Agencies, including "Basic Skills Training", "Digital Literacy Training", "Employability Skills Training", "Financial Literacy Training", "Occupational Skills Training", "Parenting Classes", and "Other (Specify)". A set of core training programs were determined by the Partner Agencies and set into a common list. Other programs may be added at any time, and it is always possible to add to or remove from these lists as is appropriate. Selecting "Other (Specify)" for this this question will cause a new field, Other Benchmark Training Program, to appear. *Select the appropriate training program from the list box. This is a required field*.

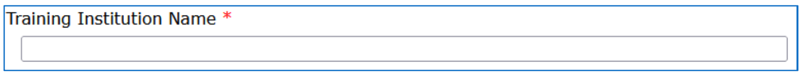


Other Benchmark Training Program: This is a free-text field (75 characters). This question appears only if "Other (Specify)" is selected for

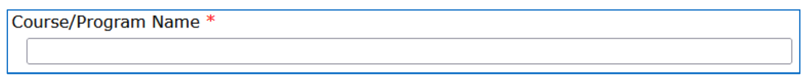


the previous field: "<u>Benchmark Training Program</u>". *Type in a short descriptive text for an unlisted Benchmark level training program*. *This is a required field*.

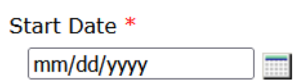
<u>Training Institution Name</u>: This is a free-text field (100 characters). Whether or not the training program is provided directly by the Partner Agency or by an outside organization, we need to record a name of the Institution, Agency, or Organization providing the training. If a program is taught in-house but an outside agency, such as the AHLEI certifications, enter the name of the certifying organization. *Type in a short descriptive text indicating the name of the Institution, Agency, or Organization*. *This is a required field*.



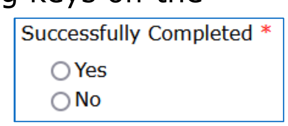
<u>Course/Program Name</u>: This is a free-text field (100 characters). As with the previous field, whether or not the training program is provided directly by the Partner Agency or by an outside organization, we need to record the name of the course or program. *Type in a short descriptive text indicating the name of Course or Program*. *This is a required field*.

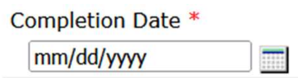


<u>Start Date</u>: This is a date field using the ETO standard date format (m/d/yyyy, no lead zeroes required), and will reject incorrectly formatted responses rather than resolve them. This will be the key date field on the TouchPoint and for evaluation purposes. *Type the date the training program starts, or started, directly into the date control, or use the calendar tool to select the correct date. This is a required field*.

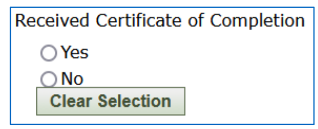


<u>Successfully Completed</u>: This is a "Yes/No" option group. The evaluation team needs to know whether the Participant successfully completed the training program. Conditional programming keys off the response, as well. If "Yes" is selected, two new fields, <u>Completion Date</u> and <u>Received Certificate of Completion</u>, will appear. If "No" is selected, <u>Reason for Not Completing Category</u> and <u>Reasons for Not Completing</u> will appear. This should be an easily answered question, no matter how simple a training may be. *Click the radio button next to the appropriate choice to select. This is a required field*.

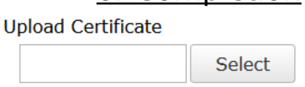


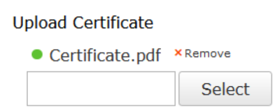


Completion Date: This is a date field using the ETO standard date format (m/d/yyyy, no lead zeroes required), and will reject incorrectly formatted responses rather than resolve them. This question appears only if "Yes" is selected for the previous field: "Successfully Completed". *Type the date the training program completed directly into the date control, or use the calendar tool to select the correct date. This is a required field*.

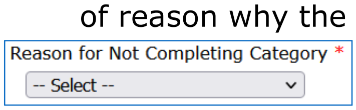


Received Certificate of Completion: This is a "Yes/No" option group. This question appears only if "Yes" is selected for the previous field: "Successfully Completed". Another key measure the evaluators are tracking is when the Participant received any kind of certification. *Click the radio button next to the appropriate choice to select. This is an optional field*.



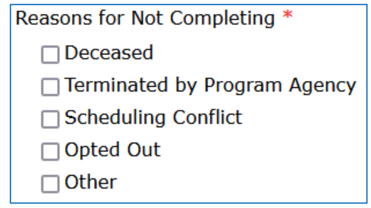


Upload Certificate: This is a File Attachment field. This field only appears of "Yes" is selected for the previous field: Received Certificate of Completion. It is advantageous to have a copy of any certificates the Participants earn while in any of our programs, and this field provides a method for making it available to everyone. You will first have to convert the certificate to a digital format, normally by scanning it into a PDF file. Make sure it's accessible to the computer you are using for ETO. Click the "Select" button and ETO will open a file select dialog box. Navigate to the file's location and select it, then click on "Okay", "Open", or "Insert", depending on your browser, and the file name will appear next to a link to remove it again. You can always remove the file, even once the TouchPoint has been saved, but here you can click "X Remove" and the file will not be saved to the TouchPoint. You will then be free to select another file, if needed.

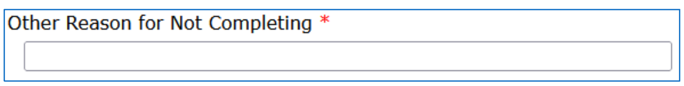


Reason for Not Completing Category: This is an exclusive choice (can choose only one) drop-down list box listing categories of reasons the Participant may not have finished the training program, including "Opted Out", "Unable to Complete", and "Terminated by Program Agency". The evaluation team only needs to know the basic category of reason why the Participant did not complete the training program, though they will track the details as well. The response selected will set the list to the following field, Reasons for Not Completing, to matching details. *Select the appropriate category from the list box. This is a required field*.

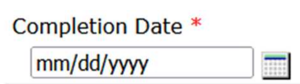
<u>Reasons for Not Completing</u>: This is a nonexclusive choice (can choose more than one) option group with a preselected list of options: "Deceased", "Terminated by Program Agency", "Scheduling Conflict", "Opted Out", and "Other". This question appears only if "No" is selected for the previous field: <u>Successfully Completed</u>. Redundancy is built into this question in relation to the previous field, with this question providing greater detail to the reasons, and the list will be shortened to match the category selected in the previous field: <u>Reason for Not Completing Category</u>. Selecting "Other" will cause another field, <u>Other Reason for Not Completing</u>, to appear. *Select any and all reasons that apply*. *This is a required field*.



<u>Other Reason for Not Completing</u>: This is a free-text field (75 characters). This question appears only if "Other" is selected for the previous field: <u>Reasons for Not Completing</u>. *Type in a short descriptive text for an unlisted reason the Participant may have not completed the training program*. *This is a required field*.



<u>Termination Date</u>: This is a date field using the ETO standard date format (m/d/yyyy, no lead zeroes required), and will reject incorrectly formatted responses rather than resolve them. This question appears only if "No" is selected for the previous field: "<u>Successfully Completed</u>". *Type the date the Participant ended involvement in the training program directly into the date control, or use the calendar tool to select the correct date. This is a required field*.



4. Click the "Save" button at the bottom of the form to submit the TouchPoint to the database and save the form in completed status. ETO should return to the page from which you accessed the TouchPoint.