Training

Summary of the training from Lisa Thompson to Kylie Cartwright and Rob Dickson, conducted on Friday, June 16, 2023.

This training was about how to use and modify custom skins. In the training I was given a short walkthrough on location and file structure of the skins and was emailed the credentials for logging onto the FTP. I was informed by Lisa that the custom skins that we had access to, Lisa built as per Tabatha’s request and if I wanted to alter them, they would alter all our sites using that custom skin.

When I asked about specific help with WCAG level AA compliance, Lisa said that there was nothing she could do on her end, and it would have to be done through a custom site build.

Greetings Kyle,

We hope this email finds you well. We wanted to take a moment to provide some feedback regarding the training session that Lisa conducted for us on Friday, June 16, 2023. While we appreciate the information and guidance she shared, we would like to express our concerns about the specific training content.

During the session, Lisa provided us with a brief overview of the location and file structure of the custom skins, and we received the credentials for logging onto the FTP. It was helpful to gain an understanding of these aspects. However, we feel that the training did not sufficiently address our expectations in terms of building custom skins.

Unfortunately, all previous training provided to AlphaGraphics or the sites was not shared or passed on to the new team.

One of our primary goals for this training session was to receive guidance on building the custom skins while also adhering to WCAG level AA compliance standards. When we inquired about this during the training, we understand that Lisa mentioned there were only so many training hours available, and that we would need to schedule a specific training for this.

While we appreciate her response, we were hoping to receive more assistance in this area, as ensuring customer satisfaction and accessibility is crucial for our websites. We are still seeking a more in-depth training on how to build custom skins and how we could incorporate WCAG level AA compliance into those new custom skins.

We value your expertise and knowledge, and we kindly request that you provide us with additional guidance or resources on how we can build and modify the custom skins while adhering to WCAG level AA compliance standards. Any assistance you can provide in this matter would be greatly appreciated.

Thank you for your attention to this matter, and we look forward to hearing from you soon.

Sincerely,

Rob Dickson