



# Compensation Service Quality Call Material

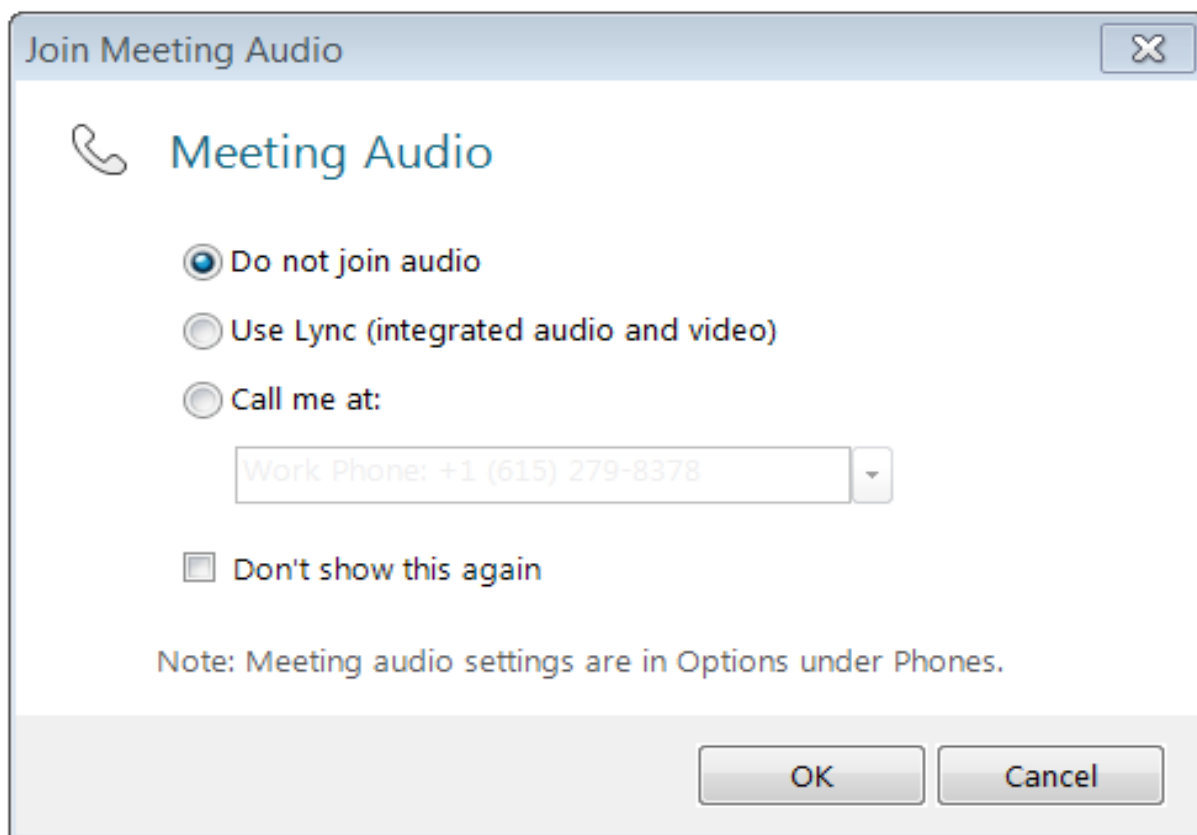
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Quality Review Team  
Program Review



# Quality Call Lync Meeting

- Once 400 lines are counted, Lync prevents any others to join



$$1 + 1 = 2$$



# Quality Call Lync Meeting - Suggestions

- **Optimum method:** Sit together as group; log in using one computer to view the PowerPoint; and, use computer audio to listen
  - Use Lync (integrated audio and video) – *only* if using computer
- **Individuals:** Use computer audio or a USB headset connected to your computer, and log into the meeting from the same computer
  - Special note: If you have to use a telephone line, you must *always* select 'Do not join audio' after selecting the Lync meeting link



## Quality Call Lync Meeting – Suggestions (continued)

- Quality Call day should be the *in-office* day for all WAH employees
- For those individuals who are WAH during the Quality Call, do **not** join the live Quality Call
  - Instead, wait for the Quality Call material to be posted
- Quality Call Notes posted to Intranet STAR homepage
- Video recording, PowerPoint, Call Notes, and Agenda posted into both TMS and the VBA Learning Catalog



# Quality Call TMS Evaluations



## Evaluation Results

### RESULTS

TMS Course:

Quality Call July 2015 - Compensation Service

1809



1809 total responses

1. Please select your office location.



# New TMS Format to Receive Training Credit

### To-Do List

Show: Everything

Due later

6/1/2016

**VA Privacy and Information Security Awareness and Rules ...**  
Available

No due date

**Books24x7 Referenceware**  
In progress

**Quality**  
Available

What Did You Think?

TMS Upgrade Training

Browse

Quality Call October 2015 - Compensation Service

Required Assigned by ABIGAIL MCLAREN

Department of Veterans Affairs 4088444

Training and updates with national authorization and rating quality in VBA.

...more

Online Item

Available

Start Course

View Details

Compensation Service Quality Assurance

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# New TMS Format (continued)



## Quality Call October 8th, 2015 - Compensation Service

VA 4088444

Revision: 1 - 9/23/2015 01:22 PM America/New York

The sub-objects need to be completed in sequential order



### Quality Call October 8th, 2015 - Compensation Service - Agenda

Select this link to view the Quality Call Agenda.



### Quality Call October 8th, 2015 - Compensation Service - Call Notes

Select this link to view the Call Notes. Reading all of the Call Notes prior to watching the video is not required. If you have two monitors, please keep the Call Notes open on one screen while viewing the video on the other screen. If you only hav...more



### Quality Call October 8th, 2015 - Compensation Service - PowerPoint

Select this link to view the PowerPoint slides. Viewing all the slides prior to watching the video is not required. You will need to open this content in order to proceed to the video. Please note that these are the same slides that are presented ...more



### Quality Call October 8th, 2015 - Compensation Service - Video

Select this link to view the Quality Call video. If you have two monitors, please keep the Call Notes open on one screen while viewing the video on the other screen. If you only have one monitor, please watch the video and review the Call Notes at ...more





### Quality Call October 8th, 2015 - Compensation Service - Evaluation

Select this link to launch and complete the course evaluation.



# TMS– Reviewing Material After Receiving Credit

**VALU**  
VA LEARNING UNIVERSITY

Talent Management System

Welcome **INDIVIDUAL: WATLAWREN**  
[Check System](#) | [Sign Out](#)

[Home](#) | [Admin](#)

**INDIVIDUAL: WATLAWREN**  
NON VA LEARNERS

### To-Do List

Show: Everything

**Due later**  
6/1/2016 **VA Privacy and Information Security Awareness and Rules ...**  
Available

**No due date**  
 **Books24x7 Referenceware**  
In progress

### What Did You Think?

TMS Upgrade Training ☆☆☆☆☆

[Go](#)

[Browse](#)

### Easy Links

<a href="#">Options and Settings</a>	<a href="#">TMS Resources</a>
<a href="#">Record Learning</a>	<a href="#">VA Learning University</a>
<a href="#">Reports</a>	<a href="#">VA Mandatory Training Info</a>
<a href="#">TMS Help Desk</a>	<a href="#">VAKN Calendar</a>

### Learning Status

**Curricula**

Overdue (0)

Due in 30 days (0)

Due Later (2)

**Completed Work**

2 items completed in the last 30 days.





# Reviewing Material After Receiving Credit (continued)

## Completed Work

Help

Show Completions: All

Type	Title	Status	Completion Date *
All			
Learning	Quality Call J		8/24/2015 01:00 PM
Learning	TMS Upgrade Trai ☆☆☆☆☆		7/30/2015 11:11 AM
Learning	VA Privacy and Inf		6/3/2015 03:43 PM
Learning	(B1405 ) TMS Upg		10/17/2014 12:45 PM
Learning	TMS Training for S		8/11/2014 04:01 PM
Learning	TMS Part 3 of 3 Training for Domain mgr, Learning mgr, re-VA-Complete		7/11/2014 10:38 AM

### Quality Call July 2015 - Compensation Service

Learning Hours : 1.25  
Completion Date : 8/24/2015 01:00 PM

View Details

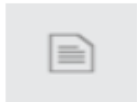
Print Certificate

Review Content



# Reviewing Material After Receiving Credit (continued)

## Online Content Structure



### Quality Call October 8th, 2015 - Compensation Service

VA 4088444

Revision: 1 - 9/23/2015 12:22 PM America/Chicago

The sub-objects need to be completed in sequential order

- |              |   |
|--------------|---|
| ✓ 10/16/2015 |  <b>Quality Call October 8th, 2015 - Compensation Service - Agenda</b><br>Select this link to view the Quality Call Agenda.  |
| ✓ 10/16/2015 |  <b>Quality Call October 8th, 2015 - Compensation Service - Call Notes</b><br>Select this link to view the Call Notes. Reading all of the Call Notes prior to watching the video is not required. If you have two monitors, please keep the Call Notes open on one screen while viewing the video on the other screen. If you only hav... <a href="#">more</a> |
| ✓ 10/16/2015 |  <b>Quality Call October 8th, 2015 - Compensation Service - PowerPoint</b><br>Select this link to view the PowerPoint slides. Viewing all the slides prior to watching the video is not required. You will need to open this content in order to proceed to the video. Please note that these are the same slides that are presented ... <a href="#">more</a>  |
| ✓ 10/16/2015 |  <b>Quality Call October 8th, 2015 - Compensation Service - Video</b><br>Select this link to view the Quality Call video. If you have two monitors, please keep the Call Notes open on one screen while viewing the video on the other screen. If you only have one monitor, please watch the video and review the Call Notes at ... <a href="#">more</a>    |
| ✓ 10/16/2015 |  <b>Quality Call October 8th, 2015 - Compensation Service - Evaluation</b><br>Select this link to launch and complete the course evaluation.   |



# Reviewing Material After Receiving Credit (continued)

## Online Content Structure

Quality Call July 2015 - Compensation Service

VA 3947943

Revision: 1 - 6/22/2015 09:26 AM America/New York

[Return to Content Structure](#)

Do not close, refresh, or navigate from this page while you are working with online content. Some content may rely on this window to save your progress.

When you have completed the content, you can relaunch the content or use the menus or the links below to navigate elsewhere.



## Compensation Service Quality Assurance





# VBA Learning Catalog (continued)

**VBA Learning Catalog**  
*ED&T / TT&E*

Contact Us

Enter Search Text...

Audience Curriculum Category Design / Delivery Competency

Navigate To: [Home](#) » [List Items](#) [List Options and Settings](#)

Clear All Selections

Search Text Clear Filter

☒ 3947943

**Audience**

Narrow Search

☐ AQRS (1)  
☐ Coach (1)  
☐ DRO (1)  
☐ RQRS (1)  
☐ RVSR (1)  
☐ Special Ops RVSR (1)

Sort: TMS ID: A-Z

Items per page: 25

Showing 1-1 of 1 Page 1 of 1

**Quality Call July 2015 - Compensation Service**

TMS ID	Learning Hours	Last Updated
<b>3947943</b>	1.25	07/17/2015

**Audience**

- AQRS
- Coach
- DRO
- RQRS
- RVSR

**Design/Delivery**

- Online





# VBA Learning Catalog (continued)

Add To List

Related Links

[TMS Direct Link](#)

[Visuals](#)

[Quality Call July 2015 Agenda](#)

[Quality Call July 2015 Audio Recording](#)

Catalog Descriptors

[Design/Delivery](#)

[Online](#)

Quality Call July 2015 - Compensation Service

<a href="#">TMS ID</a>	<a href="#">Learning Hours</a>	<a href="#">Last Updated</a>
3947943	1.25	07/17/2015 Fri

[Description](#)

This is a recording of Compensation Service's July 2015 Quality call, conducted on July 8, 2015. This call discussed a number of topics, including training and updates with national rating quality in VBA.

The audio for the course may take several minutes to load.

Comprehensive Call Notes can be found at the link found below:  
[http://vbaw.vba.va.gov/bl/21/star/calls/agenda/fy2015/Quality\\_Call\\_Notes\\_070815.docx](http://vbaw.vba.va.gov/bl/21/star/calls/agenda/fy2015/Quality_Call_Notes_070815.docx)  
Copy and paste this link into your browser to launch this item.

[Prerequisites](#)

Compensation Service Quality Assurance

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