

Training Managers/Training Coordinator National Conference Call Minutes

August 25, 2015

2 – 3:15 p.m. Eastern Time

Agenda items:

- Announcements:
 - VA Pulse introduction and demo – Christy Chesnut
 - New Level 1 Evaluation Results interface demo – Christy Chesnut
 - LEAD Program Key Dates - Sherryl Davis & J.D. Dominick
 - Follow-up with TMs on Training Development Templates via poll and whiteboard – Christy Chesnut
- VR&E NTC discussion – Lamoyd Figures
- NWQ – Mary Frances Garren

Christy Chesnut (Camber Corp., in support of TT&E)

Christy welcomed everyone and briefly went over the agenda for the call. She assured those who have requested topics for the monthly call that the topics are being considered for upcoming calls.

A poll was taken and results recorded for the following questions:

- Are you aware of the Training Manager Resource Center located on the EDT website?
- How often have you accessed the tools and templates on the EDT website?
- If you have used the tools, do you find them useful?
- If you have not used them, why not?

Upon completion of the poll, whiteboards were made available for the following suggestions:

- Ways to improve the current tools and templates:
 - Please make sure to send out an announcement telling everyone they are available. I knew they were coming, but wasn't sure when they were active.
 - Ensure that bulletins are going out via email. Most of us do not have the opportunity to cruise all of the available websites.
 - Inform all TMs via SharePoint of changes and additions to site.
 - Keep content current.
 - Guidelines on when to use, authority to use and how to make 508 compliant and uploadable items to TMS.

- New tools and templates that would help you do your job:
 - TMS reports
 - 508 compliance template
 - Revise the Compensation Service NTC Progress Application to show, in an Excel spreadsheet, exactly what items someone has not completed.
 - Reporting tools similar to those Comp Service and Pension Service use for ALL business lines (so we can see the hours that the business lines see when they run our reports)
 - Place link for the VALU Catalog
 - Virtual learning tools. Since we have more and more WAH folks that need training via Lync, etc...

VA Pulse introduction and demo – Christy Chesnut

VA Pulse is an online community, internal to VA, similar to popular social media sites that can be used to find information, connect with colleagues, solve problems, share best practices and ultimately build your network.

A VA Pulse FAQ guide was made available as an attachment during the call. The sheet contains valuable information on how the site works and the value of participating.

You can create an account on VA Pulse by accessing www.vapulse.net, entering your va.gov email address and following the instructions on the screen.

There is a Training Manager group on Pulse that has been created by Kyle Schmidt. Kyle spoke briefly about the benefits of joining VA Pulse.

- It is a VA-wide platform and provides a good collaboration tool to communicate with colleagues outside of VBA. Pulse helps build your network. You can add a picture to your profile to make it more personal. The difference between SharePoint and Pulse is that SharePoint is best for document storage where Pulse is great for conversation and feedback. Pulse is searchable for past topics of conversation. Pulse is not the place to make policy.

The TM group in Pulse will be used in the future to gather feedback via polls to help EDT further develop the TM community of practice. Participation is highly encouraged.

New Level 1 Evaluation Results interface demo – Christy Chesnut

Enhancements have been made to the user interface to assist you when retrieving level one evaluation results. The page can still be located using your existing URL link and password. Christy presented a short demonstration on the new features of the interface. Notable features include:

- **TMS Item Number** search now auto-populates required fields for access to evaluation results
- NEW **Title Keyword** search available

Question: *Do we still have to look up the results individually by delivery method or would we be able to view all results together?*

Response: Since there are different surveys given for the different delivery methods, you would have to continue to search for the results individually. Adjusting your search criteria is now easier, and there are plans for future optimization and continued improvement.

Question: *Request for the URL to be linked in the TMRC*

Response: https://www.ttande.org/evaluation/uniserv_level1/results/EvaluationResults.asp This is not a new site, and your existing link will still give you access. If you are having difficulty or do not remember your password, please contact VBACurriculumSupport@camber.com

Question: *Is there an updated list on items with evaluations? How do evaluations pop up? Some courses you record as attended then credit is given when the evaluation is completed while other items are self-assignable and employees are supposed to do the evaluation right after the presentation to get credit. It is very confusing, especially when it comes to NTC reporting.*

Response: It varies with NTC items. Items that are created under EDT and the services should have EDT-approved level one evaluations attached. Some items outside of VBA, such as VA-required items, are not going to have evaluations. Typically items in the VBA Learning Catalog will have a level one survey attached.

LEAD Program Key Dates - Sherryl Davis & J.D. Dominick

- Participant and mentor application deadline for LEAD is this Friday August 28th.
- If you have any employees that would benefit from this program please encourage them to apply.
- GS13/14 employees are encouraged to give back to the program as a mentor

J.D. introduced Sherryl Davis, who will be taking over as the LEAD PM for the next iteration. Sherryl greeted the group, conveyed her excitement to be working with them, and reiterated that the August 28th deadline is creeping up quickly and encouraged the submission of applications.

Question: *Can you clarify the deadline for applications? I have correspondence that indicates a deadline of September 11th.*

Response: Applicants have until August 28th to submit applications to their director. Directors will provide recommendations and submit applicants to the district office by September 11th. If anyone needs an application, please reach out to either Sherryl or J.D.

VR&E NTC discussion – Lamoyd Figures

Update from VR&E on the FY2015 National Training Curriculum. There have been some changes, and VR&E letter 28-15-02 was re-released on August 10, 2015.

- Some courses were added and removed for FY15 NTC
- We are slowly releasing the new trainings
- You can view the letter on the VR&E Training Website

Question: *Do we have to update any of the classes because of this?*

Response: No. Just keep doing what you are doing, making sure your employees are assigned to the correct class, and the courses will automatically be assigned.

National Work Queue (NWQ) – Mary Frances Garren

As a past participant, Mary took a moment to recommend the LEAD program as a highly effective program for well qualified employees and encouraged the TMs to have them apply.

Mary also encouraged the TMs to join Pulse. The NWQ has several resources on Pulse.

Mary displayed and reviewed a high level overview for the implementation of NWQ's first phase.

Question: *What is the TMS Attributes Training Module?*

Response: Compensation Service assigned that to the field last week. It is for claims processors and claims assistants. It talks about the difference between claim labels, flashes and special issues because NWQ relies heavily on the correct use of claim attributes.

NWQ will deploy to the initial eight ROs in October (Albuquerque, Detroit, Indianapolis, Jackson, Louisville, New Orleans, Oakland and St. Paul) and go live with the remaining ROs in November.

- The TMS Exam Training Module will be assigned to all claims processors. This is a three-hour comprehensive training module assigned by Comp Service.
 - There is a pre-test that will award credit for one hour of training if the employee passes. If they pass the pre-test they will not be required to complete the training.

Question: *Is there any role for the TM is this?*

Response: Yes, the TM role will be to facilitate the training to ensure the correct employees are receiving the correct training.

Question: *Do you know when in October the Supervisor and RO Leadership training will be for the first 8 stations?*

Response: There is an upcoming meeting specifically pertaining to that training. At this time the date has not been set, but should be within the first two weeks of October.

Question: *Will the training count toward FY16 NTC?*

Response: The exam specifically does. Not sure about the additional training at this time.

Question: *Is there an FAQ/guideline sheet for TMs on the courses/curriculum and audience for training as the NWQ roles out?*

Response: Yes. Brian Hoey at EDT has created a very good matrix that explains that. It is not quite ready for release.

Question: *Will the CA curriculum be updated to take NWQ into consideration as well as using portals and VBMS?*

Response: There was a meeting earlier today about the CA curriculum and we are going to have to continue that conversation to see what exactly needs to be done. We are going to make sure that the employees have the training they need in order to do their job.

Christy opened the call to general questions

Question: *Any news on the FY16 NTC letter?*

Response: There was no one from Comp Service or BAS on the call who could address that question. The question was noted and will be relayed to the appropriate services.

Question: *Will there be any changes to the Challenge schedule released at the end of FY15?*

Response: Scott Cook said there would be a Challenge schedule released shortly. They are waiting for the budget allocation to be released.

Question: *Is there a Support Services curriculum yet? We've been promised training for the FY15 SSD/Finance but nothing has been offered. Can we expect something?*

Response: This topic has already been recorded as a request for an upcoming monthly TM call.

Question: *Do you invite BAS to these calls? I have had many challenges with BAS training courses. They are not working on the BAS Training site or in TMS.*

Response: Yes BAS is invited to the call. If you have specific questions about BAS TMS courses, please forward those questions to the VBA Curriculum Support team. If they cannot help you, the question will be directed to the correct BAS point of contact.

Question: *Has there been consideration given to conducting Challenge residency training remotely with most cases now on VBMS?*

Response: This has been attempted in the past; however, the results were not successful.

Question: *Do you have any ideas for training work at home employees? Maybe something from VALU?*

Response: Some ROs use Lync training for their remote employees. Kyle Schmidt noted that there is a good telework training discussion thread on Pulse. You can find it by typing 'telework' in the main search bar. Lesley Young from EDT added that this topic is on a future agenda for the monthly TM call. HR is going to talk about the policy, and OFO and EDT will both talk about the training that is out there. We hope to present this information in September.

Question: *Has the Skills Certification schedule been released yet? Will Compensation Service return to testing each group twice a year in FY16?*

Response: It is forthcoming. Check the Skills Certification pages of the Compensation Service Training Website. It is believed they will return to the twice-a-year format; however, that has not been verified at this time.

Question: *How do TMs get access to the BAS SharePoint?*

Response: There was no one from BAS on the call who could address that question. The question was noted and will be relayed to the Service.

Question: *What is the status of LEAP?*

Response: J.D. Dominick is the new PM for LEAP. They are currently processing the applications. Final selection should be made by mid-September.

Question: *What is the status of HR SMART feeding TMS?*

Response: Art Edmonds said this is discussed weekly at the TMS IPT meeting. The interface has been tested, and the backside technical parts are working. That was the last update received. It is slightly behind schedule at this time. We are hoping to get an updated rollout schedule in September. Art asked that TMs be sure to keep supervisors updated in the TMS. This will help with the HR SMART transition.

The next monthly call is scheduled for Tuesday, September 22nd at 2 p.m. The agenda is still in the works; however, we do want to let you know Jason Lewis is expected to be on the call to talk about procedures to follow when hiring a WARTAC graduate, a topic several TMs requested.

The meeting closed at 3:15 p.m.

**The next TM/TC National Conference Call is Sept. 22, 2015
2 – 3 p.m. Eastern Time**