Training Managers/Training Coordinator

National Conference Call Minutes

March 22, 2016

2 – 3:15 p.m. Eastern Time

Agenda items:

- George Boyd & Tina Thompson – Compensation Service Quality Review & Consistency Team – Consistency Study General Information & QRT SharePoint Demo
- Robert Reiher – Seattle Regional Office – New Employee Orientation Best Practices
- Raymond Bryan & Debbie Violett – Appeals Management Center/
GDIT in support of EDT – Best Practices for Using Lync to Train Work-At-Home Employees
- Lamoyd Figures – VR&E Service – DoD/VA Lead Coordinator Awareness Training Verification: TM Assistance & VR&E FY16 NTC
- Christy Chesnut – Camber Corp. in support of EDT – Q&A and Pre-Call Activity Wrap-up

Reminders:

This call is recorded and available on the VBA Virtual Schoolhouse. Today's PowerPoint presentations are also available on the Schoolhouse and will be available on the Training Managers Resource Center website calendar shortly.

Presentations:

George Boyd & Tina Thompson

Mr. Boyd and Ms. Thompson, from Compensation Service's Quality Review & Consistency Team, presented Consistency Study General Information and a QRT SharePoint demo. Highlights included:

- Tina Thompson is in charge of the Rating Consistency Studies, and George Boyd runs the VSR Consistency Studies.
- Due to frequent changes, the Consistency Study calendar is not shared with the field.
- Studies are regularly scheduled as follows:
    - VSR Consistency Studies are conducted on the second Tuesday of the month.
    - Rating Consistency Studies are conducted on the third Tuesday of the month.
    - Both studies are followed by a second assignment the week immediately following the study.
- An email is sent at the beginning of each month with the study topics, dates, and any other information that may be required. Additionally, announcements are posted on the Training Managers SharePoint at the beginning of the month, as well as the day before each study.
- Studies will continue to be conducted each month for both VSR and RVSRs.
- Study topics are selected by analyzing quality trends based on STAR reviews and recent changes, such as manual updates and FAST letters.

- Access to the Quality Review Team (QRT) SharePoint is required to review the study results. If you do not have access, you can request it via the denied prompt message when attempting to sign in. Please include your position and a brief explanation of why you need access. Once granted, you will be notified via email.

George gave a demonstration and shared tips on how to navigate the QRT SharePoint site to access Consistency Study results.

- Results are sorted by fiscal year and listed by month and topic.
- **Please do not edit the original documents. In the QRT SharePoint, use the option to "Open in Excel", select the "Read Only" option, and then "Save As" to your personal folder before making any changes.**
- Reminder, in order to complete the study, individuals must take the survey at the end of the study.
- The first administration of the study is assigned on Tuesday morning and closes Wednesday at 5:00 p.m. EST. The second administration is available the following week for the full week.

Question: *Are IDES MSCs required to take the studies?*
Response: If the study pertains to the rating end product, then IDES MSCs should complete the study.

Question: *How do you access the QRT SharePoint site?*
Response: Send an email requesting access to the QRT mailbox or follow the access question mentioned in the notification emails regarding the study. If you are following the instructions in the email, there is a way to request access once you attempt to access the site.

Question: *Is the second administration of the study always the week after the first administration?*
Response: Yes, unless there is a conflict that necessitates a change in schedule.

Question: *If the study does not pertain to an individual, does the TM remove that study?*
Response: No. Camber makes all assignments and removals for Consistency Studies. Studies that are not completed by the Wednesday deadline are automatically removed from the individual's To-Do-List. Studies are then re-assigned on Monday of the following week, for those who did not complete the initial administration, and removed after the Friday deadline.

Question: *Do the individual VSRs and RVSRs receive notification of the re-assignment for the second administration?*
Response: They should receive a notification from TMS depending on their alerts settings. There is also an announcement placed on the TM SharePoint site. If you subscribe to the announcement section, you will receive an email each time something is added.

Question: *Training Mangers receive an email, which lists employees who only have evaluations to complete. Do these employees also receive notification to complete the evaluation or lose credit?*
Response: No. The TM will need to alert these employees upon receipt of this email.

Concern: *Several TMs have noticed that the results for their RO are not included in the breakdown for ROs for some of the recent RVSR studies.*
Response: Tina will investigate any possible issue. She asked TMs to contact her if they ever have concerns with missing data.

Question: *When individuals change position and are removed from a class, they should no longer receive the study assignment, however, there are instances where the individual that was removed continues to receive the assignment. Is there another source used to make the assignments?*
Response: Consistency study assignments are made based on class assignments in TMS. If you have an employee who is changing positions and you need help adjusting the class assignments, please contact VBACurriculumSupport@camber.com to ensure they are removed from all classes associated with the study assignments.

In closing, Tina asked TMs to contact the QRT mailbox (QRT.VBACO@va.gov) with any additional questions or questions that are specific to their RO.

Robert Reiher

Mr. Reiher is the Training Manager at the Seattle RO. Mr. Reiher spoke about New Employee Orientation Best Practices. Highlights included:

- The Department of Veterans Affairs, Office of Human Resources, issued a memorandum dated September 30, 2015, outlining mandatory New Employee Orientation (NEO) requirements.
- Robert outlined the process used by the Seattle RO to onboard new employees, including:
  - Creating TMS accounts
  - Ensuring assignment of required initial privacy and HIPAA training, etc.
  - Issuance of PIV cards
- Though all ROs differ in the level at which the Training Manager gets involved during NEO, Robert highly recommends having a system in place that will set the tone for new hires and make them feel comfortable and informed.

Question: *There is a new initiative that requires PIV cards be issued before employees can be granted computer access. The process for obtaining a PIV card can be lengthy. What can be done to accommodate the required privacy and security training for new employees while waiting?*
Response: Seattle utilizes computers in the building that are not tied to the LAN, however, they do have internet access so new employees have access to TMS and can complete the required training.

There was a general discussion on limiting factors and frustrations with the new PIV card initiative. Several TMs are working to obtain extensions and create onboarding processes that will allow new hires to complete privacy training and fingerprinting prior to the start of employment. Zoraida Diaz from the San Juan office outlined the process they use to initiate the PIV process prior to NEO that allows them to issue the cards at the earliest possible date. Please contact Zoraida (zoraida.diaz@va.gov) if you would like her to share the process flow chart with you.

Question: *Where can a list of the required topics covered during NEO be found?*
Response: The VA Handbook 5015 and the EES Website both define the required topics.

Raymond Bryan & Debbie Violett

Mr. Bryan and Ms. Violett graciously agreed to reschedule their presentation, due to time constraints. In the meantime, Debbie provided information on how to access the following Lync job aids through the VBA Virtual Schoolhouse:

- Lync User Guide for Training – Overview of Lync
- Creating an Invitation – with Tips
- Tips for Troubleshooting Audio
- Virtual Classroom Courtesies
- Taking Attendance using OneNote
- Tips for Recording
- TMS Course for Lync

Lamoyd Figures

Mr. Figures, of VR&E Service, spoke about DoD/VA Lead Coordinator Awareness Training Verification: TM Assistance & VR&E FY16 NTC. Highlights included:

- Lamoyd provided updates on the DoD/VA Lead Coordinator Awareness Training
    - He asked the Training Managers to work with VR&E officers to obtain the IC3 DoD Lead Coordinator Certificates of Completion for VR&E staff members. This is not the completion certificate in TMS. The IC3 DoD certificate will verify that the VR&E employee completed the actual training content. If the employee is not able to present this certification, they will need to register for the DoD/VA Lead Coordinator Awareness Training via the DoD IC3 Website through Adobe Connect.
    - After obtaining the IC3 DoD Certificate, the employee may then verify completion of the training in TMS.
    - If the employee has completed the TMS item without having first obtaining the IC3 DoD Training Certification, the TM should remove the associated training item from the employee's Learning History.

  Question: *How do we handle verification for those of us who attended as a group?*
  Response: Contact Lamoyd and he will work with you to obtain the names of those employees to ensure proper credit is awarded.

  Question: *How do we obtain a certificate for those employees who attended the IC3 DoD training?*
  Response: Employees who attended training were given information on how to obtain the certificate upon completion of the training.

- The VR&E NTC should be released in the next two weeks.

  Question: *Will the training hours be prorated?*
  Response: Even with the delay in the NTC, offices are still responsible for local training, so VR&E is asking that the TMs work with the local VR&E officers to track local training that has been taking place.

Announcements and Pre-Call Activity Wrap-up:

Christy Chesnut

The 2016 Training Manager Symposium is scheduled for May 16-20, 2016, in Orlando Florida. Be on the lookout for an invitation email in early April.

BAS National Training Curriculum Assignments:

- TMS Administrators should reassign all Benefits Assistance Service curricula to employees to reset them
- Back-date the assignment date to 10/01/2015

Christy recapped the two questions posted during the pre-call activity.

1. A Veteran enrolled in the RVSR Challenge Graduate Training Plan has questions about her education benefits. She asks you, her School Certifying Official (SCO), for guidance, but you are unsure how to answer her benefits questions. Where should you turn for information?

   Answer: SCO questions regarding trainee benefits should be directed to the SCO hotline. TMs can also contact their Education Liaison Representative (ELR) for assistance.

2. A new employee will be joining your team in two weeks. What training needs does the new employee have to complete prior to arriving for her first day at the RO?

   Answer: Training needs are:
   - VA Privacy and Information Security Awareness
   - Privacy and HIPAA
   - Annual Employee Certification of Veteran Status.

The Training Managers were polled for topics they would you like to see covered during future Training Manager Monthly Calls. Suggested topics include:

- National Work Queue (NWQ) updates
- Preparing employees for Skills Certification Tests
- Attaching content to local TMS items
- How other TMs are managing and tracking VSC NTC training assignments

Christy closed by asking the TMs with expertise in any of these topics, to consider sharing their knowledge by volunteering to present.

The next TM/TC National Conference Call is April 26, 2016
2 – 3 p.m. Eastern Time