

Learning Management System and Procurement Reform

1. Each institution needs to identify a Training Representative(s)
 - a. This person must be the point person for all LMS related questions/issues for their institution.
 - b. They will need to take LMS Administrator training if they are going to have the agency administrator role.
 - c. They should become familiar with the LMS to handle routine internal processes and questions.
 2. What are the responsibilities of the Training Representative?
 - a. They will be assigned the LMS Registrar role.
 - i. So what tasks does the registrar do?
 1. DES will supply a formatted Excel spread sheet to the Training Representative. All institution staff that will need procurement/contract training will need to be compiled by the Training Representative/LMS Registrar and entered on the spreadsheet. The Training Representative will submit the spreadsheet to e-learning@des.wa.gov. Supervisors of those staff will also need to be on the spreadsheet. This will be batch imported into the LMS by DES staff.
 - ii. What permissions do they need?
 1. LMS Registrar
 2. Agency Administrator
 - iii. What training will be needed by the Training Representative?
 1. They will have to take the LMS Administrator training.
 3. How will participants be entered into the system?
 - a. All state agency staff should already be in the system.
 - b. For others, using the Excel spread sheet to create a batch user input will import participants into the system.
 - c. What information is needed in the Excel spreadsheet?
 1. Work E-mail address
 2. First name
 3. Last name
 4. Supervisors e-mail address
 5. Personnel Number which will be e-mail address
 6. Default group
 7. CUA:Agency, 3 letter agency acronym – DES may make it more letters depending on the institution. DES will create this and give it to the Training Representatives for each institution.
-

4. How will higher education staff access the system?
 - a. The LMS is accessible via any browser at <http://lms.des.wa.gov>
 - b. Users username will be their work e-mail address
 - c. All users will be assigned a password and use that to enter the system.
 - i. How will they receive that password?
 1. The Training Representative for each agency will have the password and convey it to their institutional staff.
 - ii. They will need to change their password when they enter the system for the first time.
 1. How will they change the password?
 - a. The system will automatically ask them to change their password the first time they login after receiving a user account.
5. What roles are needed by higher education staff?
 - a. If higher education staff teach a course, they are going to need instructor role and will have to learn how to use the LMS to give students credit for attending.
 - b. Who will assign them roles?
 - i. System automatically assigns all users as Learners.
 - ii. DES will give institutional registrar that role after attending LMS registrar training.
 - c. Who will assign higher level roles to higher education staff?
 - i. Supervisor role is automatically assigned in batch upload when supervisor is identified.
6. Who will enter groups into the system for higher education staff?
 - a. DES Learning Technology Staff
7. Groups are used for:
 - a. Auto-assignment
 - b. Rules
 - c. Filtering
8. How will higher education staff get approval to attend training?
 - i. Supervisor approval
9. How will learners be trained to use the system?
 - a. Recommendation is to have:
 - i. Online training
 - ii. One-pager Cheat Sheet
10. How will supervisors be trained to use the system?
 - a. Recommendation is to have:
 - i. Online training of specific tasks
 - ii. One-pager Cheat Sheet
11. How will higher education staff get a username and password in the LMS?
 - a. Username is e-mail address and initial password is automatically generated.
 - b. Password must be changed on first login to the system.
12. What is the Help Desk process for Higher education staff?
 - a. Recommendation:
 - i. First level-LMS Registrar/Internal agency group. The Training Representative will develop an internal process to handle LMS/Training questions from institutional staff.

- ii. Second level- DES handles tickets; Only LMS Training Representative should submit tickets to the DES contact.
- iii. Third level – DES contacts SumTotal