

Follow-Up Document for the Webinar

New Features of ncswLearn.org

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Recording: if you missed the webinar or want to view it again, go to: <http://fcrp.unc.edu/webinars.asp>

Answers to Questions Asked During the Webinar

*Responses in this document are from the ncswLearn.org Help Desk and
NC Division of Social Services Child Welfare Services Section.*

I. New Feature: Add Non-NCDSS Training

Will employees still be able to add the non-NCDSS training themselves?

Yes. Each employee can still add their non-NCDSS training attendance via their “Personalized Learning Portfolio” / “Training Attendance History” section of ncswLearn.org via the “Add Training” button at the bottom of their training attendance history page.

Do certificates need to be uploaded for adding non-NC DSS training?

No. There is not a mechanism to upload certificates in the system. However, we suggest that employees should always retain hard and/or electronic copies of completion certificate for verification purposes.

How do we enter bulk for all employees except for 1 or 2 who did not attend the Non-NCDSS Training?

To select multiple workers but leave someone out, hold the “Ctrl” key while clicking on each name of the employees that attended the training. Name of select employees will be highlight in gray. (Please refer to screen shot below.)

Add Non-NCDSS Training

Training Date: 06/22/2021

Training Title: Critical Thinking

Instructor: Leslie Smartteacher

Provider: Worker Wellness LCC

Location: Wrightsville Beach, NC

Contact Hours: 3

Select Participants (Press Ctrl+click to select multiple)

- Brian Burbank
- Kaye McLennan
- Phillip Armfield
- Vilma Gimenez

Training can be added to one individual worker, or to multiple workers by holding the “Ctrl” key while clicking each name.

Add Training

2. New Feature: Aggregated Training Records

Is there a way for the director to see training for all social workers and supervisors without having to go in and add each training individually?

Yes. The director can be given “County Training Manager” (CTM) access rights on ncsWLearn.org. As a CTM user in the system, Directors have access to the new feature: “Aggregated Training Records” to view training attendance of all child welfare and adult services employees, including supervisors.

Are Program Managers able to have access [to reports] for their area?

No. The system is not set up to partition the information based on programmatic areas.

How did you get to the Report page?

Depending on your access rights: Supervisors or CTMs ...

1. Click on the option “Supervisor Resources (My Employees)” **OR** “County Training Manager Resources” located on the left side menu.
2. Click on the option “Employee Training Attendance History” located on the left side menu.
3. Click on the map icon that reads “View Aggregated Training Records.”

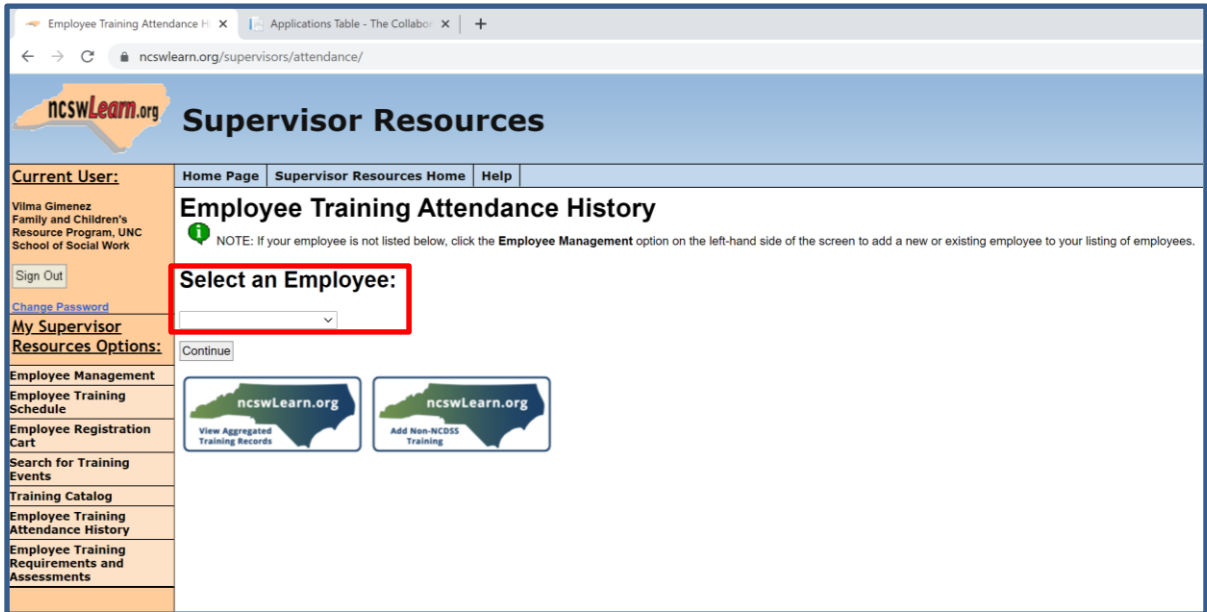
Can you view [training] reports by a certain worker instead of seeing everyone under you?

Yes. There are two ways of viewing training reports for a specific worker:

1. Via the reports available under the new feature “Aggregated Training Records,” you can use the “search” field to enter the name of the employee; the results will list information pertaining only to that employee.

OR

2. Via the Employee Training Attendance History section by selecting the name of your employee from the “Select an Employee” drop down menu field. (Screen shot below)



How is the pre-event status of “Not Applicable” determined?

“Not Applicable” is a **post-event** status only. Employee whose **pre-event** status is set as *waiting list*, *event full*, *cancelled*, *prerequisite not met*, or *ineligible* receives a **post-event** status of “not applicable”. That is, the employee was not enrolled for the training event; therefore, their **post-event** status is not applicable.

NOTE: Employees whose **pre-event** status is “cancelled” means that at some point the employees themselves canceled their registration for the event.

I heard you say that the “cancelled” status means that the participant cancelled the training. What is the pre-event status used when a training is cancelled by the state?

When the Division cancels a training event, the employee’s **post-event** status is set to “Event Not Held.”

NOTE: A training cancellation by the state does **not** determine the **pre-event** status of the employee.

That is, the pre-event status is set based on whether the employee was accepted or not in the training event (i.e., *applied*, *enrolled*, *waiting list*, *event full*, etc.), or if the employees canceled their registration application to training event; for which the employee pre-event status is set to *cancelled*.

3. County Training Manager

How do you request to be a County Training Manager (CTM)? Who should we contact to get access as a CTM?

In order to assign someone with CTM access rights on ncsWLearn.org, the Director of the County DSS agency must submit an email to ncswlearn@unc.edu designating the person who is authorized to gain CTM access rights.

May a county have more than one CTM?

Yes, with a maximum of three persons per county. NOTE: Directors must submit an email to ncswlearn@unc.edu designating the person who are authorized to gain CTM access rights.

When assigning multiple CTMs, can a Director choose what employees are assigned to CTM?

Not on ncsWLearn.org. All CTMs assigned by the county DSS director have access to training records of all child welfare and adult services employees in that agency.

NOTE: CTMs can use the “search” field available on all three reports via “Aggregated Training Records” to generate data pertaining only to the employees they need to view information.

As a County Training Manager CTM, can you filter for Adult Services vs. Child Welfare [employees]?

No. CTM users on ncsWLearn.org are not able to filter employees’ training records based on their area of service. However, through the aggregated training records, CTMs can filter the records by Supervisors. That is CTMs can search only for those supervisors associated with the adult or child welfare services.

4. Registrations

Will supervisors receive an email indicating that an employee has registered/been accepted for a training?

No. Just as it is in the current system, supervisors will not receive an email about their employees’ enrollment in a training. Currently, supervisors can view whether their employees have been accepted or not for upcoming training by accessing the “Employee Training Attendance History” via the “Supervisor Resources (My Employees)” section.

NOTE: During the focus groups sections conducted with supervisors about upgrading ncsWLearn.org, supervisors expressed that they would not want to receive additional emails from the system. This is to avoid email overloading.

How do you register a new hire for Pre-Service if they do not have a county email address, yet? [I tried] using my email but it would not allow me to do that.

An email address for the new hire is NOT required when Supervisors or County Training Managers are submitting a registration application for *Pre-Service Training*. That is why *Pre-Service* confirmation letters go to the supervisor. Because most new hires have not yet started and/or do not have a work email address set up yet.

IMPORTANT NOTES:

- a. Each personnel record on ncswLearn.org must have a unique work email address. That is why supervisors cannot use their own email address when adding personnel records for their new hires in the system.
- b. Supervisors should not attempt to submit a registration application in their own name for their new hire. They can submit a registration application for their new hire without the employee having a work email assigned to them.
- c. The requirement of a functional work email address applies when the time comes for the new hire to create a login account within ncswLearn.org. As soon as a work email address is assigned to their new hire, Supervisors or County Training Managers should go back to ncswLearn.org and update their new hire's personnel record in the system by entering the work email address.

5. Miscellaneous

When you submit a change in supervisor, does that send an email to the previous supervisor for verification?

No. Only the supervisor who requested a change will receive an automated system email notifying whether request for change in supervisor has been approved.

Do you know when training will resume in person? Will training go back to in person or will they remain virtual?

Due to COVID-19, most child welfare training events will remain virtual through December 31, 2021. Select courses has been selected to return to in person classroom learning, including:

- *Building Cultural Safety*
- *Domestic Violence Policy and Best Practices*
- *LINKS*
- *Stepping into Supervision (beginning in September 2021)*
- *TIPS-MAPP Leader Certification*

If there is a training cancelled due to inclement weather, how would employee be notified?

Registrars and/or trainers will communicate via email to all enrolled participants that the event has been cancelled due to inclement weather. Depending on the circumstances (e.g., last minute cancelation over the weekend due to unforeseeable circumstances of an in-person event scheduled for Monday) participants may be contacted by phone to ensure everyone is aware of the training cancellation.