

NC DEPARTMENT OF HEALTH AND HUMAN SERVICES

## New features of ncswLearn.org

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June 24, 2021

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### About this webinar

This webinar was developed through funding from the North Carolina Division of Social Services by the Family and Children’s Resource Program part of the UNC-Chapel Hill School of Social Work.

A recording of this webinar will be available on [ncswLearn.org](https://ncswLearn.org).

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### Goals for this Webinar

*By the end of this webinar, we hope you are:*

- **Aware of your current access rights and features within ncswLearn.org**
- **Up to date on new features and their usage on ncswLearn.org regarding:**
  - Adding *non-DSS training* to employees’ attendance histories at once
  - Accessing & exporting *aggregated training records*

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Host		Co-Hosts	
Southey Blanton		Crystalle Williams	
		Holly McNeill	
Support			
Phillip Armfield	Brian Burbank		
Vilma Gimenez	Kaye McLennan		

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### About Questions

- We will monitor questions via the chat box and answer as many as possible during a dedicated section at the end of the webinar.
- The webinar recording will be on ncsWLearn.org and on the Family and Children’s Resource Program webpage (<http://fcrp.unc.edu/webinars.asp>).

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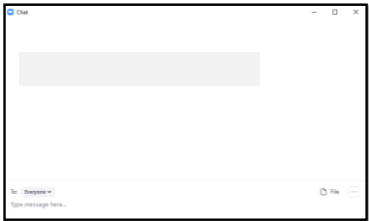
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### Communicate with Us

*In the Chat Pod you change who receives your message here* →



↑  
Here is where you would type a comment or question.

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### Upgrading of ncswLearn.org

1. Technology
2. Levels of users
3. Phased deployment
4. Upcoming new and improved features:
  - a. Streamlining registration process
  - b. More user-friendly notifications on the website (e.g., waiting list, enrollment)
  - c. More user-friendly search for training (e.g., based on job responsibilities)



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### Upgrading of ncswLearn.org

#### New Features:

#### Non-NCDSS Training Entry

- Individual entry
- Bulk entry

#### Aggregated Training Records

- Aggregate Contact Hours
- Events Offered by the NC DSS
- Training Titles

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### ncswLearn.org

A screenshot of the ncswLearn.org website. The header includes the logo and the tagline "A Learning Site for North Carolina's Human Services Professionals". Below the header, there is a navigation menu with options like "Home", "About Us", "Contact Us", "FAQ", "Privacy Policy", and "Terms of Service". The main content area features a "Returning Users" section with a login form, a "New Users" section with a registration form, and a "Browse Training Courses" section with several course cards. Each course card displays the course title, instructor name, and a small image.

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### ncswLearn.org Roles and Access

**Supervisor**

- View only employees they directly supervise

**County Training Manager (CTM)**  
(Currently 73 CTM's representing 48 counties)

- View county DSS workers for their agency
- View both Child Welfare and Adult Services

**RCWC (Regional Child Welfare Consultant)**

- New role on ncswLearn.org
- All county DSS workers for all 100 counties
- View both Child Welfare and Adult Services

<b>My ncswLearn.org Options:</b> My Personalized Learning Portfolio (PLP) Supervisor Resources (My Employees)
<b>My ncswLearn.org Options:</b> My Personalized Learning Portfolio (PLP) Supervisor Resources (My Employees) County Training Manager Resources

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### Before using the new features

**Current User:** Southy Benton, Family and Children's Resource Program, UNC School of Social Work

Home Page | Supervisor Resources Home | Help

#### Employee Management

My Current Employees:

List	Remove	Full Name	Employee Name	E-Mail Address
List	Remove From List	Arnfield, J., Philip	Family and Children's Resource Program, UNC School of Social Work	phfield_arn@unc.edu
List	Remove From List	Belknap, Brock	Family and Children's Resource Program, UNC School of Social Work	bubknap@unc.edu
List	Remove From List	Genese, Verna	Family and Children's Resource Program, UNC School of Social Work	vgenese@unc.edu
List	Remove From List	McLennan, Kara Marie	Family and Children's Resource Program, UNC School of Social Work	klmclenn@unc.edu

**Employee Training** | **Employee Management** | Schedule | Add Employee to My List | Refresh Employee List

Make sure your employee list is up to date, to ensure that all records and reports give you accurate data.

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### New Features: Location

**Current User:** Southy Benton, Family and Children's Resource Program, UNC School of Social Work

Home Page | Supervisor Resources Home | Help

#### Employee Training Attendance History

NOTE: If your employee is not listed below, click the Employee Management option on the left hand side of the screen to add a new or existing employee to your listing of employees.

Select an Employee:

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### Add Non-NCSS Training

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Training

Add Non-NCSS Training [Explain This](#)

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: [View Burkink](#), [Alex McQueen](#), [Philip Amfield](#), [Wendy Gomez](#)

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

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### Add Non-NCSS Training Info

Add Non-NCSS Training [Explain This](#)

**Explain This**

Welcome to a new feature, part of the upgrading of ncsWLearn.org!

You can now add into the system **at one time training attendance of all your employees** who participated in continuing education training **not sponsored** by the Division.

PLEASE NOTE:

1. Trainings entered here that meet the definition of Continuing Education may be applied to the 24 hours of continuing education required annually. Continuing Education should be approved by one's supervisor and defined as training or undergraduate/graduate social work courses that teach knowledge and skills that will improve social work practice with children and families.
2. This feature is available for your agency's convenience. It will be up to your agency to decide to use this feature, who will enter data and who is responsible for the validity of information entered here. We suggest that training attendees should always retain hard copies of completion certificates for verification purposes.

Any questions/comments about this new feature, please contact [ncswlearn@unc.edu](mailto:ncswlearn@unc.edu)

[Close](#)

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### Add Non-NCSS Training

Training Date: 06/22/2021

Training Title: Critical Thinking

Instructor: Leslie Smartteacher

Provider: Worker Wellness LCC

Location: Wrightsville Beach, NC

Contact Hours: 3

**Add Non-NCSS Training [Explain This](#)**

The training was successfully submitted

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## Aggregated Training Records

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**Reports**

**Training Reports** [View All](#)

Report: Aggregate Contact Hours County: Orange From: 06/01/2020 To: 06/01/2020 Generate Report

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## 3 Types of Reports

**Training Reports** [View All](#)

**Explain This**  
Welcome to a new feature, part of the upgrading of ncsWLearn.org.  
You can now generate, print, and export aggregated reports of your employer's training attendance.

**PLEASE NOTE:**

- There are three types of reports you can choose from the drop-down list.
  - Aggregate Contact Hours** - include data pertaining to NC DSS-sponsored child welfare training attended by all employees (adult services and child welfare workers) AND includes training entered in the system by employees themselves, which is not sponsored by NC DSS or CAWS.
  - Events Offered by the NC DSS** - does NOT include online on-demand courses because those courses do not require registration, are available 24/7, and therefore are not "events." The other two reports include on-demand courses.
  - Training Titles** - include data pertaining to all employees (adult services and child welfare workers) and all training.
- Data in these reports include information about workers who may no longer be employed at your agency. Please update their personnel records to remove them from your list of employees.

Any questions/comments about this new feature, please contact [casubauer@dhhs.nc.gov](mailto:casubauer@dhhs.nc.gov)

[Close](#)

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**Online On-Demand courses are not included in the "Events Offered by the NC DSS" report.**

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## Report: *Aggregate Contact Hours*

Report: Aggregate Contact Hours From: 06/01/2020 To: 06/01/2020 Generate Report

Excel CSV PDF Copy Print Show 25 entries Search

First Name	Last Name	Supervisor	Sponsored	Non-Sponsored	Total
Crystalle	Williams		0	4	4
Crystalle	Williams		2	0	2
Crystalle	Williams		2	0	2
Crystalle	Williams		2	0	2
Crystalle	Williams		2	0	2
Crystalle	Williams		42	0	42
Crystalle	Williams		2	0	2
Crystalle	Williams		2	0	2
Crystalle	Williams		74	0	74
Crystalle	Williams		52	0	52
Crystalle	Williams		20	0	20
Crystalle	Williams		2	0	2
Crystalle	Williams		27	0	27
Crystalle	Williams		60	3	63
Crystalle	Williams		2	0	2
Crystalle	Williams		20	0	20
Crystalle	Williams		2	0	2

Showing 1 to 17 of 17 entries Previous Next

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### Searching Records

Report: Training Title From: 01/01/2020 To: 06/30/2020

[Home](#) [About](#) [FAQ](#) [Help](#) [Links](#) [Print](#) [Share](#) [Feedback](#)

First Name	Last Name	Supervisor	Training Title	Total
Crystal	Williams		Critical Thinking	3
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
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Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2
Crystal	Williams		Critical Thinking in Child Welfare: A Course for Supervisors	2

Showing 1 to 16 of 16 entries (filtered from 28 total entries)

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### Exporting Reports

[Export to Excel](#) [Export to PDF](#)

[Print Report](#) [Export to CSV](#)

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### Q & A Time

Any questions you have about these features and their use, please enter them into the chat pod and we will do our best to answer as many as we can.

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**Contact Information**

**Southey Blanton**  
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**Crystalle Williams**  
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[Crystalle.williams@dhhs.nc.gov](mailto:Crystalle.williams@dhhs.nc.gov)

**Holly McNeill**  
Regional Child Welfare Consultant,  
NC DSS Child Welfare  
[Holly.mcneill@dhhs.nc.gov](mailto:Holly.mcneill@dhhs.nc.gov)

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**Final Steps**

**1. Please take a brief survey**

- We will provide link for those logged on
- Can also access thru ncsWlearn.org

**2. To receive training credit, you must**

**“Complete Course” WITHIN ONE WEEK**

- Log in to [www.ncswlearn.org](http://www.ncswlearn.org)
- Select “PLP”
- Select “Webinars”
- Click “Enter”
- Click “Complete Course” button

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**Thank you for your participation today.**



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