RCUH Research Corporation of the University of Hawai'i

ONLINE TRAINING MANAGEMENT FOR PROJECT STAFF

With the implementation of RCUH's online training portal, supervisors are now able to track their employees' training. Whether it's project-specific training or one of RCUH's required training courses, projects can work with the RCUH Corporate Services Department to set up and manage staff trainings.
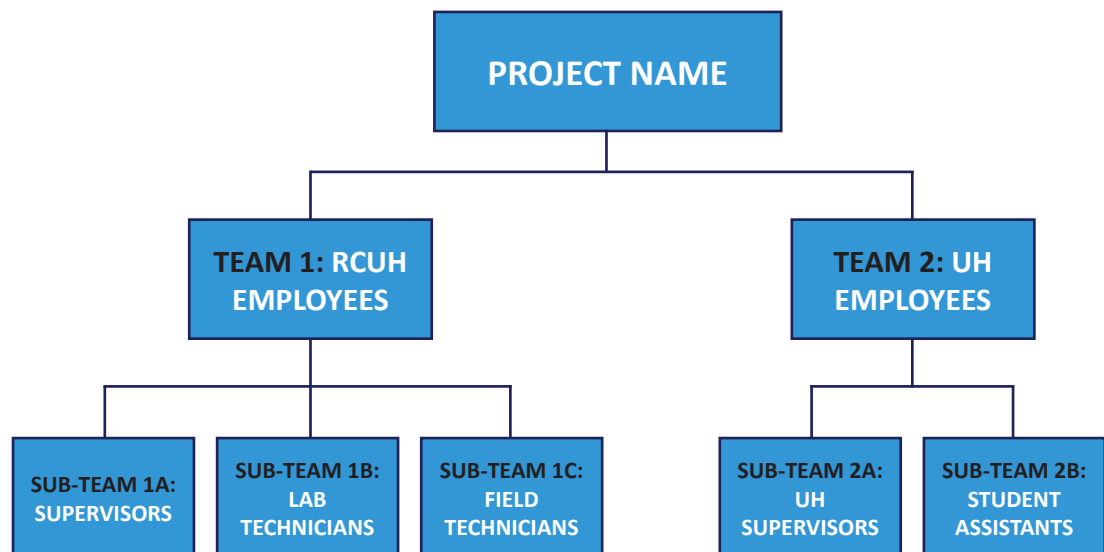
Overview of Training Management

With RCUH's assistance, projects will be able to:

- Organize their project by "Teams" and "Sub-teams" to assign required training to specific groups of people.
- Create custom learning paths for their teams and sub-teams (e.g., Project Management Learning Path, Fiscal Administrator Learning Path).
- Upload their own videos, manuals, or training to supplement RCUH training offerings into the Training Portal for their staff to complete.
- Receive scheduled reports to track their employees' training (RCUH and project courses, live and online). Employees will still be able to track their own training.
- Allow employees to upload a license/certificate into their profiles.

Teams and Sub-teams

A team is a group of individuals who have a common denominator; in this case it would be required training. A sub-team is a group of individuals within a team that can be assigned an additional set of required training.

There are many ways to organize your employees, but it's critical to classify them appropriately during the initial setup. We recommend creating an organizational chart to assist you with this step. The graphic below will give you an idea of how to organize your project into teams and sub-teams.

Here's an example of how training would be assigned to teams and sub-teams: If you have a group of UH employees who all require Title IX training, the course would simply be assigned to Team #2: UH Employees, rather than the two sub-teams. If you have a training that is only mandatory for RCUH Supervisors, it would be assigned to Sub-team #1A, the Supervisors sub-team under the RCUH Employees Team.

Keep in mind that there is no limit as to how many teams or sub-teams you can create and employees may be listed on multiple teams and sub-teams. For example, Joe could be an RCUH employee who is a supervisor and a field technician.

Learning Paths

A learning path is basically a group of courses that can be designated as required learning. The project can determine which courses to include, whether a learning path is mandatory or optional, and can designate the order courses should be taken. The project can also determine the length of time users will have to complete the learning path (i.e., 6 weeks from the date assigned or a specific date). You may select courses from our current Course Library to include in your learning path and/or add custom courses.

For example, if you wanted to create a Project Management Learning Path for your employees, you could select the ready-made courses: "Introduction to Project Management," "Project Preparation," and "Close your Project Successfully."

RCUH can upload this Learning Path into your team's library and it could be self-assigned by the user at their convenience, or you can request that it be assigned to a specific individual who will be taking on a big project. You can also request that it be assigned to a team or sub-team.

Courses

If you have project-specific training for your staff, you can provide the course to RCUH Corporate Services for uploading. Acceptable file types include: .avi, .wmv, .mpg, .mov, .flv, .m4v, .mp4, .ppt, .pptx, .pdf, .mp3, .zip, .doc, .docx, .swf. Custom courses will only be seen by your designated project staff.

Team Leaders

As you build your teams and sub-teams, you can also designate Team Leaders for your project. Team Leaders will be able to monitor project staff activity in the Training Portal, create reports on course completion status, and promote other team members to Team Leaders. At this time Team Leaders are NOT able to assign courses or add new users.

Once an individual becomes a Team Leader, their interface will include an Admin View that will appear every time they log in. In this Admin View, Team Leaders have access to an additional dashboard that will help them manage their team/sub-team. Team Leaders also have the option to toggle between Admin View and Learner View if they want to participate in any online training.
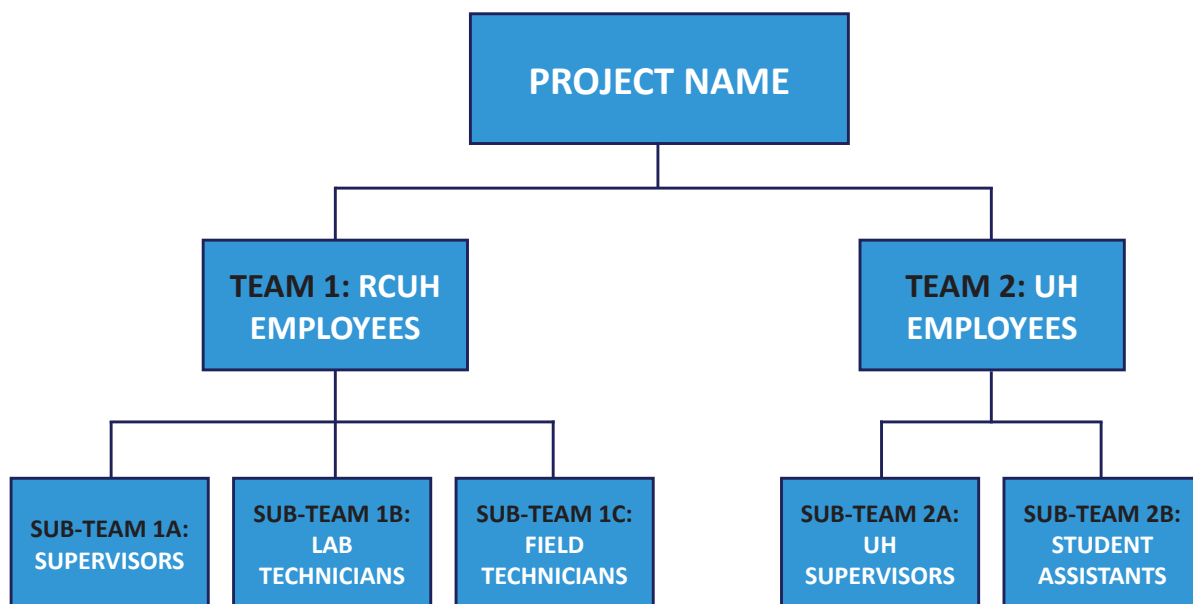
Reporting

Team Leaders can build reports in Admin View, however these reports don't translate well into CSV's at this time. The Training Portal offers some pre-designed "Quick Reports," but more comprehensive reports can be built by clicking the "Legacy – Create a report" button. It is highly recommended you work with the Corporate Services Department since they can create an even more detailed report, which can be emailed to you in a CSV format at certain intervals.

Example

The Aloha Project is comprised of both RCUH and UH employees. Since EEO/Sexual Harassment Prevention is a mandatory course for all RCUH employees, the project would ask RCUH to assign the course to *Team 1: RCUH Employees*. Everyone in the sub-teams under *Team 1: RCUH Employees* would receive the course. If an individual is on multiple sub-teams under T*eam 1: RCUH Employees*, they would only be assigned the course once.

Supervisors of RCUH employees (whether they are employed with RCUH or not), would be assigned the EEO/Sexual Harassment Prevention Course for Supervisors, *Sub-team 1A: Supervisors* and *Sub-team 2A: UH Supervisors*.

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                        PROJECT NAME
                 ┌───────────────┴───────────────┐
          TEAM 1: RCUH                      TEAM 2: UH
           EMPLOYEES                         EMPLOYEES
      ┌────────┼────────┐              ┌──────────┴──────────┐
 SUB-TEAM 1A:  SUB-TEAM 1B:  SUB-TEAM 1C:   SUB-TEAM 2A:   SUB-TEAM 2B:
 SUPERVISORS      LAB          FIELD            UH           STUDENT
              TECHNICIANS   TECHNICIANS     SUPERVISORS    ASSISTANTS
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Other Licenses/Certificates

Learners have the ability to upload licenses and certificates into their profile, which can be tracked by Team Leaders. Practicing certificates, first-aid certificates, driving or machinery licenses are examples of items that can be stored. An expiration date can also be set in case they're used for compliance purposes.

FREQUENTLY ASKED QUESTIONS

- **Can I track attendance for prior training?**
  Yes, but at this time the RCUH Training Portal is independent of the Human Resources Portal so any prior records/attendance will have to be input retroactively by RCUH. With this service, projects can also track staff attendance for project-specific in-person training, so supervisors will be able to view both in-person and online employee training in one location.

- **Is this service only for RCUH employees?**
  This service is available for projects that employ RCUH employees. The project can decide whether to include other project staff who are non-RCUH employees.

- **Is it possible to add a team or sub-team after the initial set up?**
  It can be done, but it is not easy to rearrange a team structure after it has been created. This is why we recommend diagramming your project's organization chart beforehand.

- **Do Team Leaders receive automated notifications when an employee finishes a training course?**
  No, Team Leaders do not receive any automated course notifications. However, we can arrange an automatic report to be emailed to Team Leaders at designated intervals.

- **How long will the onboarding process take?**
  The onboarding process will depend on the number of project staff, the number of teams and sub-teams to create, and the number of learning paths required. After setting up your first appointment with RCUH, the onboarding period can range from 3 days to 3 weeks.

- **Can I upload my project's custom course into the Training Portal?**
  No, if you'd like to add or make changes to a custom course from your project, it must be routed to the RCUH Corporate Services Department to be uploaded.

- **How do I assign a course to a team, sub-team, or individual?**
  If you'd like to assign a course or learning path to an team, sub-team, or individual, please contact RCUH Corporate Services at rcuh@rcuh.com or call (808) 988-8315/8314.

- **How do I add or remove individuals from a team or sub-team?**
  Similar to adding or making changes to a custom course, you must contact RCUH Corporate Services to add or remove individuals from your teams and sub-teams. RCUH will not automatically remove an employee's account from the Training Portal if they are terminated. It is the project's responsibility to notify RCUH of any course or personnel changes.

Ready to Get Started?

If you're interested in enrolling for this service, please contact the RCUH Corporate Services Department at rcuh@rcuh.com or call (808) 988-8315/8314 to set up an appointment. Because each project requires a high level of customization, we want to set up an initial conversation or webchat and walk you through any questions you may have and review the next steps.