

Accessing your e-Learning account

LOGGING IN

You'll need a computer with Internet access (the faster the connection, the better).

STEP 1

- Open your computer's web browser (e.g., Internet Explorer).
- Go to the home page for Professional & Organizational Development (POD).
 - ◆ To do this, type www.washington.edu/admin/hr/pod/ in the address bar of the browser window and then press ENTER on your keyboard.
- Click **SkillSoft e-Learning Login** (on left side of page). The login screen will appear.

STEP 2

- Type in your **User ID** and **Password**. (You chose your password when you registered for your e-Learning account. If you've forgotten it, click "Forgot Your Password?")
- Click **Login to SkillPort**.

Web Browser

Login Screen

If you forget your password, click here.

Tip: Write your User ID and Password below for easy reference:

MY USER ID: _____ MY PASSWORD: _____

Note: UW Professional & Organizational Development's e-Learning is funded for UW employees by the Leadership, Community, and Values Initiative and is powered by SkillSoft/SkillPort at: <http://traindev.skillport.com/>.

Navigating the e-Learning site

After logging in, you'll be directed to *your e-Learning home page*:

The screenshot shows the SkillsSoft e-Learning home page. At the top, there are navigation tabs for 'Home' and 'Catalog'. A search bar is prominently displayed with the text 'SEARCH-and-LEARN™' and 'Search by keywords, title, or ID'. Below the search bar, there are sections for 'Shortcuts', 'My Plan', 'My Favorites', and 'My Report'. The 'Shortcuts' section lists various links like 'My Plan', 'My Favorites', 'My Report', 'Live Help', 'Technical Support', 'POD Home', 'User Guide', 'Download Instructions', and 'Making Time for Training'. The 'My Plan' section shows 'You currently don't have any items in your plan.' and a link to 'Click here to learn how to add Learning Events into your plan.' The 'My Favorites' section shows 'You currently don't have any items in your favorites.' and a link to 'Click here to learn how to Add Favorites.' The 'My Report' section shows 'Courses Completed: 0' and 'Courses Started: 0' with a list of bullet points explaining completion criteria and a link to 'Take me to detailed reports ...'.

"HOME" TAB
your e-Learning home page

"CATALOG" TAB
where e-Learning courses and other content is housed, in expandable folders

CUSTOMIZE
update your User Profile or personalize the Shortcuts menu

HELP
launches a separate browser window with online Help documentation

SHORTCUTS MENU, INCLUDING:

- MY REPORT**
tracks your progress, with up-to-date information on all the courses you've started or completed
- TECHNICAL SUPPORT**
opens a new window with online customer support
- USER GUIDE**
opens a new window with detailed information on e-Learning, including accessing features like My Plan and My Report, using the search function, and playing courses

POD NEWS
click on the scrolling links for e-Learning news from Professional & Organizational Development

Finding courses that meet your needs

■ SkillSoft's e-Learning provides two different ways to find courses:

- ◆ **Catalog:** Click this tab to view the Course Curricula, which is housed in hierarchical folders. To view curricula and course content, expand the folders by clicking on them.

Tip: The screen symbol  identifies courses.

- ◆ **Search-and Learn:** Use this function to perform a keyword search of the entire catalog.

Tips: - Vary search words to produce better results. - Restrict the category to find only certain types of content (for example, to only find courses). - Narrow or target your search by doing a search and then searching within the results.

If you need help with these functions, see the SkillPort Features section of the online User Guide (accessible from the Shortcuts menu on your e-Learning home page).

Finding courses that meet your needs, continued

Professional & Organizational Development (POD) offers tools that can help you find e-Learning courses that are appropriate for your job and your goals.

E-LEARNING CERTIFICATES

■ Whether you plan to complete a certificate or are simply looking for guidance, these certificates provide logical, targeted curricula. e-Learning Certificates are comprised solely of e-Learning courses and are designed to help staff and faculty members focus on achieving their career goals. The following e-Learning certificates are currently available:

- ◆ Administrative Support Professional
 - ◆ Customer Service
 - ◆ Enhanced Productivity
- ◆ High Performance Teams
- ◆ Project Management

POD CERTIFICATES

n POD also offers several certificates that require a combination of traditional instructor-led training, e-Learning, and Linked Learning (see below). The following certificates are currently available:

- ◆ Fiscal Management
- ◆ Human Resources Administration
- ◆ Interpersonal Communication
 - ◆ Supervisory Skills
- ◆ Written Communications

Visit POD online for more information on all the above certificates:

www.washington.edu/admin/hr/pod/certificates/

LINKED LEARNING

■ Linked Learning combines classroom sessions with specific e-Learning courses. Participants work independently to complete required e-Learning courses and also attend instructor-led classroom sessions that provide opportunities for discussion and practice. POD Linked Learning courses include the following:

- ◆ Better Business Writing (Q0010)
- ◆ Developing Assertiveness Skills (Q0000)

Visit POD's online course catalog to register for Linked Learning and other POD courses:

www.washington.edu/admin/hr/pod/catalog/gen/CourseNum.html

***USE "MY PLAN" TO KEEP TRACK OF COURSES
YOU'D LIKE TO TAKE IN THE FUTURE.***

My Plan is also where you go to access evaluations for courses you've taken.

If you need help using My Plan, see the SkillPort Features section of the online User Guide (accessible from the Shortcuts menu on your e-Learning home page).

Achieving success with e-Learning

GETTING SUPPORT & GETTING PREPARED

- Once you've found a course to take, **talk with your supervisor** about what you hope to gain, and make sure that you have your supervisor's support (for help, see the Action Plan below).
- Several **tools and resources for e-Learners** are available on POD's e-Learning page (www.washington.edu/admin/hr/pod/elearning/, see the ACT section):
 - ◆ Use the *e-Learning Action Plan* to identify why you want to take a particular e-Learning course and to request approval from your supervisor (if required).
 - ◆ To minimize interruptions, print the *e-Learning in Progress sign* and post it at your workstation when you are using e-Learning.
- To ensure a productive and successful experience, consider the following tips:
 - ◆ Block out time in your schedule to take specific e-Learning courses.
 - ◆ Clear away any clutter at your workstation and make sure you have a pen and paper handy.
 - ◆ e-Learning courses have audio accompaniment, so you should close your office door or wear headphones at your workstation to minimize the impact on your coworkers.

Tip: If you'd prefer not to e-Learn at your workstation, talk with your supervisor about e-Learning from home.

MAKING THE MOST OF E-LEARNING

- Now that you've successfully completed a course, **give yourself a pat on the back!** Let your supervisor know of your achievement by printing out a report (My Report).
- **Organize your notes and printouts and store in a file or folder.** It's important to keep your training materials together and in a logical place so that you can access them easily in the future.
- **Review material within 24 hours.** Research shows that this practice dramatically increases retention, so schedule time for this the day after you complete a course. Along with reviewing your notes, you could also look at the online References, Job Aids, and SkillBriefs.

APPLYING WHAT YOU'VE LEARNED

- Set dates for yourself—for **1, 3, and 6 months** from now—to review your notes and printouts, or revisit the course online. You can take courses as often as you'd like, as long as your account is active. You can re-play a course at any time, and then, from the Course Player:
 - ◆ From the **Course Menu** screen, click a lesson topic to review that content.
 - ◆ Click **References, Job Aids, or Skill Briefs** to access supplementary material.
- **Talk with your supervisor and your peers** about your e-Learning.
 - ◆ Schedule a follow-up meeting with your supervisor. Share what you've e-Learned, how it fits with your performance goals, and how you might be able to apply it on the job.
 - ◆ Has more than one person in your office taken the same e-Learning course? Schedule a coffee break or lunch together and discuss your e-Learning!

EVALUATIONS: After you finish a course, complete an evaluation. Find evaluations for each course you've taken in My Plan (accessible from the Shortcuts menu on the e-Learning site).

Taking and completing e-Learning courses

TAKING A COURSE

- On the course information page, click [Play](#).
- The **Course Player** will be launched in a separate window (it may take a moment to fully load).
- The first page you'll see will be the **Course Menu**. Click **Begin Course** to start playing the course.

For more information on the Course Player, see the Course Features and Navigation section of the online User Guide (accessible from the Shortcuts menu on your e-Learning home page).

UNDERSTANDING THE COURSE MENU

- The **Course Menu** shows all the course's lessons and lesson topics, as well as your progress.
 - ◆ Click on any [Lesson Topic](#) (topic headings are underlined) to jump to that part of the course.
 - ◆ The **Status** column reflects your progress for each lesson topic.
 - ◆ The **Current Score** column shows the Current Score for each test you have completed.
- Click [Take Course Test](#) or [Take Test](#) (in the far right column) to access the **Course Test** screen or **Lesson Test** screen, respectively.

COMPLETING A COURSE

- A course is not recorded as "completed" until you have achieved an overall score of 75% or higher. Each course has multiple lessons, and each lesson has a test; the overall score is the average of your highest scores for each of the course's tests.
 - ◆ To receive credit for e-Learning or for Linked Learning (for instance, if you're pursuing a POD certificate), you must achieve an overall score of at least 75%.
 - ◆ If your supervisor has asked you to take a particular course, he or she may also require that you complete the course. However, if you're taking a course for specific skills or knowledge, "completing" a course (i.e., scoring at least 75%) may not be important to you.
 - ◆ Once you've successfully completed a course, it will show up as "completed" in My Report.
- Each course lesson has a related test. **You can take each test as many times as needed.**
 - ◆ After you complete a test, you will be taken to the Test Results screen. You can immediately retake a test by clicking [Retake Test](#).
 - ◆ You can also retake a test later by going to the Course Menu, clicking [Take Test](#), and then clicking the **Begin Test** arrow (in the bottom right-hand corner) from the test screen.
- If you're having trouble with a particular test, consider reviewing the lesson content. Go to the **Course Menu** to jump to specific lesson topics.

VIEWING AND PRINTING COURSE RESULTS

- On the Course Menu screen of the Course Player:
 - ◆ **Current Scores** are shown for all lesson tests taken. Your **overall score** is shown in the upper right-hand corner (Course Score). Scores for lesson tests you have not taken are counted toward your overall score as zero.
 - ◆ You can print a **Test Score Report** (printer icon).
- You can also view and print results from **My Report** (accessible from the Shortcuts menu on your e-Learning home page).

Getting help with e-Learning

GETTING TECHNICAL SUPPORT

Technical support is available through SkillSoft, POD's e-Learning content provider.

- **Getting assistance online:**
 - ◆ Online help documentation is available when you're logged into e-Learning. Click the Help link from your e-Learning home page (to locate this link, see page 2 of this guide).
 - ◆ There is also a detailed User Guide, which is accessible from the Shortcuts menu of your e-Learning home page (to locate this link, see page 2 of this guide).
 - ◆ You can also visit SkillSoft's customer support center at <http://onlinesupport.skillssoft.com/>.
- **Getting assistance over the phone:**
 - ◆ SkillSoft technical support is available toll-free at 866-754-5435.

FREQUENTLY ASKED QUESTIONS

- **What if I forget my password?** From the login screen (<http://traindev.skillport.com/>), click Forgot Your Password?
- **How many courses can I take?** There's no limit! You can take as many e-Learning courses as you can fit into your schedule, for as long as your account is active (see below).
- **How long does my e-Learning account last?** Currently, there's no expiration date or limit on e-Learning accounts. However, if you don't access your account for a calendar year, it may be deactivated (see below).
- **My e-Learning account disappeared! What happened to it?** If you haven't used your account for a calendar year or more, your account may have been deactivated. Do not create a new account (doing so will cause your past information and progress to be lost). Instead, reactivate your account by e-mailing Professional & Organizational Development at pod@u.washington.edu.
- **What's a lesson? How is this different from a course?** Each e-Learning course has multiple lessons. The Course Menu screen lists all the course's lessons and lesson topics.
- **Why doesn't the course I finished show up as completed?** A course is not officially completed until you have achieved an overall score of at least 75%. For more information, see "Taking and completing e-Learning courses" on page 5 of this guide.
- **How do I figure out what course to take?** See "Finding courses that meet your needs" on pages 2-3 of this guide.
- **I'm pursuing a POD certificate. How do I know what classes to take?** Visit www.washington.edu/admin/hr/pod/certificates/ for up-to-date information on certificates and requirements.
- **Why isn't e-Learning working with my Macintosh computer?** For Macs, e-Learning is compatible only with users running the 10.4 OS with Safari Web Browser (versions 2.0 and 2.0.4).

STILL HAVE QUESTIONS?

- For technical or computer-related questions, see *Getting Technical Support*, above.
- For other questions, contact POD for help! E-mail pod@u.washington.edu or call 206-543-1957.

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