Hsieh, Patricia

From: Forum for Human Resource trainers [AMS-HRTRAINERS-L@LISTSERV.TAMU.EDU] on behalf of Hsieh, Patricia [PHsieh@TAMU.EDU]
Sent: Tuesday, May 13, 2008 11:14 AM
To: AMS-HRTRAINERS-L@LISTSERV.TAMU.EDU
Subject: [AMS-HRTRAINERS-L] Online training Q&A

Dear A&M System Training Coordinators,

As you know, we've recently released two new courses on HUB purchasing requirements and FERPA. In addition, we have three other online courses scheduled for release during FY 2008.

- *Payment Card Industry Data Security Standards*. The course is designed for every employee in the A&M System who accepts debit/credit card payments or is responsible for some part of the processing of card transactions. The purpose of the course is to familiarize the employee with the security issues inherent with payment card processing and the Payment Card Industry Data Security Standard. Scheduled for release later this month (May).
- *Disbursement of Funds*. Provides an overview of *Guidelines for Disbursement of Funds*, a document published by the System Offices of Budgets and Accounting. Training on this topic is already required by System Regulation 21.01.03 for System personnel authorized to prepare or approve payment documents. This will be an online version of the current training. Scheduled for release in June.
- *Records Retention Overview*. Provides an overview of System Regulation 61.99.01. Will be required for System member records officers and other employees responsible for records retention (as identified by the records officers). Scheduled for release in August.

Because we have been releasing courses more quickly than we have in the past and because several of them have been required for certain audiences of System employees, we expect that you may have questions or concerns. Below are some questions and answers that may be of interest to many of you.

Q: How do you decide whether to develop a course and if it should be required?
A: We have recently established a process for taking in new training projects. Here's how it works:

1. Requests for training assistance (including new course development) can be submitted using the Training Project Request Form on our website (http://tamus.edu/web/appform.aspx?def=TrainingRequest). Requestors are welcome to call Kris or me to discuss a potential project before completing the form, but eventually we would like to have a form for each request.
2. The need is then assessed following the process described on: http://tamus.edu/offices/training/docs/Training_Need_Request_Process.pdf. We will strive to provide an answer within four weeks of receiving a request.
3. If the request is for a System-required course, we will forward the request to an appropriate Subject Matter Expert (SME) within the System Offices. If the SME agrees that the training should be System-required, he or she will complete the form on: http://tamus.edu/offices/training/docs/System_required_training_request.pdf
4. All accepted training projects go on our Current Projects log at http://tamus.edu/offices/training/docs/CurrentProjects.pdf, which is usually updated weekly. You can check this log to monitor our progress.

Q: How will assignments be made for System-required courses with limited audiences?
A: For courses with limited audiences, such as the HUB course, we will work with the System Offices SMEs and representatives they designate at each System member to identify which employees need to receive the training at each System member. We will also devise processes to identify new or transferred employees who become eligible to receive training because they are hired into a position that requires the training. The assignment and monitoring processes will likely be a little different for each course area. We are just beginning to work out the best way to facilitate these

processes, so we would appreciate your patience and your input. In some cases, such as HUB, we may release the course first and figure out how to assign it later.

Q: Who should be monitoring completions of required training at the System member level?
A: We view this as a local decision. At smaller institutions, it may make sense for the HR department to take the lead since they track all or most of the required courses already and have access to TrainTraq. However, for training on non-HR topics, such as HUB and disbursement of funds, it may make more sense for a department with more authority in that area to take the lead in monitoring compliance. When Kris and I work with a System Offices SME on developing a new System-required course, we always encourage them to designate a subject matter representative at each System member to help them make those decisions. We will also keep the System training community apprised of System training developments via this listserv.

We are moving toward providing access to training reports via a new tool called the Data Warehouse. Once that project is complete (sometime this summer), it will be easier to give non-HR employees access to training reports so they can more easily monitor training assignments and completions. This should reduce the need for HR staff to be involved in monitoring required training although they may still need to be involved in making training assignments, because that can only be done via TrainTraq.

Q: Can we assign System-required courses to employees outside of the required audience?
A: Certainly. System members may require any training they deem necessary of their employees, per System Regulation 33.05.02. If you would like to use TrainTraq to make training assignments, please feel free to contact Kris or me for tips on how to make the process go smoothly.

Q: When and how are System Members involved in the development of System training?
A: Typically, the System Offices SMEs have a designated point of contact at each System member. It's up to the SMEs to decide when and how to involve these POCs, but in most cases, the System member POCs are at a minimum invited to review and comment on a course before its release.

Q: How can we find out about new developments and plans for System training?
A: Check the System Training website at http://tamus.edu/offices/training/index.html. The *Current Projects* link leads to a spreadsheet that lists all the projects System Training staff are working on at any given time, including target due date and current status. The *Announcements from Training listserv* link lists all of our recent announcements.

If you have additional questions or concerns, please feel free to call or e-mail Kris Wuensche (Wuensche@tamu.edu, 979-458-6173) or me anytime.

Thanks,

Pat

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