

# Online Training System Policies

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## Policy Purpose

- To ensure there are clear guidelines for Training System administrators on how to use and access the online training system.
- To establish clear guidelines and limitations regarding the Computing Center's involvement with conducting routine training sessions.

## Process for Requesting Access to the Online Training System

- Users wishing to conduct online training sessions must first request access to the training system by contacting one of the Computing Center support staff:
  - Director of Computing Center
  - Senior Web Developer
- Applications will be reviewed within a week.

## Training System Training

- Online Training System administrators may request training from the Computing Center in how to configure and operate the training software. This request may take between 1 and 14 days to honor, depending on the schedules of the staff involved.
- Requests for training must be made at least three work weeks (15 business days) before a training session is set to begin.

## Process for Creating Online Training Sessions

- Training System administrators will create training sessions using an online, web-based system. The training sessions can be turned "on" or "off" by the administrators, and not through any automated process.
  - Except in emergency situations, this step will be not be completed by Computing Center staff, unless the objective is to train the administrator in how to use the system.
- Training Sessions must be created and finalized at least one work week (5 business days) before a session is set to begin. The Computing Center cannot

guarantee that technical assistance will be available to administrators unless sessions are finalized before this time.

- Training Sessions may be “paused” by an administrator, by turning “on” or “off” the session, from the web interface.

### **Policies Regarding User Identification and Usage**

- Training Sessions may be configured to only allow ULM users (faculty, staff, and students), or ALL users, meaning no login is required. If no login is required, the user is asked to enter their full name and birthdate (for identification purposes) before beginning the session.
- Once a user begins a training session, they may not leave and come back later, or their progress will be lost and they will need to restart from the beginning.
- Users may re-take a training session any number of times. Administrators should only use the most recent attempt for their records.
- Wrong-answers will prevent a user from progressing through the session, until they select the correct answer. There is no penalty for a wrong answer.

### **Privacy Policies**

- Training Session results (who completed a training session) is not considered private information. In fact, users are given a permalink to their certificate, and are encouraged to email this to their professor, supervisor, etc.
- Administrators from different departments will be able to view the results of all training sessions, regardless of what department they come from.