



citycounty insurance services
cisoregon.org

MEMBER UPDATES & ANNOUNCEMENTS

CIS Learning Center Entity Admin Update

NEW WEBINAR PLATFORM IN JANUARY

In January 2016, CIS will be conducting webinars via **join.me**, a new webinar platform. Several members have had difficulty with Adobe Flash and, therefore have difficulty accessing our webinars. The join.me platform does not use Flash.

After registering for a webinar, you can login to the CIS Learning Center and from your Home Page, click on the Elective Learning icon, and then click on the course name to access the webinar Activities Page. The Activities Page will include a link to join the session, along with a short tutorial document to help you navigate this new program.

Please share this information with your employees who regularly attend our webinars.

ENTITY ADMIN SURVEY RESULTS

In September, CIS fielded a survey to evaluate the experience of our Entity Administrators with the CIS Learning Center (CLC). The survey was sent to 275 Entity Administrators. Thank you to everyone who responded! Your suggestions were most helpful. We have been in contact with our vendor about some of your recommendations, and will respond to some of your direct requests for more information.

In general, you agreed that coaching via phone and webinar has been very helpful. Of those that responded,

IN THIS UPDATE

[New Webinar Platform in January](#)

[Entity Admin Survey Results](#)

[CIS Learning Center Webinars](#)

[CIS Learning Center Updates](#)

[Best Practices - User Profile](#)

[Entity Admin Sessions at the CIS Annual Conference](#)

[Annual Training Plans](#)

[Additional Training Calendars & Resources](#)

[What Should a Safety Committee Training Include?](#)

If you have any questions, please contact the CIS Learning Center at 503-763-3800 ext. 8 or via learn@cisoregon.org.

29% reported that they primarily utilize the CLC to register for trainings; 20% use the CLC to assign courses/policies to employees; 17% for their own professional development; 11% to provide classroom training to employee groups; 9% to set up learning plans; and 8% to track training attendance.

Respondents rated their satisfaction level regarding relevance and features of the CLC 4.5 points out of 5. The biggest challenge users reported was difficulty finding what they are looking for.

When asked about removing Microsoft Office 2007 courses, 53% thought it would be a problematic for their entity. So, we will keep the 2007 courses for a while. Here is a percentage breakdown of the versions of Office members are using: 2007 27% 2010 35% 2013 37%

Regarding some of the features of the Learning Center, 39% found the Reporting feature helpful and 42% said they have not used this feature yet.

We also asked about going mobile – 25% reported they are ready to go mobile now with the Learning Center, however, the majority of respondents (59%) have not discussed it. We'll keep working on this and will update you as our vendor releases new information. If you are interested in any other details about the survey, please feel free to contact Mary Meyer at mmeyer@cisoregon.org.

CIS LEARNING CENTER WEBINARS

Most survey respondents were interested in quarterly Entity Admin webinars for coaching, questions and updates. Plan ahead for the next two webinars in this series:

- Setting Up New User Accounts: Thursday, December 10 | 10:00-11:00 am
- Assigning Courses through Learning Plans and Mass Assignment: Thursday, March 10 | 10:00-11:00 am

Registration will be available soon at learn.cisoregon.org.

We will continue to offer Pre-Loss and H2R webinars monthly, and plan to include other topics and feature presenters on risk management, law enforcement, wellness, finance, and other topics.

503-763-3800 800-922-2684
cisoregon.org
 1212 Court St. NE, Salem,
 OR 97301

CIS LEARNING CENTER UPDATES

"Login Button"

A new login button has been added to the top right of the CIS Learning Center website. This will provide quicker access to the login page for all Learning Center users.

Webinar Recordings

The listing of past CIS webinar recordings will be discontinued on the Learning Center webpage. All of the webinar recordings are currently available in the online catalog. Once logged in to the Learning Center, you can access these by:

- a. Clicking the Catalog icon, then clicking the Alphabetical tab and searching for CIS Webinar; or
- b. Clicking the Category tab, then clicking on CIS and clicking the CIS Webinars button, then clicking Go.

LOC-TV

There are now four LOC-TV webinar topics available through the CIS Learning Center catalog: Public Meetings Law, Election Law, Conflicts of Interest, and Cadillac Tax. This option will allow you to track this training on the user's transcript.

LOC-TV is a service through the League of Oregon Cities. The webinars are also available through their website at <http://www.orcities.org/Training/LOCTV>.

Course Updates and Retirements

There is a list of newly-added courses on the Organizer Home Page in the center column. Based on the recent Learning Center Survey results, we'll be keeping the Microsoft 2007 courses. However, as of December 22, SumTotal Systems tech support will no longer be supporting the 2007 version.

In addition to MS 2007, **87 other courses** in our online catalog will be automatically retired by December 22. One reason this is happening is to replace Java-dependent courses, which have been difficult for some members to access. Additional good news is that we will now be receiving a monthly list of the plan for retired courses prior to their retirement date. This will help prevent situations where your employees cannot complete a course or test because the course is due for update. The list of courses retiring in December can be found [here](#). These courses will be labeled "retired" at the end of the course title.

What does this mean for you? If you have assigned any of these courses through the Learning Plans or Mass

Assignment, please try to have the assignments completed prior to December 22, if possible. If there are active assignments, we will not be able to de-activate the outdated courses.

Any of these courses that are included in your Learning Plans will need to be replaced. It is our intent to have the new courses uploaded prior to the December 22 end date, so we can proactively manage this transition. We are clarifying with our vendor what their role and CIS' role will be, and what you will need to you on your end. I will let you know as soon as this is determined.

There may be a few course topics that have no replacement at this time. Most likely, they are still in development. We will provide a future update on the next step options for these.

BEST PRACTICES - USER PROFILE

Username

Remember that our system requires that the Username and the Email Address **be the same**. If you are setting up new user accounts, please make sure this requirement is met.

The purpose for this is that we now have over 300 cities and counties established in the Learning Center, and close to 8,000 learners. To maintain the unique ID of these users within and amongst all the entities, the best practice is to use the email addresses. If we happen to create two usernames that are the same, the second one will overwrite the first; and the first user will lose his/her training record and account.

We appreciate your help in making any changes in your existing accounts, and setting up new accounts to meet this requirement. We are aware that some of you have "long" email addresses. However, this best practice requirement is intended to maintain the best safety and security of your personal records.

Entity Name

When setting up a new user account, the "**Entity Name**" must match the group name listed in the Learning Center for your city, county or organization. The group name controls the catalog access for learners and an incorrect name could limit their access to courses. For cities, just use the city name (Tigard, Ashland, Bend); do not include "city of". Counties should spell out the word "County". All other

organizations should check the spelling used on the group page and copy that.

Department

You can choose to include a department name, such as Police, Health, Assessor, or Public Works. This is not a required field, but if you are assigning a course or instructor-led training to an entire department, the department groups can expedite that process. The department groups must be set-up by CLC staff prior to utilizing this feature. Contact us at learn@cisoregon.org for assistance.

When assigning a course, use the User Group tab rather than the User List tab. You can select one or more department groups, and then select “All” to streamline your assignment process.

Sub-Group

The sub-group field can be used to enter a unit or division of a department. For example, PW-Waste Water, Sheriff’s Office Admin, Finance–Payroll, Health–WIC. Again, this is optional, but if you are assigning training based on departmental teams, committees or units, sub-groups can be very helpful. The sub-groups must be set-up by CLC staff before utilizing this feature. Contact us at learn@cisoregon.org for assistance.

Employee left?

You can easily “Archive” a user account if an employee no longer works for you. If you have an employee who is on extended leave, you can also deactivate the account, and reactivate it upon his or her return.

ENTITY ADMIN SESSIONS AT THE CIS ANNUAL CONFERENCE

At the 2016 CIS Annual Conference, CIS Administrative Assistant Brenda Shew-Chapin will present “CIS Learning Center: A Toolkit for Making it Easier.” Brenda will present updated tools to assist with launching a successful roll-out, assigning learning plans to staff, and retrieving reports to monitor staff’s progress. You will receive tips and shortcuts, FAQs and other resources that will be useful for you as you provide support to your employees.

In an effort to make the session the most valuable to our Entity Admins, we’re asking for your input on what tools would make the Learning Center easier for your or your staff. Email us at learn@cisoregon.org by December 30

and we will add your idea to our list of possible tools to develop for the conference.

Also, CIS Multimedia Specialist Jessie Charlton will be presenting a short train-the-trainer entitled: "Accidental Trainer: This Wasn't in My Job Description." She will be providing tips and tools for you to provide training on a tight budget, and free training resources.

When: February 27, 2016

Where: Salem Convention Center

ANNUAL TRAINING PLANS

To help you meet your training goals, here are some suggested training topics for December.

December is Winter Safety Month. Recommended topics in the online catalog include:

- Safety: Winter Driving Procedures (also available as a CIS instructor-led training)
- Emergency Preparedness
- Ladder Safety
- Slips, Trips and Falls
- Electrical Safety.

ADDITIONAL TRAINING CALENDARS & RESOURCES:

DPSST website – August-December 2015:

<http://www.oregon.gov/dpsst/pages/trainingeventscaleendars.aspx>

Oregon OSHA's schedule of classes offered through December 2015 is available at

<http://www.cbs.state.or.us/osha/educate/pdf/schedule4.pdf>

WHAT SHOULD A SAFETY COMMITTEE TRAINING INCLUDE?

Some of you have asked about what to include in some of your Learning Plans. One of the most commonly assigned learning plans is the Safety Committee Training. Here are some suggested topics for this training that are available in the Learning Center online catalog:

- Safety Committee Procedures
- Accident Investigation
- Hazard Communication

- GHS - Globally Harmonized System of Communicating Hazardous Materials
- Other topics depending on types of department needs - confined space, PPE, BBP, etc.