

Best Practices and Lessons Learned for SF-182 deployment.

1. Make sure all employees have selected their supervisors and have a valid email address. Tony Lovell reports that he has given his training officers a PowerPoint that shows how to run a Learner data report so that they can check their employees email and supervisor. They provided another PowerPoint that showed how an employee can update their profiles. Tony suggests that others use the job aid Team AgLearn provided on updating profiles.
2. Make sure employees know that training is available and point them to it. We gave instructions to all on how to go through the process.
3. Stress to employees that they can withdraw a request at anytime up until it has been through the approval process. Once the process is approved they will have to verify the fact that they either attended or did not attend the training.
4. Provide separate instructions to the supervisors on how to approve the request.
5. Tell employees to follow-up on their request. Note that if a request is submitted and not approved before the training is to take place, the system will deny their request. Also inform them that their training officer can always approve the request if a supervisor is out of the office on leave.
6. Let employees know that they will receive an email from AgLearn asking them to verify attendance of the training. It is important to let them know that they must do this verification in order for the course to move to their training history.
7. It is also important to let them know that if they didn't attend the training they must also verify that fact. I am not sure if the wording on the email for the verification has changed ,however this was the biggest obstacle for our employees as the email made it seem to them that they were requesting the training again. It was also the biggest obstacle for supervisors as they too thought their employees were requesting the training again. It was important to tell them that they were enrolling in the verification process only. (Team AgLearn is working on the email wording)
8. Let users know that if the dates of the training changed, they can put the correct dates in during the verification process.
9. From Team AgLearn – Once an SF-182 passes through Final Approval, it is final and cannot be edited! Well, almost. Team AgLearn is handling requests for modifications after final approval, but this is not a recommended procedure. Therefore, please be sure that all approvers, especially final approvers are aware that they must carefully review information before approving. The ability to edit completed SF-182s has been submitted to Plateau as an enhancement request.

Tom Montgomery has been working hard to identify additional areas for future improvements to the form. Most of the following anomalies are beyond Team AgLearn's control (Tom has made sure that Plateau is aware of these "features"), but they are provided here so that you are aware of these issues and can mitigate the risk to your employees by alerting your administrators of the issues so that are prepared to assist employees.

- Problem with the Administrative Creation of AgLearn SF-182 process – there seems to be an issue of misrepresented data when several SF-182 requests are entered in AgLearn at the same time. (Team AgLearn is currently looking into this and will report on their progress).
- The Training vendor drop-down list is not in alphabetical order.
- AgLearn email notifications are confusing to the user and approver – This issue is within Team AgLearn's ability to correct and we are currently working on the reminder for training verification text.
- A printing issue - "If same box" is checked, the check mark does not print out on the SF-182 form. (This should be fixed in the new version of the SF-182 due within the next several weeks.)
- Enhancement requests forwarded by Tom with TeamAgLearn updates:
 - a. Block 6 (Position Level) should be automatically filled by the software. Currently the user must enter this information.
 - b. The user's position title should be automatically filled by the software. Currently the user must enter this information, even though it is collected in AgLearn.
 - c. The system enters data in block #4 (This information is going into the wrong box "home address"; should be fixed in the new version of the SF-182)
 - d. Administrators are unable to change any SF-182 data after final approval. (Currently Team AgLearn must handle the request for modification. Team AgLearn will modify Training date information as well as tuition, but should not be asked to rectify mistakes that could have been caught with a thorough review before submission) (A request by GPUG has been made to Plateau so that post approval changes can be made by admins.)
 - e. An annotated form with instructional text boxes would be very helpful for end user training support. While the new form (scheduled to be released before the end of the year) does provide a text box for providing a help file, individual fields will not be annotated with instructional text boxes.
 - f. Codes in block 20; (see item "e" above) – definitions for the codes.
 - g. Admins cannot see when a user made a SF-182 request (date).