

CSAT Training FY08

After Action Review and
Recommendations



Topics

- Feedback Issues & Recommendations
 - Communication and Training
 - Content and Navigation
 - 508 Compatibility
 - eAuthentication
 - Deployment
- Future Rollout Planning
 - Mandatory Training Project Planning Package
 - Training Implementation Milestones
- CSAT FY09 Rollout Planning



Feedback Issues

Communication and Training

- Assignments preceded announcement
- Deployment of media assignment
- NIST/OMB requirements not communicated
- No opportunity to evaluate courses



Recommendations

Communication and Training

- No training assigned until after memo released to public
- Agencies must identify those requiring alternate delivery
- Agency should pilot test and evaluate all content submitted to AgLearn for deployment
- All learners complete survey at completion to provide feedback



Feedback Issues

Content and Navigation

- Too difficult for non-IT audience
- Navigation confusing and inconsistent
- Confusion regarding completion created duplicate assignments
- Incorrect statements reported in content



Recommendations

Content and Navigation

- Pilot testers complete the course in its entirety, then complete evaluation report on navigation and content and submit to Team AgLearn prior to publication
- Pilot testers consider communications as part of deployment process. Emails, job aids, Read Me First



Feedback Issues

Section 508 Compatibility

- Pages of each course failed internal 508 testing
- Compatibility differed depending on configuration



Recommendations

Section 508 Compatibility

- All courses use JAWS screen reader compatible with USDA standard workstation configuration
- Pilot testers include representatives from the Target Center, agency 508 coordinators and Agency Help Desks



Feedback Issues eAuthentication

- Users frustrated at lengthy response time from eAuthentication Help Desk



Recommendations

eAuthentication

- Agencies should encourage AgLearn admins to receive training and security clearance needed to assist with eAuthentication
- Deputized admins listed on AgLearn welcome page for easy contact
- eAuthentication communication regarding how to verify your password



Feedback Issues Deployment

- Delivery type defined based on FY07 data
- CD ROM required modification of player
- Policy for deployment of CD ROM and paper defined after training was announced
- Paper delivery was expensive and inefficient



Recommendations

Deployment

- CD ROM / Paper access identified early
- Plans for distribution submitted and vetted prior to deployment
- Pilot testing includes alternative media
- Consider alternative deployment for paper based versions
- Pilot test and evaluation report distributed as part of the Mandatory Training Project Planning Package



Future Rollout Planning

- Develop a Project Plan with detailed tasks and deadlines for which team members will held accountable for completing.
- Develop a communication plan that identifies timetable for communicating with all appropriate parties .
- Include agency pilot testers as a critical element of all planning. Testers must evaluate ease of access and launch, navigation, accuracy of content, 508 compatibility, and validation of completion. Each tester must complete a Pilot Test Evaluation Report and confirm if the course is acceptable for deployment or if modifications must be made, including selecting an alternative course for deployment.



Training Implementation Milestones

- Planning Session – 4-5 months prior
- Kick Off Meeting – 4.5 months prior
- Communication Plan submitted – 2.5 months prior
- Tech Assessment – 3.5 months prior
- 508 Compliance – 3.0 months prior
- Pilot testing – 3.0 months prior
- Revisions – 2.5 months prior
- Job Aids Performance Support – 2 month prior
- Feedback Survey – 1 month prior
- Communication Announcements – 1 month prior
- Assignment to Learning Plan – 1 week prior
- Go live
- After Action Review – 1 month post Go-Live

CSAT FY09 ROLLOUT PLANNING

	A	B	C	D	E
1	Activity - Original Order Enter Course "Go Live" Date in cell B2	Start	Due	Responsible	Date Completed
4	Identification of Chief Agency POC for all Course Content issues	05/15/08	05/15/08		
5	Schedule Kick-off Meeting to identify all project team members, complete content submission form and sign off on Project Planning assignments	05/15/08	05/22/08		
6	Attend and Facilitate Kick-off Meeting with all Course Project team members present and all sign-off on Project Planing assignments	06/01/08	06/01/08		
7	Pilot testers identified	06/01/08			
8	Pilot testers contacted for course testing.	06/02/08			
9	Communication Plan begun	06/02/08			
10	Technical Implementation Assessment	06/15/08	06/29/08		
11	UAT testing (SCORM, navigation, visuals, etc)	06/15/08	06/29/08		
12	508 Compliance Testing	06/15/08	06/29/08		
13	Communication Plan DRAFT submitted	06/15/08	07/09/08		
14	Pilot test with Agency learners	07/01/08	07/22/08		
15	Course Revisions based on pilot feedback	07/23/08	08/13/08		
16	Pilot testers confirm course functions and completes as intended	08/14/08	08/21/08		
17	Course Revisions if Pilot testers confirm not all changes were made	08/23/08	08/30/08		
18	Job aids Identified and begun (Please read me first, configuration, 508, etc)	09/01/08			
19	Pilot testers confirm course functions and completes as intended	08/31/08	09/07/08		
20	Course Feedback Survey is developed and appended to course content	09/01/08	09/16/08		
21	Pilot Testers Final Evaluation Reports Submitted	09/01/08	09/08/08		
22	Develop Communication Announcements	09/01/08	09/16/08		
23	Job Aids submitted for review by pilot testers	09/16/08			
24	Pilot testers confirm job aids function as intended	09/23/08			
25	Communication Emails Introduces Course and identifies ways to report issues	09/23/08			
26	Learning is assigned to learning plans	09/29/08			
27	Training Go-live	10/01/08	12/30/08		
28	Schedule debrief meeting with project team (Internal and External Evaluation)	10/31/08			
29	Facilitate debrief meeting with project team (Internal and External Evaluation)	11/30/08			
30	Produce and file After Action Report	12/30/08	01/14/09		



Current CSAT FY09 Efforts

- Pilot testing of alternative courses
- Does course meet NIST requirements?
- Is content accurate and easy to understand?
- Is knowledge tested?
- Is navigation and completion intuitive?
- SCORM conformant?
- 508 compliant?



Planning to Submit Content?

- Plan early!
- Notify TeamAgLearn as soon as possible about a proposed Go-Live date (ATS Ticket)
- Identify members of your project planning team (communication, deployment, etc)
- Gather volunteers for pilot testers



Questions?

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