

# The AgLearn Vine

# USDA

Issue # 3

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## Blended Administrator Training

New Administrator Roles now provide the ability to assign duties based on specific job duties. Each of these new roles, such as Registration Manager, Schedule Manager and Learning History Recorder also has associated online training modules available in AgLearn. Training modules address the most commonly performed tasks of each role and also include additional resources such as job aids, a glossary, and useful tips.

Interested in learning more about the **Registration Assistant Wizard**? Take the **Registration Manager** training and review the topic **Register Users with the Registration Assistant**. Want to know how to prevent training from being scheduled for a time in a specific location? Download the **Creating a Schedule Block** job aid in the **Resources** section of the **Schedule Manager** training. How do you record learning for all 30 class participants in one process? Take a look at the **Record Learning Event for Scheduled Offerings** topic in the **Learning History Recorder** module to learn about **Auto Fill from Registration**.

But even the best online training can't anticipate all of the scenarios you may encounter as an administrator. As you review the training modules, you may encounter topics that pose questions for you

in your daily activities. It would be helpful to speak to an expert about the training and how it applies to your duties in your agency. You might even like to suggest additional items for training that aren't currently covered in the course. For this reason, Team AgLearn will be conducting virtual classroom Q&A sessions via Adobe Connect for each of the AgLearn administrator roles. These offerings will be open to all administrators that have completed the online module for that administrator role.

If you are interested in participating in a Q&A session, be sure to complete the online module first, then send an email to your AgLearn Agency lead and let them know which session (admin role) you'd like to attend. We'll begin scheduling sessions as soon as we have at least ten participants for any role. **Please note**; completion of the online module will be a pre-requisite to registration for the Q&A session.



## Administrators

Tools you can use

About AgLearn Help

Administrator Center

- [Administrator Login](#)  
Restricted to designated personnel only
- [Administrator Toolkit](#)  
Key tasks and procedures

Learner Center

- [Learner Login](#)  
Requires a USDA eAuthentication User ID
- [Current Course Catalog](#)

### Administrators, Welcome to AgLearn!

AgLearn Administrators, welcome to a new area dedicated to your needs. Take a look around and let us know what you think.

### Role-Based Online Training

<a href="#">Assignment Manager</a>	<a href="#">Registration Manager</a>
<a href="#">Basic Role</a>	<a href="#">Registration Report</a>
<a href="#">Community Manager</a>	<a href="#">Schedule Manager</a>
<a href="#">Curriculum Manager</a>	<a href="#">Schedule Reporter</a>
<a href="#">Item Manager</a>	<a href="#">Security Manager</a>
<a href="#">Learning History</a>	<a href="#">SF-182 Manager</a>
<a href="#">Master Reporter Role</a>	<a href="#">SF-182 Reporter</a>
<a href="#">Performance Manager</a>	<a href="#">User Manager</a>



## Change Management

Dealing with change nowadays? Everyone deals with change in their personal and their professional lives, but many often feel ill-equipped to deal with it well. The AgLearn resources identified below can help you to prepare for and manage organizational change.

The **Leadership Development Channel (LDC)** offers on-demand video on the change management topic. Some of the QuickTalk selections are just a few minutes in length. Here's just a few of the titles and speakers:

Key Resources  
Books/Videos/Etc

Business  
KnowledgeCenter

IT  
KnowledgeCenter

C  
A

[Leading Change](#) by John Kotter

[QuickTalks: Managing Change](#) by Ken Blanchard

[QuickTalks: Leading Massive Change](#) by Michael Hammer

[QuickTalks: Why is Change Difficult?](#) by Michael Samuelson

[QuickTalks: Why People and Organizations Struggle with Change](#)  
by Pat Lencioni.



### Leadership Development Channel™

is designed to help managers and leaders b at managing people and driving results. It i: of on demand programs (videos) in multiple featuring best-selling authors, experts and i the biggest impact in motivating and challer learners.

Easy access to the LDC can be found on the **Key Resources** tab when you first login to AgLearn.

But wait! **Ninth House courses** are available on change management as well! Leaders in the field, such as William Bridges and Peter Senge have worked with Ninth House faculty to design and develop highly interactive and engaging courses, including:

[Technology and Innovation](#) by Ninth House Faculty.

[Navigating Change](#) by William Bridges

[Managing Change](#) by William Bridges

[Reframing Change](#) by William Bridges

[Forging Breakthroughs](#) by Peter Senge

Key Resources  
Books/Videos/Etc

Business  
KnowledgeCenter

IT  
KnowledgeCenter



### Ninth House

addresses the most relevant issues from leadership and management i retention and performance manage change.

Ninth House courses can be easily accessed through the **Key Resources** tab.

### Subject Area Menu

[Expand All] [Collapse All]

- ▶ Federal Government Curricula
- ▶ IT Professional Certifications
- ▶ IT Professional Curricula
- ▶ Leadership Development Channel
- ▶ Legal Compliance Curricula
- ▶ NETg Curricula (English - US)
- ▼ Ninth House Courseware (22)
  - ▶ Instant Advice - Business Essentials
  - ▶ Instant Advice - Communication
  - ▶ Instant Advice - Leadership
  - ▶ Instant Advice - Management

Ninth House also offers mini modules called “**Instant Advice**”. Instant Advice provides engaging dialogue and familiar scenarios to give learners step-by-step instruction to quickly resolve issues faced in the workplace. These modules can be easily accessed by going to the catalog , expanding **Ninth House Courseware** in the Subject Area Menu, and selecting any of the Instant Advice subjects, such as:

Instant Advice –Business Essentials

Instant Advice-Communications

Instant Advice-Leadership

Instant Advice-Management

Access to Change Management books can also be found in the **BusinessPro** section of Books24x7, located on the **Key Resources** tab when you first login to AgLearn. **Books24x7** provides at least 30 different books on the topic of Change Management. Titles include: *Adaptability: Responding Effectively to Change* by Center for Creative Leadership, *Coaching for Change: Practical Strategies for Transforming Performance* by Kogan Page, *Harvard Business Review on Leading Through Change* by Harvard Business Press, *On Leading Change: A Leader to Leader Guide* by Jossey-Bass.

## Ask Team AgLearn

**Q:** I'm a supervisor and noticed that not all of my direct reports are listed under "My Employees"? How do I add the employee that is missing?

**A:** Simply remind the employees that you supervise to update their AgLearn profile. By updating their profile, your employees will select you as their supervisor and ensure that their email address is also recorded in AgLearn. A job aid for this is located at: <https://aglearn.usda.gov/scorm-content/JobAids/UpdatingYourAgLearnProfile.pdf>.

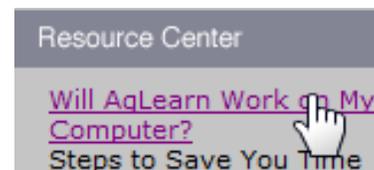
**Q:** I need help with my IDP. My supervisor never approved my plan last year and now I can't submit a new one. What can I do to resolve this issue?

**A:** IDP plans are "trusted source" documents, meaning once the expiration date has passed, they cannot be modified by supervisors or subordinates. That's why it's critical to have all plans updated and approved **before** they expire. If you have a plan whose expiration date has passed and that plan is **not** in an **EXPIRED** status, contact your Agency Lead. Your lead should then report that problem to Team AgLearn.

**Q:** What is the most common issue being handled by the AgLearn Help Desk right now?

**A:** The most common problems are in the area of courses not being able to launch or display correctly because the user does not have his/her PC configured correctly. Most common mistakes are that pop-ups are being blocked, an incorrect browser is being used, or an outdated Java or Flash version is installed.

Users can save a lot of time trying to troubleshoot their problems if they first run the **AgLearn System Check**. On the AgLearn home page ([www.aglearn.usda.gov](http://www.aglearn.usda.gov)) we've provided a link to our system check tool, called "**Will AgLearn Work on My Computer?**". Make sure you click this link before you call the help desk with any issue regarding launching or completing an AgLearn course. This simple tool will provide details on browser version, cookies status, screen resolution, and Java and Flash version installed. If all areas show green, as in the picture on the left, the system is configured per AgLearn requirements. If any areas show red, those issues should be addressed before you call the Help Desk.



Computer Requirements:	Current Computer Settings:
The browser characteristics required for use with the learning delivery system:	The following table is an indication of compatibility -- <span style="color: green;">green</span> cells indicate OK - <span style="color: red;">red</span> indicates a problem, <span style="color: yellow;">yellow</span> a possible problem. If your browser is indicated as having a problem please correct the problem and retry test before attempting supplied lessons.
Target platform must be Win32; (Windows 95,98,NT, 2000 or XP) **Please contact your Agency's IT Support for assistance if your result is red.	PASSED: Win32
Browser must be Internet Explorer 6.0 or Netscape 6.2 or later **Please contact your Agency's IT Support for assistance if your result is red.	PASSED: Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 6.0; SLCC1; .NET CLR 2.0.50727; .NET CLR 1.1.4322; .NET CLR 3.5.30729; .NET CLR 3.0.30618; OfficeLiveConnector.1.3; OfficeLivePatch.0.0)
Java must be enabled	PASSED
Popups must be enabled	PASSED
Javascript must be enabled	PASSED
Cookies must be enabled	PASSED
Screen resolution must be set to 800x600 or greater (1024 x 768 is recommended)	PASSED: 1280 x 800
Color depth must be 16 bit or greater	PASSED: 32
Sun Java Version 5, Update 6 or newer is required. **Please contact your Agency's IT Support for assistance if your result is red.	PASSED: Sun Microsystems Inc. Java Version 6, Update 11
	PASSED: Flash 7.0 or better found!

## AgLearn Course Update

### USDA's Top Courses of 2008

The results are finally in! The most popular courses of USDA employees are just a click away. Click on the links below to add the top courses to your learning plan today!

[\*Planning for a Secure Retirement\*](#)

[\*Late Savers Guidebook\*](#)

[\*Avoiding Grammatical Errors in Business Writing\*](#)

[\*Writing to Reach the Audience\*](#)

[\*Basic Features of Excel 2003\*](#)

[\*Excel 2007 Formulas and Functions\*](#)

[\*Crisp Composition\*](#)

[\*Developing Excellent Time Management Habits\*](#)

[\*Organize to Remember\*](#)

Replaced with [\*Your Time and You\*](#)

[\*Coping with Stress\*](#)

Replaced with [\*Success Over Stress\*](#)

[\*Eliminate the Time Wasters\*](#)

Replaced with [\*Techniques for Improved Time\*](#)

[\*Management\*](#)

[\*Components of Financial Statements\*](#)

Replaced with [\*Financial Statements\*](#)

[\*Principles of Financial Statements\*](#)

Replaced with [\*The Principles of Financial Management\*](#)

### Microsoft Courses

AgLearn has partnered with Microsoft to bring you the latest training courses. Below is a small sampling of the collections and courses that are coming soon.

***What's New in MS Office 2007***

*What's New in MS Office Word 2007*

*What's New in MS Office Outlook® 2007*

*What's New in MS Office PowerPoint® 2007*

*What's New in MS Office Access 2007*

*What's New in MS Office Visio® 2007*

***Core Training for MS Project 2007***

*Getting Started with Project 2007*

*Working with Resources with Project 2007*

*Formatting and Printing Your Project Plan*

The combination of courses direct from Microsoft and SkillSoft's Microsoft courses will provide USDA employees a wealth of Microsoft training through AgLearn.

### Survival Guide for Supervisors – Top 10 Courses

Many weeks ago, a Survival Guide for Supervisors was created and distributed for 12 weeks. Each guide highlighted resources available through AgLearn to help Supervisors with day to day issues. Of the courses showcased, below is the top 10 courses selected by USDA supervisors. Click on the title to add the course to your learning plan today!

[\*Achieving Success: the Help of a Mentor\*](#)

[\*Addressing Problem Performance\*](#)

[\*Building Improved Work Relationships Simulation\*](#)

[\*Business Ethics Simulation\*](#)

[\*Business Ethics for Managers\*](#)

[\*Choosing the Best Applicant\*](#)

[\*Coaching Teams and Personalities Simulation\*](#)

[\*Coaching with Confidence Simulation\*](#)

[\*Conflict in the Workplace Simulation\*](#)

[\*Dealing with Problem Performance Simulation\*](#)



## Check Out What's Going on with Books24x7

Books24x7 is GREAT! It's a valuable resource for different facets of the day-to-day job as well as personal Professional Development.

- Forest Service

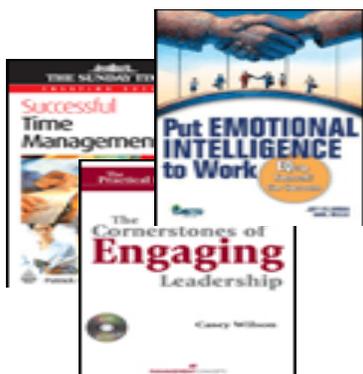
Books24x7 is a great resource! I am amazed at the depth of material available.

- Rural Development

Check out these results!

In January and February of this year, **2,408 new learners** accessed Books24x7 for over **1,550 hours**.

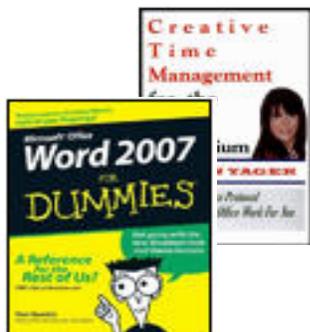
Below is a list of the top ten, most frequently access titles by USDA Employees:



1. *175 Ways to Get More Done in Less Time!*
2. *100 Ways to Motivate Yourself: Change Your Life Forever*
3. *Ethics for the Real World: Creating a Personal Code to Guide Decisions*
4. *Writing at Work: How to Write Clearly, Effectively and Professionally*
5. *Better Vocabulary in 30 Minutes a Day*
6. *7 Steps to Better Written Policies and Procedures: Exercises and Suggestions*
7. *The Executive Guide to E-Mail Correspondence: Including Model Letters*
8. *What If?: Short Stories to Spark Diversity Dialogue*
9. *Professional Writing Skills: A Self-Paced Training Program*
10. *151 Quick Ideas for Delegating and Decision Making*

Books24x7 is a great resource! I am amazed at the depth of material available. I have found books (including recently published titles) on subjects such as Time Management, Sales & Marketing Techniques, Business Management and much, much more. The embedded Reader is user friendly and easy to use and I really like that I can access Books24x7 from my computer at home. I am extremely impressed!

- Natural Resources Conservation Service



I think this is one of the finest training resources that USDA has provided. There is a wealth of information written by experts on a wide variety of topics. As I identify a training need, I can read a chapter or a whole book right at my desk or at home. That is so convenient! I have recommended the site to my employees and peers.

- Animal and Plant Health Inspection Service

# Welcome to the World of KnowledgeCenters

AgLearn now offers **one-stop skills improvement centers** offering immediate access to a comprehensive set of online reference materials for users at all levels.

**Roadmaps** – Guide you to where you want to go

**Experts** – Connect with experts to get immediate answers to your questions

**Challenge Series** – Enhance your solution-analysis and decision-making skills

**Practice Labs** – Practice and assess your current skill

**Simulations, courses, books, videos and much more!**

Click on the KnowledgeCenter below and start exploring today!

## Selected Books



The Leadership Challenge, Fourth Edition  
*Jossey-Bass*



Feedback that Works: How to Build and Deliver Your Message  
*Center for Creative Leadership*



5-D Leadership: Key Dimensions for Leading in the Real World  
*Davies-Black Publishing*



Coaching Yourself to Leadership: Five Key Strategies for Becoming an Integrated Leader  
*HRD Press*

## Job Aids

Access convenient resources designed to help you increase job performance.

Questioning Techniques  
Generation Myth/Fact Sheet  
Picking the Right Partner

[Management KnowledgeCenter](#)

[Microsoft Office 2007 KnowledgeCenter](#)

[Microsoft Office XP/2003 KnowledgeCenter](#)

[Leadership KnowledgeCenter](#)

[HR Professional KnowledgeCenter](#)

[IT Security KnowledgeCenter](#)

[Call Center KnowledgeCenter](#)

[Microsoft MCSE & MCSA Certification KnowledgeCenter](#)

[Oracle KnowledgeCenter](#)

[Professional Foundations KnowledgeCenter](#)

[Project Management KnowledgeCenter](#)

[Six Sigma KnowledgeCenter](#)

[Visual Basic KnowledgeCenter](#)

## Learning Roadmaps



Use targeted skills-improvement roadmaps to enhance your leadership skills and achieve your training goals

## SkillBriefs

Use these helpful guides to learn about key aspects of leadership quickly.

Understanding Leadership Style Problems  
Understanding People in Change  
Developing a Vision

## Related Resources

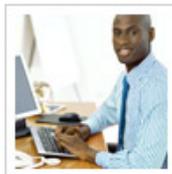
Center for Creative Leadership  
Harvard Business School  
Yale Chief Executive Leadership Institute  
Wharton Center for Leadership and Change Management  
The Leadership Forum  
Leadership – Forbes.com

## Practice Zone



Put your skills to the test in interactive scenarios using hands-on practice. Replicating complex scenarios where each call you to analyze options and decisions. Offer an engaging, interactive practice and gauge your performance.

## Business Impact Series



Need to spur team commitment? Video Succession Planning Series products use video techniques to dramatize these, dramatize delivering practice



Challenge Series products are designed to enhance your solution-analysis and decision-making skills. Use these media-rich, interactive case studies to practice solving critical problems while balancing multiple options and solutions.

## Did You Know?

### eAuth FastTrack and AgLearn

The eAuth FastTrack process has reduced the time to get an eAuth account, but this does not necessarily reduce the time to get an AgLearn account.

New AgLearn accounts are automatically created and existing ones are automatically updated only when AgLearn receives data from the NFC called the Common Employee Database (CED) feed.

EMPLOYEES SHOULD NOT create an external (aka public or contractor) account to circumvent the wait time for the creation of their official AgLearn account. This will increase the overall amount of time to get the employee's official account and learning history up to date and takes more time and resources for the help desk and agency administrators to correct.

If a user doesn't have an account or has an inactive account or has multiple accounts they will receive a "mapping table error". If this occurs the user must contact the AgLearn Help Desk to resolve this issue.

The number for the AgLearn Help Desk is: (866) 633-9394. When calling, the user should say that they have received a "mapping table error" when attempting to log onto AgLearn with their eAuth account.

If the employee has a account in AgLearn, the AgLearn Help Desk will "map" it to their eAuth credentials, resolving the problem. However, if there is not an account in AgLearn, the employee will have to wait until their data has been processed by their agency's Human Resources and the NFC.

### Improvements to the SF-182

In the first full year of operation, the feedback from USDA employees has helped us to identify where changes can be made to improve the experience of USDA employees when they use the SF-182 functionality in AgLearn to request external training. The following are the changes that have been implemented or that are underway.

Using the drop-down list on the electronic SF-182 form has been more of a hindrance than an aid as the large number of vendors, who were not in any particular sequence, on the list made finding the desired vendor a chore. The vendor list is now sequenced alphabetically to facilitate the identification of a specific vendor and a much streamlined and improved vendor list is now available.

A number of entry fields on the SF-182 form have been pre-filled, such as the Continuing Service Agreement and the Organizational Address entry, to make filling out the form easier. Previously when the form was printed it did not indicate on the hard copy that it was an SF-182 or contain the identification number assigned to the request – it now does.

A popup window now appears when processing an SF-182 with links to frequently asked questions and instructions on how to prepare an SF-182 request. Additionally, Team AgLearn is working on a new process to streamline the handling of multiple individuals who want to attend a single course, often referred to as a "Group SF-182".

### Test Your Knowledge

**Which of the following statement(s) about a AgLearn account are True?**

- A. USDA federal employee's AgLearn account is created by a data feed to AgLearn.
- B. Federal employee account data is typically updated every night, so if someone manually changed a federal employee's account status during the day the data feed would override any changed data in the night.
- C. There is no data feed for non-federal employees, so their account status can only be changed manually.
- D. All of the Above

*The correct answer is D*

### FDCC AgLearn Trusted Sites Update

Here is the latest list of FDCC AgLearn "trusted" sites:

[www.targetlearn.com](http://www.targetlearn.com)  
[www.books24x7.com](http://www.books24x7.com)  
<http://usda.na4.acrobat.com>  
<http://www.aglearn.usda.gov>  
<http://www.staging.aglearn.usda.gov>  
<http://content.aglearn.usda.gov>  
<http://128.121.42.23>  
<http://ninthhouse.net>  
<http://app.ninthhouse.net>  
<http://bitgravity.com>  
<https://aglearn.skillwsa.com>  
<https://kcportal.skillport.com>  
<https://library.skillport.com>