

Task Instructions

Task ID: TRNG37

Wave: CMS

Audience: All Agencies

Task Name: Monitor Agency Participation of End User Training

Task Type: Training

Task Due Date: July 2, 2021

Task Overview

Your agency's CMS Wave end users have started registering for Florida PALM training (TRNG36). In preparation for go-live, you should be monitoring your end users' registration and completion of applicable Instructor-Led Training (ILT) and Web-Based Training (WBT) based on assigned Florida PALM roles. **During May and June**, the Florida PALM Project will request your agency provide a weekly status update of your agency's completion of Florida PALM end user training using the provided Survey Monkey® link:

<https://www.surveymonkey.com/r/MonitorTraining>

Each Monday in May and June, use the SurveyMonkey® link provided to enter:

- The total number of end users to date your agency **EXPECTS TO COMPLETE** applicable Florida PALM WBT and ILT before CMS Wave go-live?
- The total number of agency end users to date who **HAVE COMPLETED** applicable Florida PALM WBT and ILT before CMS Wave go-live?

To support your agency's understanding of end user registration, enrollment, and completion for Florida PALM CMS Wave training, your Agency Liaison or Training Liaison should work with your agency's People First Learning Management System (LMS) Administrator to review the following LMS status reports:

- **Registration Statuses Report** – Shows a detailed list of registration information, for classes and users, including registration dates and times, enrollment numbers, instructors, and class details. This may assist you in monitoring end user class registration, cancellation, and wait lists for ILT courses.
- **User Online Item Status Report** – Shows each user's current progress based on online items taken by the end user, for the users and items specified. A user's progress through online courses is reported at the content object level, so if a course consists of three content objects and the user has only completed the first two at the time of the report, the report will show the user has not yet finished the third content object. This may assist you in monitoring end user progression and completion of WBT courses.
- **Program Status Report** – Shows the program(s) assigned to each user and the program completion status per user. This may assist you in monitoring end user progression and completion of WBT courses.

Include search criteria specific to PALM Tech when using the above referenced reports. Depending on the report that is being run, users should include "palm" in the search criteria for Item/Resource Block ID, Item ID, and Program ID. This will allow your agency's People First LMS Administrator to run reports specific to Florida PALM training.

What will the Florida PALM Team do with this Information?

Each week, the Florida PALM Team will review survey responses as part of assessing training participation. This information will also be shared with the Florida PALM Executive Steering Committee to assess your agency's readiness. Readiness Coordinators will discuss your agency's progress during Readiness Touchpoints throughout May and June 2021.

Task Instructions

Please work with your Training Liaison and within your Change Champion Network to coordinate who will be completing each of the items involved with this task.

Instructions

- 1) *Work with your agency's LMS Administrator to review available reports regarding end user enrollment, registration, and completion of Florida PALM training.*
- 2) *Record your agency's progress of Florida PALM end user training completion from the previous week in the SurveyMonkey® link each **Monday during May and June.***
- 3) *Discuss progress with your Readiness Coordinator through **June 30, 2021.***

Supporting Materials and Resources:

- *Agency's End User Role Mapping Worksheet*
- *Agency's Training Plan*
- [*CMS Wave Training Curriculum and Role to Course Matrix*](#)
- Survey: [*https://www.surveymonkey.com/r/MonitorTraining*](https://www.surveymonkey.com/r/MonitorTraining)