

RECOMMENDATION OF THE UNIVERSITY OF FLORIDA INFRASTRUCTURE COUNCIL
FOR REQUIRED TRAINING PROGRAMS

Submitted to Dr. Nicole Stedman, Chair, Faculty Senate

February 1, 2017

In Spring 2016, several issues in online training were brought to the attention of the Infrastructure Council. At that time, Dr. Paul Davenport, Chair of the 2015-16 Faculty Senate, asked the Infrastructure Council to consider how to improve required online compliance training courses for faculty, staff and students following concerns about accessibility, format, and length of time before required recertification. At our August 2016 meeting, we determined that the areas of access and delivery were most central to the purview of this council. In order to learn more, we invited Dr. Bob Parks, Director, Training and Organizational Development, HR, to give a presentation at our September meeting that addressed access and delivery of online training, along with any plans for improvements or changes in those areas already in the pipeline. During the discussion following Dr. Parks' presentation, council members raised a number of concerns and offered several suggestions for changes. At our October meeting, we considered formal submission of a draft set of recommendations for improvements in the accessibility, quality, and delivery of online training. The current version below incorporates revisions and additions agreed upon at the October meeting, and was approved by the Council at our November 2016 meeting.

1. While the quality of online training is determined by the units and/or vendors producing such training, the Council strongly advises that all trainings be ADA compliant.
2. It is recommended that a Style Sheet be generated to which all trainings must comply. Heretofore, there has been no central oversight of trainings.
3. Remodel one of the trainings, such as the harassment training, and use it as a best practice. It was noted that while the harassment training has been viewed as a success (more people have recognized it and reported it). At the same time, people have reported confusion with its delivery (there is introduction of sound midway through the training, and the sound is confusing and disruptive).
4. To minimize amount of time necessary to complete trainings, it is recommended to allow for different modalities for each training in order to accommodate those who are new, as well as those who have previously undergone trainings and require recertification, but nonetheless retain knowledge of the area. Some recommended adjustments are:
 - a. Pre-test that can be used to achieve certification
 - b. Fast track refresher sessions, unless otherwise specified by law
 - c. The option to take the training (Powerpoint or PDF) via text, or via video
 - d. When audio and video sections are unavoidable, include an option to skip such sections
5. Each training should contain a short message at the top telling the faculty member why he/she is required to get the training (e.g., the agency and/or legislation), who produced it, and why this frequency of training is required.
6. All trainings should be reviewed by HR every two years, with input from subject matter experts. This review should include consideration of the frequency of training. Those generating user frustration, or found to be inadequate, should be revised or charged to another provider.
7. We recommend that the following initiatives currently in the pipeline be implemented into the training:
 - a. More frequent use of direct links to the required training

- b. Notifications when training is expiring
- c. Simplification of curriculum to stand alone model (content and test in same place)
- d. One-click registration
- e. Increased training support for the most common usability issues
- f. Trainings search icon

The Welfare Council supports the recommendations of the Infrastructure Council with the addition of the following:

Addendum, December 8, 2016 (via Ray Thomas, Welfare Council Chair, email to Ann Wehmeyer)

The Council discussed the DRAFT RECOMMENDATION OF THE UNIVERSITY OF FLORIDA INFRASTRUCTURE COUNCIL FOR REQUIRED TRAINING PROGRAMS. Overall the Welfare Council supports the recommendations from the Infrastructure Council, especially those regarding user interface improvements. The Council supported the idea that, whenever legally permissible, a pre-test should be offered for the faculty member to demonstrate the required proficiency. The Council recommended that faculty be sent a list of required training at the beginning of the calendar year. While it would be more convenient for faculty to click on a link in an email that would take them directly to the training page (or course registration page), members of the Council expressed concern that some faculty could think that the email was part of a phishing attack and ignore or delete the message. It was suggested that the email notification include instructions to login into myUFL prior to clicking on the enclosed link to the required training. The Welfare Council pointed out that there did not appear to be a central authority for reviewing training content and delivery, and the ability to require updates when deemed necessary. The Council suggested that Human Resources should have that authority. The Council also supported Jodi Gentry's suggestion that these recommendations, along with those from the Infrastructure Council, be forwarded to Dr. Bob Parks for his review and comment.

The Research & Scholarship Council supports the recommendations of the Infrastructure Council with the addition of the following:

Addendum (via Valrie Minson, SCORS Chair, 12/23/16 email to Ann Wehmeyer)

The Council requests the recommendations emphasize the development of one location in My.UFL to view a user's comprehensive list of trainings and expirations, supplement each training with a survey for gathering feedback about the quality of the training module, and (whenever possible) shorten the recommendations to be less wordy.