

Welfare Council Agenda
November 30, 2016
8:30 a.m.
Williamson 265

- 1) Call to Order
- 2) Approval of October 26, 2016 minutes.
- 3) Chair's Report
- 4) Old Business
Discussion – Recommendations for required training programs (Please review the attached document - DRAFT RECOMMENDATION OF THE UNIVERSITY OF FLORIDA INFRASTRUCTURE COUNCIL FOR REQUIRED TRAINING PROGRAMS).
- 5) New Business
- 6) Adjournment

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

October 2016

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 training courses for faculty 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 that addressed access and delivery of online training, along with any plans for improvements or changes in those areas already in the pipeline, at our September meeting. 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 plan to consider formal submission of the following recommendations for improvements in the accessibility, quality, and delivery of online training.

1. While the quality of online training is determined by the units and/or vendors producing such training, the Council recommends 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.
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. Fast track refresher sessions
 - b. The option to take the training (Powerpoint or PDF) via text, or via video.
 - c. 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), and who produced it.
6. All trainings should be reviewed every two years. 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