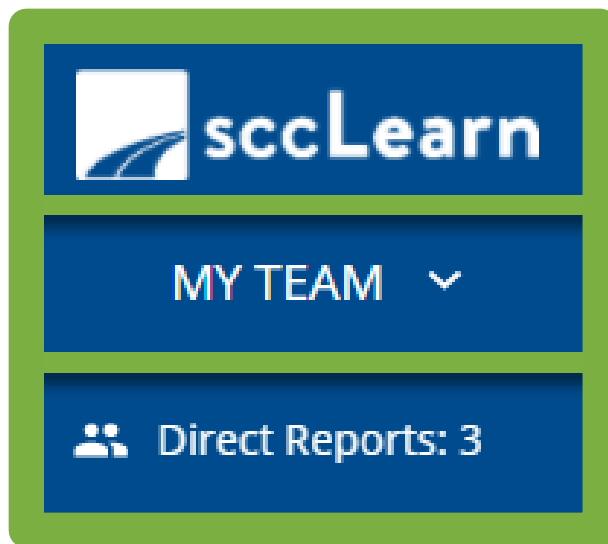




My Team

Learner Guide



The My Team feature is available in sccLearn to agencies and departments that maintain the manager/employee data relationship in PeopleSoft that is fed into sccLearn .

- This tool is viewable to managers, supervisors and executives in an agency that has this feature enabled in sccLearn.
- If your agency has implemented the My Team feature and you, as a manager, supervisor, or executive, do not have the My Team menu, please submit a support ticket through [Ask Clara](#) (only available on the County's intranet) or you can email Askclara@tss.sccgov.org. If the reporting structure is incorrect, contact your department's HR PeopleSoft Coordinator.

Why Use My Team?

There are many reasons and many ways to use the My Team feature in sccLearn. We've provided some of them in this My Team Learner Guide, but we're sure you will discover more as you use the feature. Here are the top reasons to use the My Team feature:

- 1) Find out who in your team of [Direct Reports](#) and [Indirect Reports](#) is [out of compliance](#) with their assigned training. Trainings such as Sexual Harassment Prevention are required for all employees to complete on a regular basis, so knowing where your team stands with these can keep us all in compliance.
- 2) Generate a report by [exporting the data](#) of all your reports who are out of compliance for a particular assignment.
- 3) Search sccLearn for the perfect training activity (course, book, audiobook, webinar) and [assign it to them](#).
- 4) Directly [register your reports](#) to attend the same class on a particular date.
- 5) [Emulate](#) an employee's view of scclearn and see details of their completed trainings and activities that they have registered for (or those you have registered them for).
- 6) Keep up to date with the activities that your reports are engaged in when you receive copies of registration email notifications as well as their reminder notifications.

How To Use This Guide

This guide is designed to cover the basics of the My Team feature – how and why you'd use it. The guide also provides some answers to [frequently asked questions](#) and a [glossary](#).

As there are several similar but slightly different views that are available to you, it may be helpful for you to open your My Team feature and follow along with the guide the first time you use this feature so you can become familiar with its capabilities. Seeing this visually for your team will allow you to better understand the feature as you will be viewing the examples with your team, rather than the fictitious team that is being used in the images. Once you become familiar with what is possible, it will be easier for you to navigate the system and jump to the section of the guide for a visual reminder.

This guide assumes you are familiar with sccLearn and its ability to manage the registration process for training activities (which could include in-person training courses and classes, webinars, web-based training, books, videos, etc.) to keep track of and serve as a record of training completed by employees. sccLearn provides the learners access to many self-paced trainings that have been:

- Built by County Agencies – examples include COVID-19 Prevention Plan, Mastering Behavioral Health Codes, and Teleworking at the County.
- Purchased from vendors (i.e. Skillsoft) – examples include courses for professional development and Microsoft software, as well as Learning Bundles that have been curated by Skillsoft for a particular topic.

If you would like to learn more about the features of sccLearn and how to maximize your efficiency with sccLearn for your own professional development as well as that of your employees, take a look at all of the [sccLearn Resources](#) such as [sccLearn Learner Guide](#) and videos (for the [Home Page](#) and [Learning Bundles](#)) available on the Learning & Employee Development website.

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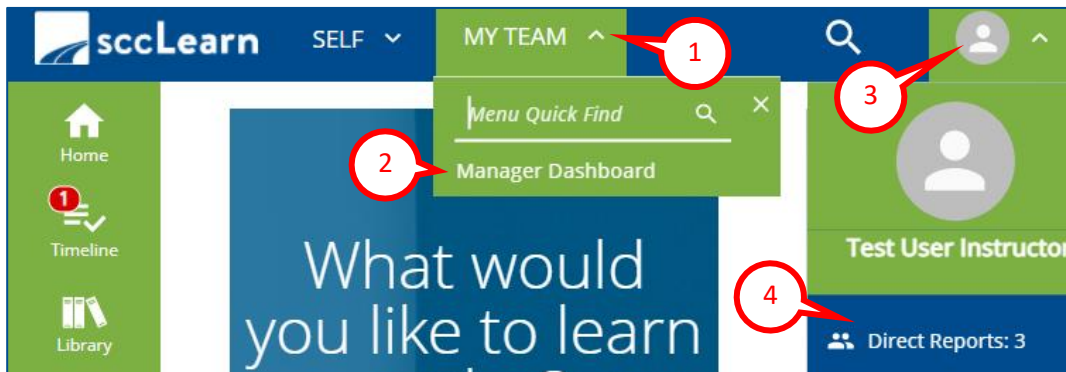
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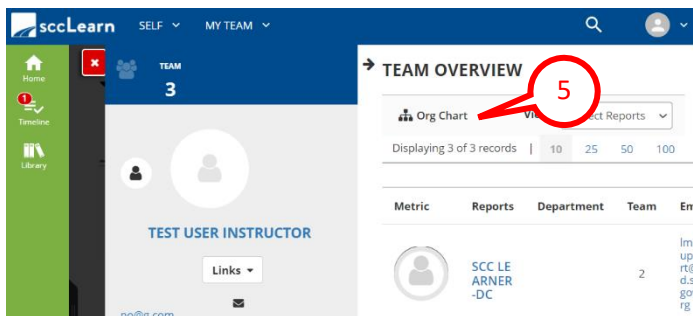
- V. Glossary (Page 18)**

I. Locating the My Team Features



Manager Dashboard: Click on the **My Team** (1) menu on the top right of the sccLearn Header Menu and select **Manager Dashboard** (2) to view additional options.

Direct Reports: Click on the **Profile** (3) icon on the top left of the sccLearn Header Menu and select **Direct Reports** (4) to view a list of your direct reports. For a visual representation of your direct reports, click the **Org Chart** (5) icon.



II. Keeping Track of Compliance and Training

There are multiple ways you can keep track of compliance for your employees including:

- [Manager Dashboard](#) – Summary of incomplete assignments for your direct reports grouped by employee or by activity.
- [Org Chart](#) – Hierarchical view that shows the percentage of completion towards compliance trainings.
- [Emulate Employee](#) – Status of all training activities from the employee's perspective.
- [Export](#) – Generate a report of the details for your reference.

Manager Dashboard ~ Detailed Snapshot of Outstanding Activities

Features in More Detail:

- View all assignments for your team.
- View the dashboard by Users or Activities, and direct reports or all reports.
- Quickly see who is past due on their training.
- Export the display to Excel for reporting.

Access: Click on the **My Team** menu item on the sccLearn Header Menu, then click **Manager Dashboard** from the menu. Select to view the report by **Users** or **Activities**, **Direct Reports** or **All Viewable Users** which includes your indirect reports.

Details – User’s View: Note – menu option has been expanded for demonstration purposes.

Details – Activities View: Note – menu options have been expanded for demonstration purposes.

- Switch between the **User** and **Activities** views (1).
- Employees overdue on their training assignments (2) will be identified so you don’t need to drill down and locate past due activities.
- View only the **Direct Reports** or **All Viewable Users** (3) which would include all indirect reports.
- Choose a **Sort** (4) option to display the results.
- **Print** or **Export** (5) the users and activities displayed on the dashboard.
- The tile information will vary based on the whether you are viewing the **Users** or **Activities**:
 - In **User view**, you’ll see indication of how many activities are required and recommended for the employee along with an “Incomplete” button (6) to dive deeper and see what they are.
 - In the **Activity view**, you’ll see indication of how many employees are required and recommended for the activity along with a “Users” button (6) to dive deeper and see who they are.
- The **Profile** (7) button in the **Users** view provides quick access to “[Emulate](#)” the employee to view their sccLearn account.

Org Chart ~ Compliance Training Completion Overview

Features in More Detail:

- Displays hierarchical view of completion towards **compliance trainings assigned to your team**.
- Quickly see the status of your team overall and then hone down to see the status of each individual direct report, or even your indirect reports.

Access: From the **Profile** icon on the sccLearn Header Menu, select **Direct Reports** and click the **Org Chart** icon.

Details: Note - the My Action menu options have been expanded for demonstration purposes.

The screenshot shows the 'My Team' page with the 'ORG CHART' view. At the top, there's a header with 'My Team' and 'ORG CHART'. Below this, there are tabs for 'Compare' and 'Filters', and a 'Sort' dropdown set to 'Metric'. A search bar is on the right. The main content area shows a hierarchy starting with 'Test User Instructor' (labeled 3). Next to their profile is a 'More Actions' menu (labeled 2) with options: 'Recommended Learning', 'Team Overview', and 'Timeline'. Below the instructor is a 'LEARNING COMPLIANCE' block (labeled 4) showing '10%' completion. Underneath are three tiles for direct reports: 'SCC LEARNER-DC' (labeled 5), 'SCC LEARNER-MC' (labeled 6), and 'Test User Learner'. Each tile has a 'More Actions' menu. The 'SCC LEARNER-MC' menu is expanded, showing options: 'Emulate Employee', 'Recommended Learning', 'Team Overview', 'Timeline', and 'Training Transcript'. The 'SCC LEARNER-DC' tile has a 'More Actions' menu (labeled 7) with a '2' icon, indicating it has indirect reports.

- The default tile view is sorted by Metric (1). You can sort by name as well as choose different view options such as list or hierarchical tree.
- **More Actions** (2) beside your **profile** (3) at the top of the hierarchy provides easy access to features.
- The **Learning Compliance** block (4) is a visual representation of the overall progress that your direct reports have made towards the completion of assigned training.
- Each **Direct Reports** (5) individual summary also includes a visual representation of completion status for their assigned trainings with **More Actions** (6) for you to take for each individual employee.
- If the direct report has direct reports (7), clickable visual indicators allow you to view your [Indirect Reports](#) and their progress towards compliance training completion.

Emulate Employee

Features in More Detail:

- Emulating your employee/report(s) can be helpful to view the status and details of the activities that the individual employee is assigned to or has registered for.
- Emulation features work as if you are working in sccLearn for your own learning.
- Looking at the Home page of the employee you are emulating, you can quickly see their assigned activities as well as any upcoming due dates or ones they may have missed. This can also be viewed through the [Exception Report on the Manager Dashboard](#) view.

Access: From the **Profile** icon, select the **Direct Reports** option and click the **Org Chart** icon. Click the **More Actions** icon on an employee card and select **Emulate Employee** to view their Home page. Alternatively, selecting one of the options from the **My Team > Manager Dashboard > User View > Profile Menu** will also launch Emulation mode.

Details:

The screenshot shows the sccLearn interface in emulation mode. The top banner (1) states: "You are emulating SCC LEARNER-DC's account. To end emulation mode, click Exit Emulation." The top right corner features an "EXIT EMULATION" button (2). The main content area includes a search bar with the text "What would you like to learn today?" and a search button. Below this is a section for "UPCOMING TRAINING" which displays "There are no records to display." A navigation bar contains buttons for "TRAINING SCHEDULE" (3), "REQUIRED TRAINING", "TRAINING TRANSCRIPT", and "GETTING HELP". The "MY PENDING ACTIONS" section (4) shows a grid of activity counts: 15 Total Incomplete Activities, 6 Overdue Activities, 0 Upcoming Activity, 7 Ongoing Activities, 6 Critical Activities, 8 Assigned Activities, and 0 Required Certification. The "MY LEARNING ASSIGNMENTS" section (5) displays two training assignments: "Power BI Desktop Bootcamp: Session 1..." and "Using Node.js with Microsoft Azure", both with a duration of 2h 39m and a due date of 12/31/2020. The interface also includes a sidebar with navigation icons and a top navigation bar with a search bar and a user profile icon.

- The Emulation banner (1) across the top persists as a reminder that you are in emulation mode with the **name of the employee** you are emulating. Click **Exit Emulation** (2) on the top right to return to your sccLearn account. Note, the Profile Icon also has an orange highlight indicating emulation mode.
- On the employee's Homepage you can perform functions such as viewing the employee's **Training Schedule** (3), **Required Training**, or **Training Transcript**.
- You can view their **Pending Actions** (4) and the status of their **Learning Assignments** (5), along with the due dates for each activity if specified.
- Note: Initiating online training is **restricted** to the employees themselves.

Export Details for Reports

Features in More Detail:

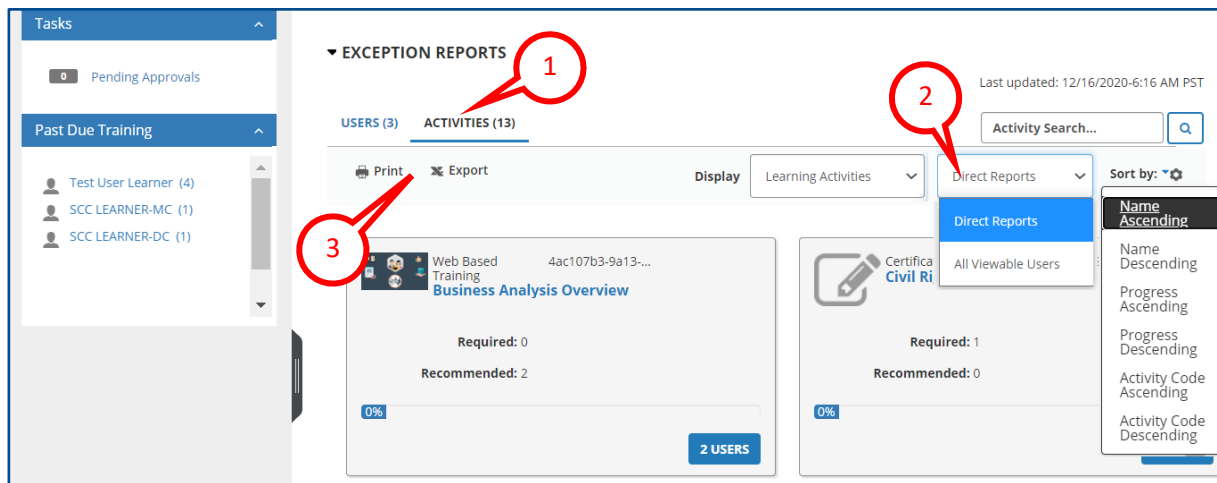
Export the on-screen data from sccLearn to Excel so you can sort and filter the data for reporting purposes. Export feature is available for

- My Team > Manager Dashboard views
- Emulation views such as Training Transcript

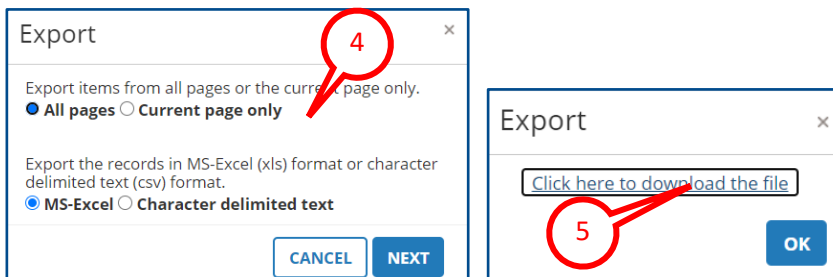
Access: Click on the **My Team** icon on the sccLearn Header Menu, then click **Manager Dashboard** from the menu and click the **Export** icon.

Note: Look for the *Print/Export* icon in other sccLearn views.

Details:



- The exporting tool relies on the information displayed on the screen.
 - The exported data for the image would include the **outstanding activities** (1) for the **Direct Reports** (2).
 - If you would like to see the number of outstanding activities for the indirect reports, you'd need to select **Users** (1) and **All Viewable Users** (2).
- Once the display is configured to include the desired information, look for the **Export icon** (3) to initiate the export. Also available is a print option which will allow you to print the results.



- Select the **range** and **format** of data to export (4). It is easiest to export **all pages** to **MS-Excel** as shown in the image. Click **Next**.
- Click the **hyperlink to download the file** (5). Based on the browser being used the method to view the file will vary.
- Once the file is opened in Excel, you can sort and filter the data to meet your needs. Just be sure to **Save** the file as an Excel file before you exit.

III. Training For Your Employees

There are two main ways for you to add training to your employees' sccLearn account. Once you have found the activity for your report(s) in sccLearn, you can:

- [Register them directly](#) to the activity so it is already on their Training Schedule.
- [Assign the activity](#) which they must register for and complete by a certain date.

It is always a good idea to discuss training **before assigning** it to your direct and indirect reports, so they are aware of the assignments. Also, as a manager, you will be notified each time an employee registers for (or cancels) any activity in sccLearn.

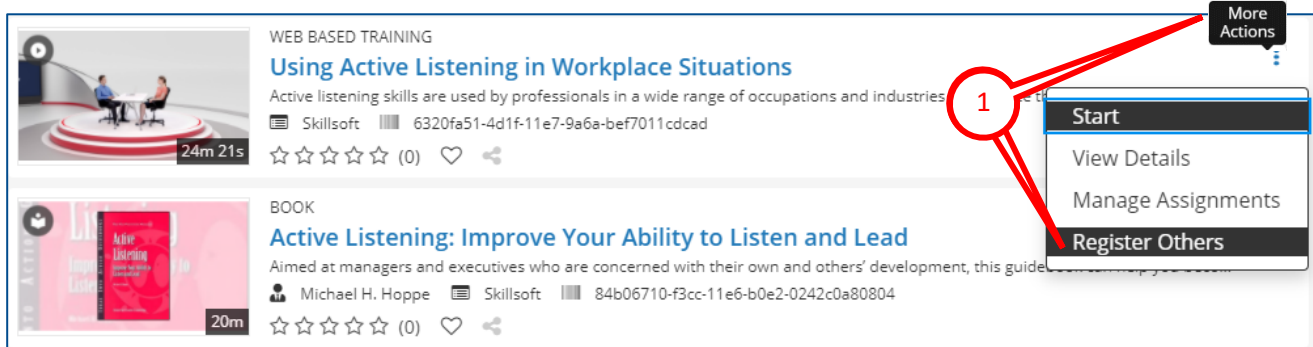
Registering Your Employees for Training

Features in More Detail:

- You can register multiple employees at the same time for specific activities.
- When registering for classes, you can select from dates available and secure a seat for the employee.
Note: if the class is full with a waitlist, the employee will be put on the waitlist.
- The registered activity appears on their timeline and training schedule as if they had registered themselves.
- The employee can cancel their registration if they chose not to complete the training.

Access: Locate the activity in sccLearn, then from the **More Actions** menu, select **Register Others**.

Details:



The screenshot displays two activity cards in the sccLearn interface. The top card, titled 'Using Active Listening in Workplace Situations', is categorized as 'WEB BASED TRAINING' and has a duration of 24m 21s. The bottom card, titled 'Active Listening: Improve Your Ability to Listen and Lead', is categorized as 'BOOK' and has a duration of 20m. A red circle with the number '1' highlights the 'More Actions' icon (three dots) on the top card. A red arrow points from this icon to a dropdown menu that is open, showing options: 'Start', 'View Details', 'Manage Assignments', and 'Register Others'.

- You could register your employees for most types of activities including courses, classes, books clicking on **More Actions** icon and selecting **Register Others** (1).
- While an actual [Learning Bundle](#) (collection of sccLearn activities) itself cannot be registered to, you can register employees to individual activities of a bundle by searching directly for the activities themselves.

BATCH REGISTRATION

You can select multiple users and register them all simultaneously for an activity. First, select the activity or activity structure and click Continue. Then add users to your available list. From this list, select users to send to the roster or the waiting list. When you are done, click Submit to process the batch of users or if payment is required, click Purchase.

USING ACTIVE LISTENING IN WOR...

Select Activities

Available Capacity: Unlimited

☒ Web Based Training : Using Active Listening in Workplace Situations

Available Capacity: Unlimited

2

CONTINUE

Select Users

CANCEL

SUBMIT

RESET

- At the Batch Registration window, verify the correct activity is selected and click **Continue** (2).

Select Users

☐ Skip registering users to activities that have not contributed to the overall completion of the activity structure

AVAILABLE USERS

3

Available seats

Selected users: 0

Available users: 0

Users not in allocation: 0

Add

Select All

Clear All

☐ Name ▲

Status

→

REGISTRATION

Records: 0

Available seats: Unlimited

Users pending approval: 0

Remove All

Name ▲

- Click **Add** (3) to select the employees to register for the activity.

SumTotal

SELECT USERS

☐ Select users by organization

☐ Select users by job

☐ Select users by manager

☐ Select users by activity

☒ Select viewable users

4

CANCEL

NEXT

- In the pop-up screen that follows click **Next** to **Select Viewable Users** (4)

SumTotal

SELECT USERS

Select one or more users from the list below and click OK.

Search: [Help](#)

Selected Items: 0 | Records: 7

| <input type="checkbox"/> | | Username | Manager | Primary Domain |
|--------------------------|----------------|----------------|----------------|----------------|
| <input type="checkbox"/> | SCC-11 Learner | SCC-LEARNER-11 | SCC LEARNER-DC | SCC |
| <input type="checkbox"/> | SCC-27 Learner | SCC-LEARNER-27 | SCC LEARNER-MC | SCC |

- Select the **checkboxes** (5) beside the names to register for this activity and click **OK**

AVAILABLE USERS Available seats: 3
Selected users: 3
Available users: 3
Users not in allocation: 0

| <input type="checkbox"/> | Name | Status |
|-------------------------------------|----------------|-----------|
| <input checked="" type="checkbox"/> | SCC-27 Learner | No issues |
| <input checked="" type="checkbox"/> | SCC-29 Learner | No issues |
| <input checked="" type="checkbox"/> | SCC LEARNER-99 | No issues |

REGISTRATION Records: 0
Available seats: Unlimited
Users pending approval: 0

WAITING LIST Records: 0

- Click the checkbox beside the **Name** column title (6) to register all displayed employees for this activity, or individually select the **Employees** (7).
- Register the selected employees by clicking the arrow pointing to **Registration** (8) before you **Submit** (9) the request.

Assigning Training to Your Employees

Features in More Detail:

- You can specify the assignment to be:
 - Required - the employee **must** complete the activity. **This is the best practice.**
 - Recommended – The employee can **choose** to complete the activity. However this may cause them confusion as it has been assigned by you. This is **not the preferred option**.
 - Completed by a specified date.

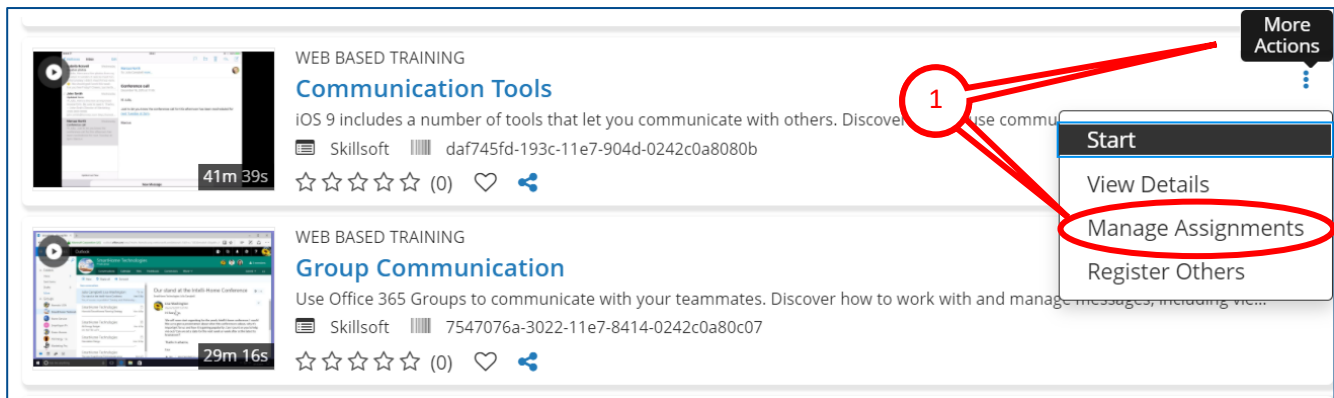
Note: Both required and recommended assignments behave the same way, the only difference is the label of required or recommended.

- The employee will receive a notification email from sccLearn when the activity is assigned.

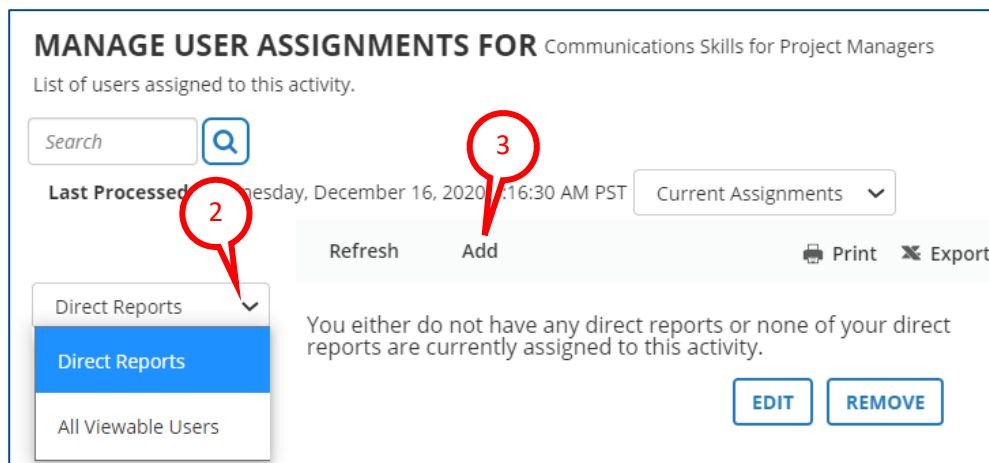
- The employee **must** register for the activity before they can complete it and you will be notified when they register.
- Assignments remain on the employee's sccLearn account until the assignment is complete or you remove the assignment.
- If the employee decides not to complete a "recommended" activity you assigned, you will need to remove the assignment from the employee account – *reiterating why this is not the preferred option*.
- Their progress towards completion of assigned activities is tracked and displayed in the Manager Dashboard Exception Reports.

Access: Locate the activity you would like to assign, then select **Manage Assignments** from the **More Actions** menu.

Details:




- You can assign most types of activities including courses, classes, books by clicking on the **More Actions** icon and selecting **Manage Assignments (1)**.
- While an actual **Learning Bundle** (collection of sccLearn activities) itself cannot be assigned, you can assign an individual activity within a bundle by searching for the activity title.



- If you have direct reports already assigned to this activity, they will be shown on this screen.
- You can switch the view between **Direct Reports** to **All Viewable Users (2)** to view your indirect reports that are already assigned to this activity.
- To make a new assignment, click **Add (3)** to view the names available for selection.

SELECT USERS
Select either one or all users to set assignment options.

Search 

4

Direct Reports
All Viewable Users

| <input type="checkbox"/> | Name | User Name |
|-------------------------------------|-------------------|------------------|
| <input type="checkbox"/> | Test User Learner | scclearn.learner |
| <input checked="" type="checkbox"/> | SCC LEARNER-DC | SCC-LEARNER-DC |
| <input checked="" type="checkbox"/> | SCC LEARNER-MC | SCC-LEARNER-MC |

5

Records 1-3 of 3 Page 1 of 1

Selected users (2)

CANCEL NEXT

- The default view lists your **Direct Reports**. Click **All Viewable Users (4)** to view all your reports.
- Select the **checkboxes (5)** beside the individuals to assign the activity to before clicking **Next**.
- The best practice is to assign the activity as “Required”. “Recommended” activities cause confusion for the learner, however, if you choose to assign the activity as “Required” to some of your team and “Recommend” to others, you will need to perform these actions twice having selected the names that apply to each assignment.


Note –selection boxes appear vertically in one column but have been rearranged for this image.


MANAGE ASSIGNMENTS


EDIT ASSIGNMENTS FOR Communications Skills for Project Managers

Select either one or all users to set assignment options.

Select: All | None Sort by: Name

| | |
|--|--|
| SCC LEARNER-DC Type: Recommended Status: Assigned Due Date: No Due Date | Assignment Options Selected users (2) 6 Type: <input checked="" type="radio"/> Required <input type="radio"/> Recommended <input type="checkbox"/> Ignore Previous Completions  7 |
| SCC LEARNER-MC Type: Recommended Status: Assigned Due Date: No Due Date | |

Start Date: **8**
☒ Today
☐ Days from today
☐ On 
Time zone:
UTC
Priority: **9**
None

Due Date: **10**
☒ No Due Date
☐ Within Day(s)
☐ By 
Time zone:
UTC

Assignment Notes: **11**

Status:
Assigned **12**
13 **APPLY TO SELECTION** **14**
CANCEL BACK DONE

- Confirm the correct number of employees are selected, then decide if this assignment is **Required** or **Recommended** (6). As a reminder, “Required” assignments **MUST** be completed; “Recommended” assignments are optional for completion and will remain on the employee’s sccLearn account until they are completed or until you remove the assignment.
- If you are assigning an activity the assignee may have already completed, you can make them retake the activity by clicking **Ignore Previous Completions** (7). This can be helpful if you want everyone to be (re)trained at the same time.
- Enter a **Start Date** (8) if you would like to delay the Start. This can be helpful if you would like to stagger the training assignments to not overwhelm the employee.
- Setting a **Priority** (9) is optional, but you are highly encouraged to add a **Due Date** (10) to set expectations. The due date is tracked by **Manager Dashboard** and reminder and overdue notifications will only be sent out if a due date is configured.
- **Assignment Notes** (11) can be helpful, but it is better to have discussed this assignment with the employee **before** assigning it. **Status** (12) should remain as assigned.
- To complete the assignment(s), click **Apply To Selection** (13) followed by **Done** (14) to assign the training to the selected employee(s). You and the employees will receive an assignment notification.

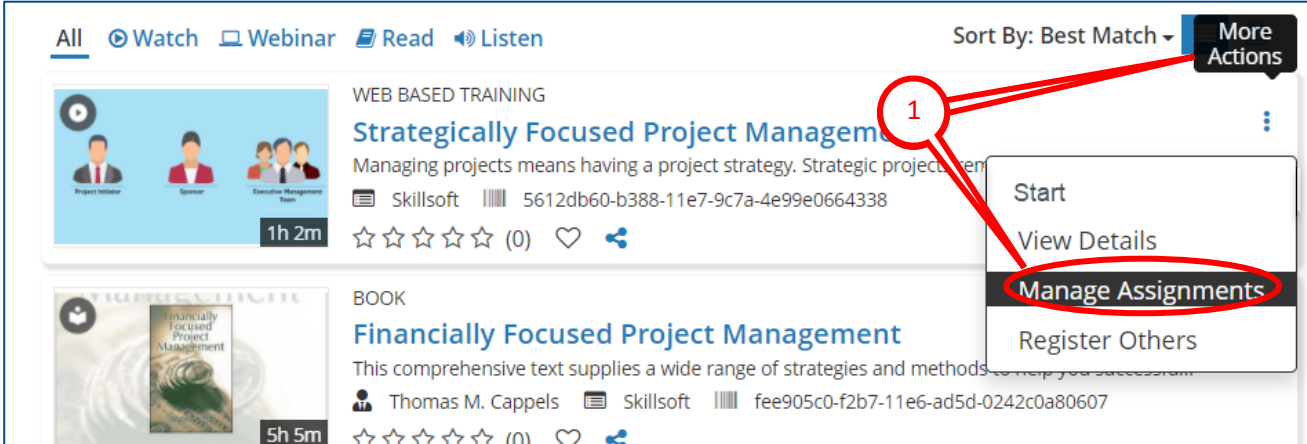
Managing Assignments For Your Employees

Features in More Detail:

- Activities to which you have registered your employees can be canceled at any time by the employee. The [sccLearn Learner Guide](#) explains how they can cancel their registrations.
- Activities you have assigned to the employee remain on the employee’s sccLearn account until they are completed, or removed by you.
- You cannot modify an assignment that was made by an sccLearn Administrator for a county-wide required course like Sexual Harassment Prevention.

Access: Locate the activity you would like to remove/modify the assignment for, then select **Manage Assignments** from the **More Actions** menu.

Details:




The screenshot displays the sccLearn interface with a list of activities. The top activity is "Strategically Focused Project Management" (WEB BASED TRAINING). A red circle with the number "1" highlights the "More Actions" menu icon (three vertical dots) next to the activity. A red arrow points from this icon to a dropdown menu that is open, showing options: "Start", "View Details", "Manage Assignments" (which is circled in red), and "Register Others".

- You can only manage assignments you have made for your employees by clicking on the **More Actions** icon and selecting **Manage Assignments** (1).

MANAGE USER ASSIGNMENTS FOR Strategically Focused Project Management

List of users assigned to this activity.

Search 

Last Processed: Tuesday, December 21, 2021 6:16:45 AM PST Current Assignments ▼

Refresh Add Print Export

Direct Reports 2 ☐ Name ▲ User Name Assignment Date

Show all assignments (2) ☒ SCC LEARNER-DC SCC-LEARNER-DC 12/21/2021

Filter by:

- Assignment ☐ SCC LEARNER-MC SCC-LEARNER-MC 12/21/2021 3
- Assignment Type
- Assignment By

EDIT REMOVE

Selected users (1)

- If you have direct reports already assigned to this activity, they will be listed. Select the **employee** (2) to remove the assignment for, and click **REMOVE** (3).
- To modify the assignment, click **EDIT** and modify the fields as explained in [Assigning Training to Your Employees](#).

IV. Frequently Asked Questions (FAQ)

FAQs Related to Assignments

Can I assign training to all employees that report to me?

Yes. When you assign activities, you can select the view to display your direct reports or all your viewable users (which includes indirect reports) from the drop-down menu. You can then select all your reports using the checkbox on the column header or some of them via the checkbox options.

What is the difference between assigning and registering?

| Assign | Register |
|--|---|
| Employees cannot un-assign themselves from an assignment. | Employees can cancel a registration that you register them to. |
| The exception report accessed through the My Team>Manager Dashboard displays a summary of all outstanding assignments. | To track completion of a registration, you would need to: <ul style="list-style-type: none"> • Keep track of the activities you registered the employee for. • Periodically emulate the employee and view their transcript to see if they completed the activity. |

When should I assign an activity to an employee vs register them to an activity?

A best practice is to always assign an activity so that you can let the system track the assignment and, for scheduled activities, allows the employee to choose which date and time they prefer to attend. If you want the employee to take a specific class on a specific date/time, then you could also register an employee for the class. However, if you only register them for the class without the assignment, it is harder for you to track if they completed the activity or not, and the employee can cancel their registration.

When I assign a course, what is the difference between Required or Recommended?

The only difference is that you can let the employee know if you require them to complete the activity or recommend they complete it. sccLearn manages both assignments in the same way. In both instances, the assignment will remain until the employee completes it. With the recommend assignment, if the employee chooses not to complete it, they cannot remove the assignment - you will need to remove the assignment.

Will my direct report receive a notification that they are assigned a course/class?

Yes, the employee will receive a notification when they have been assigned or registered for a course, a class or other activity within sccLearn. The best practice would be to communicate the assignment and registration directly with your report **prior to assigning or registering** so they are informed when they see it in their sccLearn account.

When I assign training, do I also receive a copy of the notification sent to the direct report?

Yes, you will be copied on the assignment notification sent to the employee. You will also be copied on the reminder and overdue notifications.

When I assign a course, will sccLearn still assign it if the employee has previously completed it?

The employee will still receive the notification from sccLearn that the course was assigned; however, when they view details of the course, sccLearn will show their assignment status as Satisfied. You can check "Ignore previous completions" when assigning the course to force the employee to retake it.

Can I reassign a previously completed course for the employee to retake it?

When you assign the course, if you check "ignore previous completions", the employee will need to retake the training to satisfy the requirement.

Can I automatically assign entire-team training to new employees on my team?

You can assign training to your entire team through the Manage Assignments tool. When new employees join your team that also need to complete this training, you can assign it as part of your onboarding process.

Can I extend the due date of an assignment for an employee who is on leave?

If you assigned the activity, you could extend the due date. You cannot modify an assignment that was made by an sccLearn Administrator for a county-wide required course like Sexual Harassment Prevention.

FAQs Related to Viewing Completion

How long will the completion status remain in view?

sccLearn retains an employee's completion status for seven years after they leave the County. You'll be able to see an employee's training transcript as long as they are one of your reports.

Will I see recurring yearly trainings?

As long as an employee is out of compliance (i.e., assigned, expired, or overdue) for an assigned course, that information will be displayed on the Manager Dashboard. Once the employee completes the course, the information will be displayed on the employee's training transcript as it is no longer an "Exception". When the training is reassigned for the next completion requirement, the course will again appear on the employee's Exception Report. If you want to see all the trainings that are assigned to a report, you can emulate that employee and view their **Required Training**.

Can I extract reports for my direct reports regarding their training?

Using the Export feature, you can export data including the Exception Reports displayed on the manager dashboard to Excel to create a report.

Can I setup alerts for when assigned training dates are due to expire?

Alerts are configured in the system by default. When your reports are assigned training with a due date, typically three months prior to the due date, both you and your employee will receive a reminder auto-notification email from sccLearn.

Can I receive a report on how much time my employees spend in training?

You can use the Emulation feature to see an employee's training transcript and training schedule to view the trainings in progress and completed.

Can reports be automatically sent on a periodic basis?

Reports cannot be auto-generated directly from the My Team. You will receive copies of auto-notifications sent to your employees about assigned courses approaching or passed the due date. In addition, you can export the Exception Report or your team's Activities to Excel.

How do I view the due date for a course that has been assigned to a team member?

The Exception Report displays the status in the summary view. To view the assignment due date and details, click the "Incomplete" button.

Why does a completed assigned activity not appear on Training Transcript?

If your direct report indicates they have completed the activity, but it is not appearing in their views, submit a IT ticket through [Ask Clara](#) for investigation or email Askclara@tss.sccgov.org.

My report transferred to another manager, but sccLearn reflects them in My Team?

If the reporting structure is incorrect, contact your department's HR PeopleSoft Coordinator.

How do I request the My Team if I do not have it?

The Manager Dashboard is available on a department-by-department basis. The availability of the Manager Dashboard for your department is contingent upon the manager and employee relationship data being maintained by your department in PeopleSoft. To request the My Team for your department or agency, submit an IT ticket through [Ask Clara](#). Alternatively, you can e-mail Askclara@tss.sccgov.org.

V. Glossary

Activity

Includes in-person training courses and classes, webinars, web-based training, books, videos, etc.

All Viewable Users

The **All Viewable Users** views include your direct reports and indirect reports. If you have additional privileges within the system, you may see additional users in this view.

Assigned Training

Assigned training is training that is assigned to the employee as either Required for completion or Recommended for completion. Assigned training could be training that you have assigned or training that an indirect manager (your manager) has assigned to the employee. It could also be assigned on a department-wide or countywide basis. You can assign a course that you would like them to register for, a web-based training, a book or any activity which exists within the system. The assignment can have a completion date associated with it but does not need to. In addition, any training that is assigned will be included in your My Team view, must be completed by the employee, and cannot be removed (unless you remove it as the assigner).

Compliance Training

Compliance training is typically related to a County policy or a requirement by an external governing body that has been assigned to the employee by the system. The training is required to be completed by a particular date (or timeframe) and may need to be repeated on a regular interval. An example of this type of training is the Sexual Harassment Prevention Training assigned by the Equal Opportunity Department that needs to be completed within a number of months from starting with the county and every two years thereafter.

Direct Reports

These are the team members that report directly to you.

Emulation

Emulation allows you to view and interact with sccLearn as if you were the employee. So, for example, you would be able to see their timeline as they would see it if they were logged into the system. Likewise, you can view their training schedule as they would see it. Emulation does have restrictions though, for example, you cannot launch a web-based training or book on their behalf, as they would need to complete it

themselves. You also can not view the My Team feature of a direct report. Emulation can be helpful if you would like to review their training schedule or transcript to ensure they have completed training or when they are planning on attending.

Indirect Reports

These are the team members that report to your direct reports that are also managers.

Recommended Training (Not Preferred)

We do not recommend assigning Recommended training. When assigning training as Recommended for completion, you (or the indirect manager) indicate to the employee that the training is **optional** to be completed, however, as the employee cannot remove assigned training, the recommendation will remain on the employee's assignments until it is completed or removed by you as the assigner. sccLearn manages both required and recommended training in a similar manner.

Registered Training

Registered training is training that the employee registers themselves for or you register the employee for. This training will not appear on your My Team. Registering employees can be useful if you see a class being taught next month that you would like the employee to attend. As seats may be limited, registering them for the class would ensure they were able to secure a seat in the class. This would also help you manage the team schedule. When registering your employees for training, remember:

- You will receive a notification that the employee registered for the training.
- The employee can cancel the training as this is a registration and not an assignment.
- To confirm the completion for this training you would need to emulate the employee.

Required Training (Best Practice)

When assigning training as Required for completion, you (or the indirect manager) indicate to the employee that the training is required to be completed. sccLearn manages both required and recommended training in a similar manner. An example of this could be assigning a presentation skills training for an employee to building their confidence to speak at team meetings.