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## DES Instructor Guide

9/18/23

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## DES TEAM INTRODUCTION

Learning Solutions is the central training and development hub for the state of Washington. We provide high-quality, cost competitive [training and development options](#) for over 70,000 state agency employees and other non-profit customers (cities, counties, tribal entities, school districts, governmental subdivisions, federal government organizations, and nonprofits that are 501c (3)).

### **The Learning Solutions Team consists of 7 team members**

- Justin Hahn ([Justin.Hahn@des.wa.gov](mailto:Justin.Hahn@des.wa.gov)) - Operations Manager

### **Learning Consultants (LC)**

- Rachael Stich ([Rachael.Stich@des.wa.gov](mailto:Rachael.Stich@des.wa.gov)) - Lead Learning Consultant
  - Taisha Perry ([Taisha.Perry@des.wa.gov](mailto:Taisha.Perry@des.wa.gov)) - Learning Consultant
  - Marcia Moody ([Marcia.Moody@des.wa.gov](mailto:Marcia.Moody@des.wa.gov)) - Learning Consultant
  - Sharon Page ([sharon.page@des.wa.gov](mailto:sharon.page@des.wa.gov)) - Learning Consultant
  - Renee West ([Renee.West@des.wa.gov](mailto:Renee.West@des.wa.gov)) - DEI Learning Consultant
  - Christopher Cope ([Christopher.Cope@des.wa.gov](mailto:Christopher.Cope@des.wa.gov)) - DEI Learning Consultant
- ❖ Each LC has their own portfolio of classes that they manage. The Learning Consultant assigned to manage your classes will be listed on the Work Order. LCs must be involved in all training business associated with customers. The LCs work directly with the instructors to schedule classes in person and virtually. They also collaborate and consult with agencies and other non-profit employers about their training needs. You may contact the LCs directly or send emails to our shared inbox: [DESMILearningSolutionsTeam@des.wa.gov](mailto:DESMILearningSolutionsTeam@des.wa.gov)

### **Learning Solutions Operation Team (LSOT)**

- Bridget Zoller ([bridget.zoller@des.wa.gov](mailto:bridget.zoller@des.wa.gov)) – Lead Learning Solutions Specialist
  - Shannon Beers ([Shannon.beers@des.wa.gov](mailto:Shannon.beers@des.wa.gov)) – Learning Solutions Specialist
  - Amina Elnaggar ([Amina.Elnaggar@des.wa.gov](mailto:Amina.Elnaggar@des.wa.gov))- DEI Learning Solutions Specialist
- ❖ LSOT works directly with learners, responding to registration requests and any class-related inquiries. LSOT forwards all your class-related communications, study guides, materials, and links to learners prior to a training. Email LSOT's shared inbox ([Traininginfo@des.wa.gov](mailto:Traininginfo@des.wa.gov)) with any class-related communications, study guides, materials, and links you need to share with learners.

## GLOSSARY (ACRONYMS & DEFINITIONS)

**ClassTrack** - is our contract database system which creates a vendor work order.

**External User (EU)** - are employees of Washington State cities, counties, tribal entities, school districts, governmental subdivisions, federal government organizations, as well as Washington State registered Public Benefit nonprofits that are 501c (3) compliant and receiving public funding. Agency employees are not External Users.

**Go, No-Go (GNG)** - is a phrase used to determine if a class has enough learners enrolled to run the class. A DES Learning Consultant will reach out to you to share current enrollment numbers. If your class enrollment is below the minimum to pay your full class rate then your Learning Consultant (LC) will email you within 10 business days from the class start date to see if you still want to run the class.

**Instructor-Led Training (ILT)** – is an in-person training run by an instructor at a physical location.

**Learner (or Participant)** – is any employee enrolled in one or more DES trainings.

**Learning Consultant (LC)** - works directly with instructors to schedule classes in person and virtually. They also collaborate with agencies and other non-profit employers about their training needs. You may contact the LC's directly or send emails to the shared LC inbox: [DESMILearningSolutionsTeam@des.wa.gov](mailto:DESMILearningSolutionsTeam@des.wa.gov)

**Learning Solutions Operation Team (LSOT)** - work directly with learners, responding to registration requests and any class-related inquiries. LSOT forwards all your class-related communications, study guides, materials, and links to learners before a training. Please email all learner materials to be shared with learners to LSOT's shared inbox: [Traininginfo@des.wa.gov](mailto:Traininginfo@des.wa.gov) 3 business days before the class start date.

**Open Enrollment (OE)** - is used when referencing a training that is open registration for any state agency employee or External User (EU) learners. The class will often fill with participants from various agencies and other employers.

**Secure Access Washington (SAW)** - Secure Access Washington is a central login that lets you access the Learning Management System for DES hosted Classes, also referred to as the Learning Center.

**Single Agency Agreement (SAA)** - is used when referencing a training request/agreement from a State Agency for their *employees only*.

**Training Managers (TM)** – Agency managers are responsible for developing and determining their agency's training and development program.

**The Learning Center (TLC)** – is the Washington state Learning Management System (LMS).

**SumTotal** - is the vendor that provides and maintains the State of Washington Learning Management System (LMS) / The Learning Center.

**Virtual Instructor-Led Training (VILT)** – is a training run by an instructor remotely by utilizing software such as Zoom.

**Washington Electronic Business Services (WEBS)** - is an internet-based bid notification system that many state agencies and educational institutes use to notify businesses of opportunities. It takes approximately 5-10 minutes to sign up. Your firm will receive email notifications of bid opportunities that match commodity codes you select.

<http://www.des.wa.gov/services/ContractingPurchasing/Business/BidOpportunities/Pages/bidNotification.aspx>

## LIFE CYCLE OF A DES CLASS

1. **Open enrollment (OE)** classes are planned out one year in advance in six-month increments. Learning Consultants (LCs) coordinate with vendors to schedule out classes by month on the DES planning calendar. We then add, as needed throughout the year, any additional open enrollment classes, usually 3-4 months in advance of training date. Agencies may also request training and those are referred to as **Single Agency Agreements (SAA)** for a particular class(es).
2. The LC then adds classes in **ClassTrack (our contract database system)** which populates our [DES external training website](#), and creates a vendor **work order**.
3. The LC emails the **work order** to the vendor for review and signature to confirm acceptance of terms.
4. The **vendor emails the signed copy back** to the LC for a final DES signature. Once both signatures are obtained, the LC will send a final copy to the vendor for their records.
5. The LC then sends the class information to the Learning Solutions Operations Team (LSOT) to build the class in the **Washington State Learning Management System (Learning Center or LMS)**.
6. Once classes are built in the LMS:
  - a. Learners can see the class offerings and register for their desired date.
  - b. Vendors can view class rosters by logging into the LMS.
7. **Go No Go and Virtual training links– within 10 business days prior to the class**
  - a. The LC will check the roster and email the vendor to determine if the class is a going to run at a full or negotiated rate or cancel due to low enrollment. The LC will also ask you to provide a virtual platform link for the training if the class is being taught virtually.
  - b. If there are sufficient learners enrolled in the class, the LC will confirm the full compensation rate with the vendor.
  - c. If there are less than sufficient learners enrolled in the class, then the LC will communicate a reduced class rate to the vendor based on the number of learners enrolled. The vendor must reply and accept or reject this compensation offer.
8. **Materials for classes**, it's preferable that vendors provide the materials to class participants through the virtual platform the day of the class. This will ensure everyone has a copy and that copies are not provided to participants that don't appear the day of the class. If you prefer to have the materials or other communication sent out in advance:
  - a. **3 business days or more prior to the class** the vendor will email training materials to LSOT ([Traininginfo@des.wa.gov](mailto:Traininginfo@des.wa.gov)). This will include electronic version of materials for participants, handouts, and any other communication that is drafted by the vendor. The materials should meet Accessibility requirements and point to our webpage? <https://des.wa.gov/services/training/accessibility-resources>
  - b. LSOT will email the training materials to all enrolled learners.
9. **On the day of the class** the vendor is required to review either an [in-person script](#) or [virtual script](#) to learners. This entails encouragement to complete learner evaluations after the class is finished. For in-person classes, the instructor will read a prepared script that addresses safety issues while in the 1500 Jefferson Street building. There is also a PowerPoint slide available to share with the class while addressing the safety points. (Ask your Learning Consultant to send the slide to you if you wish to use it). The instructor will also mark attendance using the official LMS roster (if class is multiple days, then vendor must mark attendance every day). "Completed" and "Not Completed" or "No Show" is preferred. Please include any pertinent notes such as substitutions sent or other matters that we may need to be aware of.
10. **After the conclusion of the class**, the vendor will send the LMS attendance roster to the LC along with the instructor invoice. We cannot process invoices without a completed roster.
11. **After the first day of the class**, learners will have access to an **Evaluation form** in the LMS. The evaluation form will be available to the learner for 10 days from the last day of class. The instructor must describe to learners how to complete the evaluation. The following instructions will be provided to the vendor from the LC:

- “Class evaluations are assigned within the Learning Center and can be found in the learner’s profile the day of the class. Additionally, Learners will receive an automated email (from [noreply@sumtotalsystems.com](mailto:noreply@sumtotalsystems.com)) with a link to their learning activity evaluation page.
  - [Learning Center Evaluation Link](#) – you can also drop this link into the virtual chat at the end of class and learners will be directed to complete an evaluation for your training within their own user profile.
  - Instructors can view evaluation feedback by accessing the class within the Learning Center.”
- 12. **Vendors are expected to review each evaluation form** for constructive feedback and opportunity to improve upon the course content or delivery.
- 13. The **vendor must submit an invoice to DES within 5 business days** of class completion.
- 14. Invoices should include the following:
  - a. Vendor name, address, telephone number, and email address
  - b. Vendor’s Federal Tax Identification Number
  - c. DES Vendor’s Contract number and Work Order number
  - d. Course title, course date(s) and Class sequence number
  - e. Course sign-in/attendance roster(s) noting who should receive completion credit, those that did not attend (no-shows) or enrollee substitutions.
  - f. Invoice amount and payment terms
- 15. The LC receives the invoice, reviews for accuracy and completion, and forwards to the LSOT to update learner transcripts and close the class. LSOT then forwards the invoice to the DES Finance Department for payment.
- 16. Invoices are typically paid within 30 days of receipt.

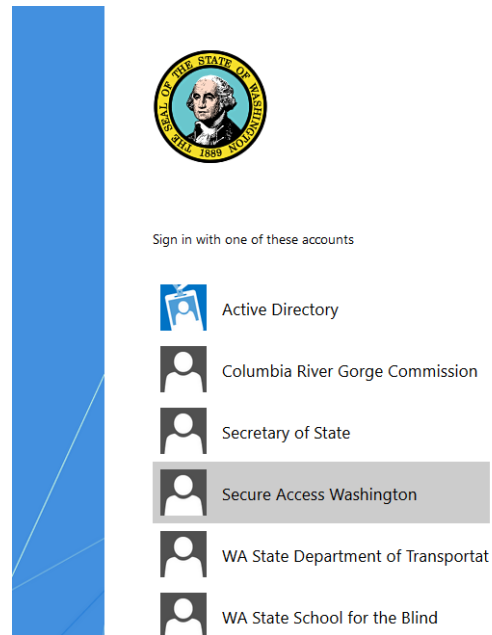
## LEARNING CENTER

*Also referred to as the LMS*

### HOW TO ACCESS THE LEARNING CENTER



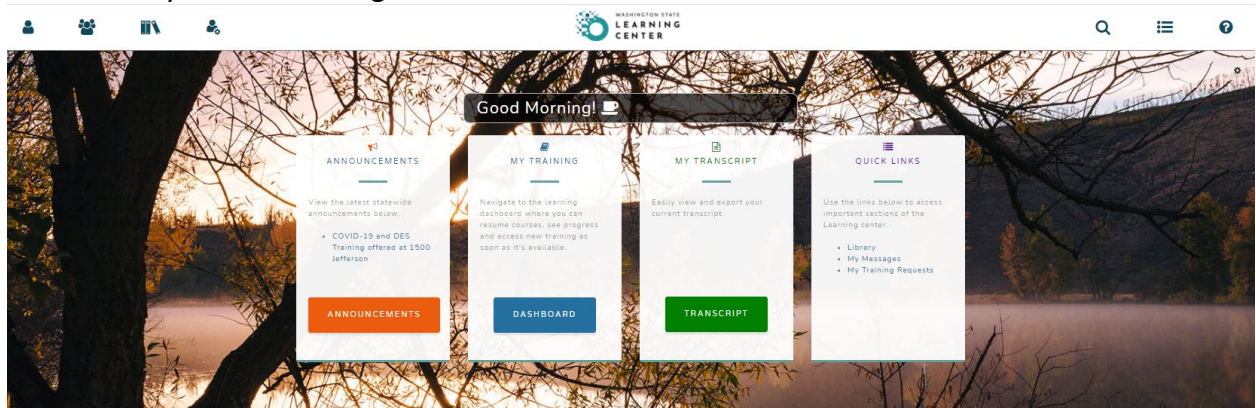
1. **Open Chrome browser.** *(TIP: Learning Center works better if used in Chrome)*
2. **Paste the Learning Center link to the address bar.** The link to the Learning Center environment is: <https://sowa.sumtotal.host>
3. **Press ENTER on your keyboard.** The link will direct you to a sign in page if you are logging on the stage environment for the first time.
4. **Select “Secure Access Washington” (SAW)** if you are directed to the page below.



\*Note – The second time you go into Learning Center, you will skip this screen and should no longer need to select “Secure Access Washington.”

After selecting the “Secure Access Washington” option, you will be directed to the Learning Center’s landing page or home page.

You are now ready to use Learning Center.



Please note that some screen shots may look slightly different based on roles assigned.

## [HOW TO LOCATE YOUR CLASSES](#)

To see all of your classes in one location, click the **Timeline** button in the left margin; then click **TASKS**.

The screenshot shows the 'TIMELINE' section of the WSLC Learning Center. At the top, there are three columns: 'TOTAL' with 3 items, 'CURRENT' with 3 items, and 'UPCOMING' with 10 items. Below these columns, two activities are listed:

- WA State Coaching As A Leadership Style (16 Hours) - Virtual**: Includes start and end dates (09/28/2022 to 09/29/2022) and a 'VIEW DETAILS' button.
- WA State Leadership Presence (4 Hours) - Virtual**: Includes a 'View Activity Roster' button.

There will be three columns at the top of the screen that you can select from: “Total”, “Current” and “Upcoming”

- TOTAL lists **all** Active courses and classes assigned to the vendor/instructor in the WSLC
- CURRENT lists all courses and any activity occurring on that date
- UPCOMING lists all scheduled activities with dates that have not yet arrived
  - o *Upcoming is the one you’ll probably want to use to see all of your active scheduled classes.*

## HOW TO VIEW ROSTERS

Each activity (or class) has a *View Details* button with a dropdown arrow. You’ll want to select the drop down arrow and select the option “**View Activity Roster**”.

When on this screen, you’ll want to change the “Show Records” number from 10 to 50 so that you are viewing all participants registered. The “Show Records” drop down is located near the top on the right hand side of the screen.

You can also change the Filter by Status to “Registered” so that you are only viewing the participants who have active registration status. Without doing this step, you may also participants that may have cancelled on your list.

**TIP:** If you’d like to view how many participants that might be attempting to register but waiting for their supervisors’ approval, you can also click on the “Show More Details” link. This will show you the active number of learners registered for the class while also showing you the number of learners who are currently in a “pending approval” status.

The screenshot shows the 'ACTIVITY ROSTER' for 'WA-STATE INTERPERSONAL CONFLICT MANAGEMENT (2 DAYS) VIRTUAL'. A 'SumTotal' pop-up window is open, displaying the following statistics:

- Minimum capacity: 0
- Maximum capacity: 28
- Number of Registered users: 12
- Number of In Progress users: 0
- Number of Active users with Registered and In Progress status: 12
- Number of users pending approval: 4
- Number of users whose approval has been rejected: 1
- Number of users who have Attended: 0
- Number of Waived users: 0
- Number of users with No Show status: 0
- Number of Cancelled users: 1

Navigation options in the sidebar include: Select a View, Roster Details, Properties, Supplemental Information, Costs, Schedule, and Prerequisites.

From the main screen, you're able to view and save the class roster by clicking "Activity Sign-in Sheet" under REPORTS in the left margin.

The screenshot shows the 'ACTIVITY ROSTER' for 'WA STATE COACHING AS A LEADERSHIP STYLE (16 HOURS) - VIRTUAL (12/14/2022 - 12/15/2022)'. The interface includes a search bar, a 'Filter by Status' dropdown (set to 'All'), and a table of users.

Name	Username	Status	Status Date	Score	Duration Hrs Min	Pass/Fail	Completed	Signature Status
<input type="checkbox"/> Rebecca F Jabbar	20152005	Registered	10/19/2022 4:10:37 PM PDT	(Clear Value)	(Clear Value)			
<input type="checkbox"/> Jasmine EBONIQUE Jones	20103701	Registered	11/10/2022 3:40:09 PM PST					
<input type="checkbox"/> Michael M Manning	20148413	Registered	12/6/2022 11:29:43 AM PST					

The left sidebar shows the 'Reports' section with options for 'Activity Sign-in Sheet', 'Activity Completion Diploma', and 'Activity Sign-in Sheet'. A red arrow points to the 'Activity Sign-in Sheet' option.

A pop-up window of the roster should open. Here you have the option to "Export to PDF" or "Print". We recommend you select "PRINT" then under printer, select "Adobe PDF" then select "PRINT". This will allow you to save and editable PDF version to your electronic device (computer).



# ACTIVITY SIGN-IN SHEET

## ILT CLASS: WA STATE COACHING AS A LEADERSHIP STYLE (16 HOURS) - VIRTUAL



EXPORT TO PDF
PRINT
CLOSE

**Code:**  
DES 2261-11057

**Date:**

---

**Date and Time:**  
12/14/2022-12/15/2022  
8:00:00 AM PST-4:30:00 PM PST

**Location:**  
# VIRTUAL TRAINING, VIRTUAL TRAINING, ONLINE TRAINING, United States of America

**Vendor:**  
DES Sage & Summit Consulting

**Instructor name (Instructor Identifier):**  
Mardere Birkill (Mardere@sage-summit.ca), External

**Active Registered Users:**  
5

**Total Registered Users:**  
5

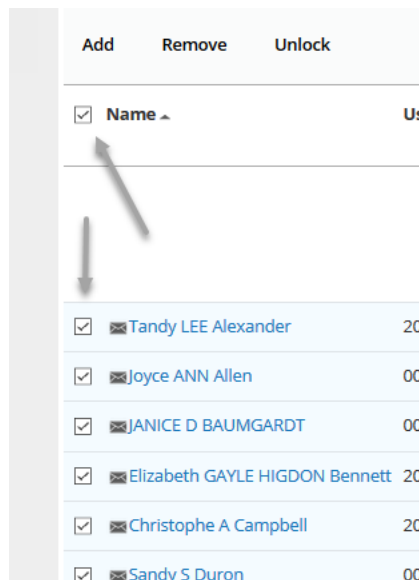
**Capacity:**  
20

User name (User Identifier):	Job title:	Phone:	E-mail address:	Attendance:	Signature:
Rebecca F Jabbar (20152005)	TRANSPORTATION PLANNING SPECIALIST 4	unknown	jabbar@WSDOT.WA.GOV	_____	_____
Jasmine EBONIQUE Jones (20103701)	CUSTOMER SERVICE SPECIALIST 4	360.584.8162	jasmine.jones@dshs.wa.gov	_____	_____
Michael M Manning	CUSTOMER SERVICE S	N/A	MManning@dol.wa.gov	_____	_____

## HOW TO SEND COMMUNICATION TO LEARNERS

It is best practice to allow DES to send communication to learners. This reduces the risk of your email being caught in a firewall/spam folder. Please draft your communication and forward that to [Traininginfo@des.wa.gov](mailto:Traininginfo@des.wa.gov) inbox and request that we send out the communication on your behalf. Our team will CC you on this correspondence.

If you do send out communication to learners, you'll want to check the box next to "Name". This will select all. If you want to send an email to only a few individuals, select just their name.



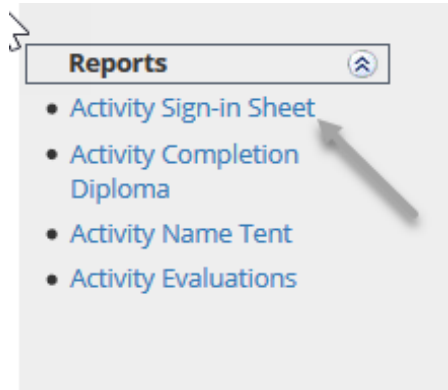
The screenshot shows a table with columns for 'Add', 'Remove', and 'Unlock'. Below these are several rows, each with a checkbox, a name, and a number. The first row has a checked checkbox next to the header 'Name'. Below it, several individual users are listed with their names and numbers. Arrows point from the 'Name' header to the first row and from the first row to the individual user rows, indicating that checking the 'Name' box selects all users.

Add	Remove	Unlock
<input checked="" type="checkbox"/>		
	<b>Name</b>	Us
<input checked="" type="checkbox"/>	Tandy LEE Alexander	20
<input checked="" type="checkbox"/>	Joyce ANN Allen	00
<input checked="" type="checkbox"/>	JANICE D BAUMGARDT	00
<input checked="" type="checkbox"/>	Elizabeth GAYLE HIGDON Bennett	20
<input checked="" type="checkbox"/>	Christophe A Campbell	20
<input checked="" type="checkbox"/>	Sandy S Duron	00

Once all the learners are selected, click on the “SEND E-MAIL” at the bottom of the screen.

Please copy [Traininginfo@des.wa.gov](mailto:Traininginfo@des.wa.gov) on all communications sent out.

To view/print the Roster, a “Reports” box should be visible on the left-hand side of the screen. Click on “Activity Sign-in Sheet” then click on “Export to PDF” or “PRINT”



## EVALUATION QUESTIONS

### Evaluation Questions:

1. I would recommend this facilitator to others (Likert scale)
2. What facilitator feedback would you like to share? (e.g., degree to which facilitator was prepared, encouraged participation & questions, was responsive to learners needs, provided clear instructions, demonstrated subject matter expertise, etc.) (Comment box)
3. The training objectives were clearly defined and met (Likert scale)
4. The learning activities helped me understand the content (Likert scale)
5. What learning activities helped me understand the content (Comment box)
6. What personal or professional development goal did you plan to address with this training (Comment box)
7. What i learned in this training will help me with my goal (Likert scale)
8. How much of what you learned do you intend to apply? (Likert scale)
9. What topics learned in this training did you find relevant and applicable to your work? (Comment box)
10. I am likely to reference the training materials, job aids, templates, etc. in my work. (Likert scale)
11. What is a key takeaway from this training? (Comment box)
12. I would recommend this training to others. (Likert scale)
13. We welcome any additional feedback you would like to share. (Comment box)

### Likert Scale:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

### Evaluation Completion Instructions:

All instructors must share in the process of guiding learners to **complete the evaluation for all virtual instructor-led classes** (NOTE: This change does not apply to in-person classes unless learners have ready access to a computer).

We expect for instructors to carve out five minutes during the next-to-last part of your virtual class for learners to complete the evaluation during class time. You will need to provide learners with the class [evaluation link](#) to the Learning Management System, via your platform chat window, and encourage them to complete it during the allotted class time.

Share with learners that their feedback is essential to ensure continuous improvement of our training programs. In virtual classes where this approach has been tested, we have seen a higher evaluation return rate. A higher evaluation return rate means more feedback on what is working and areas for improvement. A higher return rate also provides more data on instructor approval ratings. Higher instructor and class ratings could also mean more demand for your classes.

## DES PROCESS FOR LEARNERS TO ACCESS EVALUATIONS

Evaluations will be completed by learners within the Learning Center

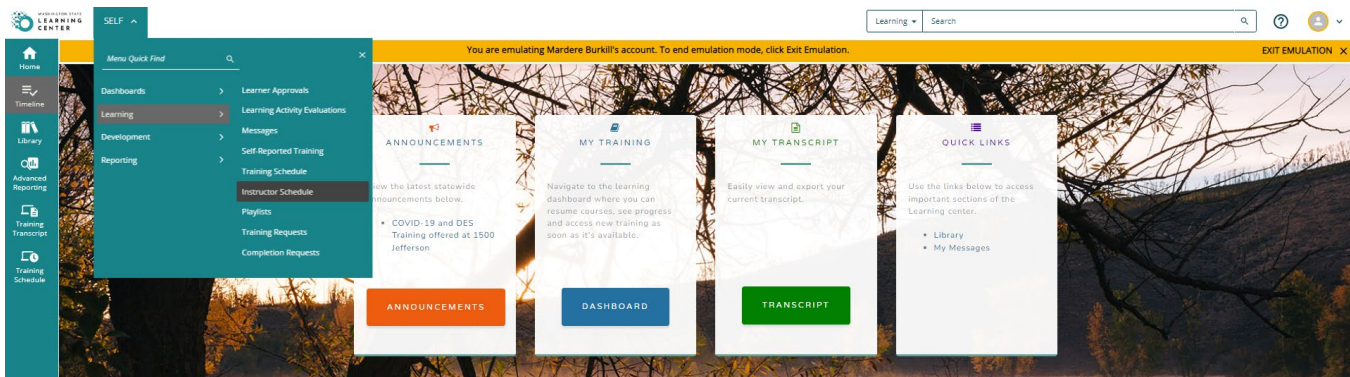
**i** Course evaluations are assigned within the Learning Center where the Learner can access via their profile on the final day of the activity. Learners can access this from the Learning Center Home Page by navigating: **SELF > Learning > Learning Activity Evaluations.**" Additionally, Learners will receive email notifications with a link to the evaluations.

Instructors can view evaluation feedback by accessing the class within the Learning Center.

## HOW TO VIEW EVALUATIONS

Instructors can locate their previous activities by navigating from the SELF button at the top left of the screen.

**SELF > Learning > Instructor Schedule**



The **Instructor Schedule** landing page lists Current activities (each of the the **Courses** you are associated with, and any **Class or Session** taking place that day).

The screenshot shows the 'INSTRUCTOR SCHEDULE' page. At the top, there is a navigation bar with 'Learning' and 'Search' options. Below it, a yellow banner reads 'You are emulating Mardere Burkill's account. To end emulation mode, click Exit Emulation.' The main heading is 'INSTRUCTOR SCHEDULE' with a sub-heading: 'This is a list of activities you are scheduled to teach. Use the View list to see current and upcoming activities, previous activities, your pending requests, and a calendar view of all confirmed activities.' A search bar is present with a 'Help' link. The 'View:' dropdown is set to 'Current activities'. Below this, a table lists activities with columns for Activity, Code, Region, Requested By, Start Date, End Date, and Conflict check. Three activities are listed, all with 'No conflicts found.' A 'Records: 3' indicator is shown. A 'Delivery Method Legend' link is at the bottom left.

Change the View dropdown to review **Upcoming activities** (rosters are not accessible from this page).

This screenshot shows the 'INSTRUCTOR SCHEDULE' page with the 'View:' dropdown set to 'Upcoming activities'. The table now displays 7 records. Each record includes a document icon next to the activity name, indicating an evaluation report is available. The activities listed are: 'ILT Class: WA State Coaching as a Leadership Style (16 hours) - Virtual' (DES 2261-11057), 'ILT Class: WA State Coaching as a Leadership Style (16 hours) - Virtual' (DES 2261-11058), 'ILT Class: WA State Coaching as a Leadership Style (16 hours) - Virtual' (DES 2261-11059), 'ILT Class: WA State Leadership Presence (4 hours) - Virtual' (DES 2262-11061), 'ILT Class: WA State Leadership Presence (4 hours) - Virtual' (DES 2262-11062), 'ILT Class: WA State Respect in the Workplace (4 hours) - Virtual' (DES 2263-11064), and 'ILT Class: WA State Respect in the Workplace (4 hours) - Virtual' (DES 2263-11065). All records show 'No conflicts found.' and 'Records: 7' is displayed.

To locate completed learner evaluations, select **Previous Activities** from the View dropdown. Classes from the previous month will appear in this list. Click the icon next to a class title to access its evaluation report.

This screenshot shows the 'INSTRUCTOR SCHEDULE' page with the 'View:' dropdown set to 'Previous activities'. The table displays 2 records from a previous month. The first record is 'ILT Class: ECY/WCC SAA WA State Respect in the Workplace - Randle' (DES 2263-11271) with a document icon and dates 10/27/2022 to 10/27/2022. The second record is 'ILT Class: WA State Leadership Presence (4 hours) - Virtual' (DES 2262-11060) with dates 10/19/2022 to 10/19/2022. 'Records: 2' is shown at the bottom right.

On this screen, you'll want to click on the "Start" button.

## EVALUATION REPORT

This is a list of all evaluations for a selected learning activity.

Search:  [Help](#)

Records: 1

Evaluation Name	Activity Name	Code
<a href="#">START</a> WA State Enterprise Class Evaluation	DCYF SAA HR ONLY WA-State Editing & Proofreading Skills (2 Days) Virtual	DES 01-03-EW39_04-8985
	<a href="#">OK</a>	

A window will open and show you the evaluations compiled into one report. This reflects the number of respondents and a compiled percentage of how the evaluators responded to each question.

Question	Percent of Responses
<b>The class description accurately described the class.</b> (Total Of All Respondents = 10, Question Type = Multiple choice)	
Strongly Agree	100
Agree	0
Neutral	0
Disagree	0
Strongly Disagree	0

At the bottom of this page, you'll also see a "View comments" option. By selecting this, you can view all of the free form feedback that evaluators left.

**Any additional comments about your class experience?** (Total Of All Respondents = 8, Question Type = Comment)

[View comments](#)

If no evaluations are available, please continue to check back.

## DES PROCESS FOR LINKS, MATERIALS AND EVALUATIONS

### DES PROCESS FOR LINKS

Links will be provided by the instructor to DES 10+ business days before the class date

**i** On the participant cancellation date, DES we will reach out to share how many learners are enrolled. If you wish to move forward with facilitating the class, we will ask that you provide a link for the platform training session. DES will email this information to learners and include this link in the class description so that any new learners will receive the link when they enroll.

*This process should resolve issues when learners register last minute and did not receive the initial communication regarding the platform link.*

## DES PROCESS FOR MATERIALS

Materials will be provided by the instructor to learners on the day of class through the virtual platform.

**i** Class Materials will be provided to learners at the beginning of each class from the instructor. All platforms (such as Zoom) now allow you to share documents through the platform.

If there is pre-work to complete, DES can send that information out in advance by the instructor's request. DES asks that the instructor drafts the email communication as if it's written for the learners along with any attachments, send that to [traininginfo@des.wa.gov](mailto:traininginfo@des.wa.gov) and request that they forward the email to all registered learners.

Printing options: If you require learners to print materials or need materials prior to a training, please include that within the pre-communication email so that can be shared before the class date. Some instructors allow extra time during the first break for learners who may wish to print something off at home.

*This process should resolve issues where learners share that they did not receive materials in advance. This will also resolve issues where instructors are providing class materials and the learner cancels or no-shows. They will not receive a copy of the class materials.*

## DES PROCESS FOR SENDING COMMUNICATION TO LEARNERS

**i** DES will send email communication to learners. DES asks that the instructor drafts the learner email communication that LSOT can copy and paste along with any attachments. Send the email communication to [traininginfo@des.wa.gov](mailto:traininginfo@des.wa.gov) and request that they forward the email to all the registered learners. DES will copy the instructor on these communications.

*This process should resolve the issue of communication being caught in learners spam folder. This will also provide DES a copy of the communication to forward to any late registering learners.*

## DES PROCESS FOR ROSTERS

Rosters will be sent 1 business day prior to scheduled class date

**i** For the time being, DES will continue to send class rosters to the instructor 1 business day prior to the scheduled class.

It's recommended that instructors begin logging in to the Learning Center and download their own copy of the LMS Roster. Instructors should update the roster to reflect who attended and should receive completion credit and those who did not attend or should not receive completion credit.

DES will need a copy of the completed roster along with the Invoice within 5 days of the class being completed.

## VIRTUAL PLATFORM SETTINGS

*(Zoom example provided)*

### VIRTUAL PLATFORM SETTINGS

DES asks that instructors use the following settings within virtual platforms when facilitating a DES training:

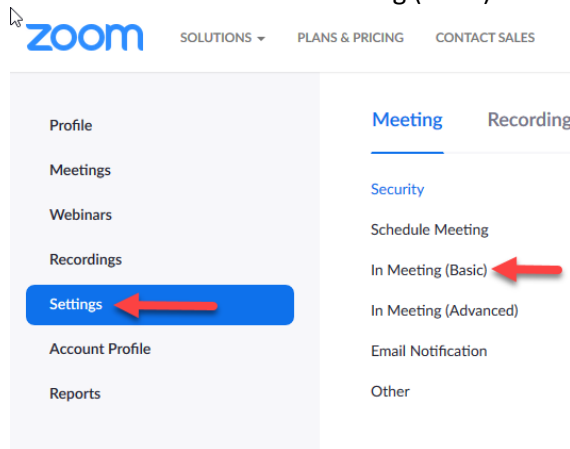
- Do not record training sessions
- Prevent participants from saving chat
- Do not allow participants to send private chats to other students
- Turn off “Auto Saving Chats” feature
- Turn on the “File transfer” option so that you can send materials through the platform to learners on the day of class.



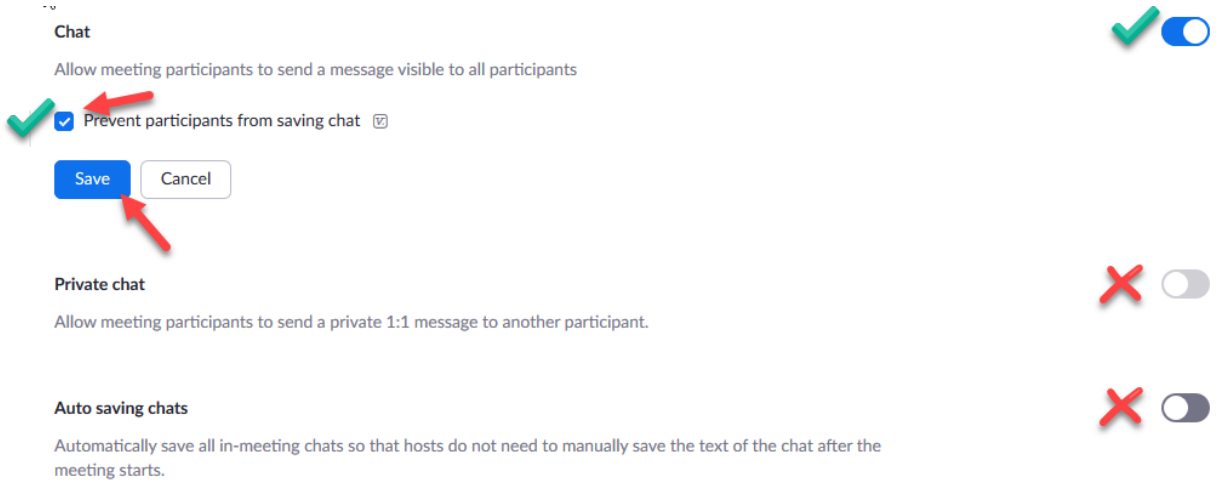
This process is to minimize the administration burden of managing public records requests.

### ZOOM INSTRUCTIONS

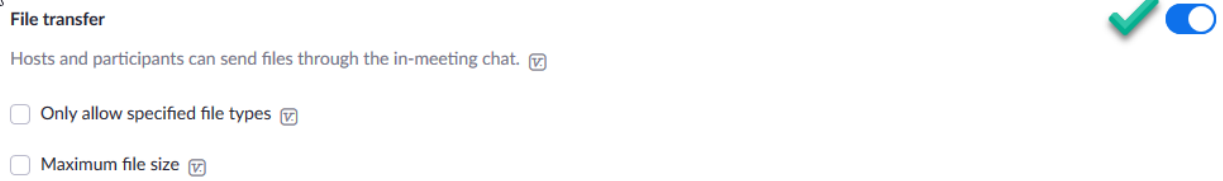
- Login to your account at <https://zoom.us/>
- Click on “Settings” within the left-hand column then “In Meeting (Basic)” in the second left hand column.



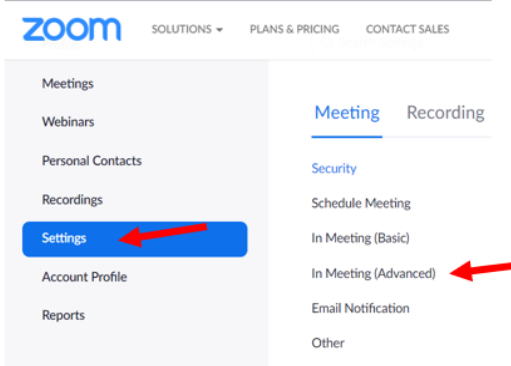
- Activate Chat “Allow meeting participants to send a message visible to all learners”
  - Check the box “Prevent participants from saving chat.”
- Deactivate Private chat “Allow meeting participants to send a private 1:1 message to another participant.”
- Deactivate Auto saving chats “Automatically save all in-meeting chats so that hosts do not need to manually save the text of the chat after the meeting starts.”



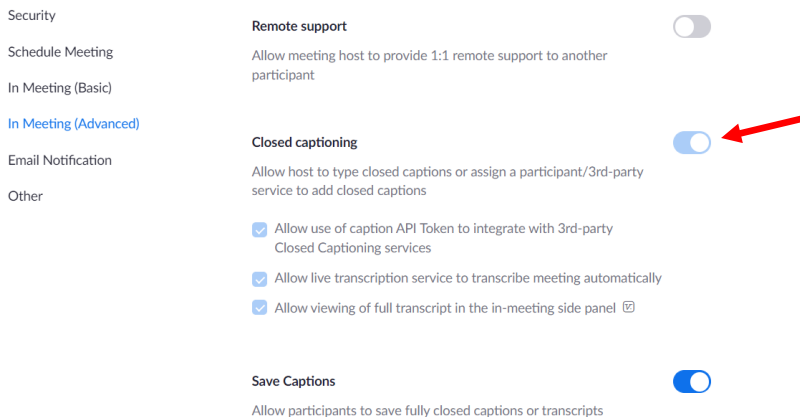
- Scroll down and activate File Transfer “Hosts and learners can send files through the in-meeting chat”



- Enable “Closed Captioning”
- Click on “Settings” within the left-hand column
- In Meeting “Advanced”



- Turn on “Closed Captioning”



❖ Other features are optional and up to the discretion of the facilitator.



## INCLEMENT WEATHER (In-Person Trainings)

Inclement weather can slow or impede instructor and learner ability to be on-time or to show up to an in-person class at all. If you have travel concerns the morning of your training, please communicate with us as early as possible, but no later than **6:15 a.m.** Instructors notifying us in a timely manner allows us to send a notification to class participants by 6:30 a.m. Please send that communication to our shared inbox at:

[DESMILearningSolutionsTeam@des.wa.gov](mailto:DESMILearningSolutionsTeam@des.wa.gov).

For the status of DES 1500 Jefferson building operations during inclement weather, please call **1-800-418-5174**. If this recording indicates a closure or delay, classes will also be cancelled or delayed based on information provided. This line should be updated no later than 5:45 a.m. You may also sign up for email or mobile building notifications via [Gov. Delivery DES Building Notifications](#). You can unregister from receiving these notifications at any time. If your class is cancelled due to building closures, a DES Learning Consultant will be reaching out to you to coordinate rescheduling.

If you have concerns regarding travel and you're aware that you won't be able to arrive safely, we will be happy to work with you on rescheduling that training. Please make any decisions you deem necessary as your safety is paramount.

In situations where inclement weather takes place during a training, please use your best discretion if or when it's best to wrap up for the day. Be sure to communicate with onsite DES LSOT staff. It will be up to you on whether you wish to give homework for the class for learners to get credit or if there is a need to reschedule the class. DES can be a point of contact for turning in assignments or we will do our best to work out any rescheduling needs.

## QUESTIONS?

Please reach out to your DES Learning Consultants at: [DESMILearningSolutionsTeam@des.wa.gov](mailto:DESMILearningSolutionsTeam@des.wa.gov)