# LMS Administrators Notification RE: EO 18-03 Training:

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You may have received this message from Teresea Ruder on 6/28/2019: Just letting you all know (as a courtesy, no action may be required on your part) that today our director sent a memo to all directors of [state executive cabinet agencies](https://www.governor.wa.gov/office-governor/office/executive-cabinet) and [small cabinet agencies](https://www.governor.wa.gov/office-governor/office/small-agency-cabinet). The memo requires training *only* for those procurement professionals who independently write solicitations. The training is in the LMS, and is titled **WA-State 18-03-Worker’s Rights**. Learners may copy and paste this title into the LMS or they may find it in the Contracts and Procurement course catalogue tab within the LMS.

This eLearning course seemed to work best when the testers used Chrome as a browser. However, all browsers worked in getting the learner completed. There have been issues with accessibility and with flash using Internet Explorer and Edge. However, depending on each computer’s settings, each browser may read the eLearning differently. If your folks notice any functionality or accessibility issues, they may try opening the LMS in a different browser and restarting the course. If you want to learn more, you may check out our [EO-18-03 training webpage](https://des.wa.gov/services/contracting-purchasing/policies-training/contracts-procurement-training-development/eo-18-03). If you have any questions, [let us know](mailto:sundae.delgado@des.wa.gov;Teresea.Ruder@des.wa.gov).

1. We have heard that often times the director will just forward the message from DES to you or the training manager, and ask you to ensure all are in compliance, and often times you need more detailed information than what is included in the director’s memo.

To answer this: You may find answers to your questions on the [EO-18-03 training webpage](https://des.wa.gov/services/contracting-purchasing/policies-training/contracts-procurement-training-development/eo-18-03). If it does not answer all of your questions, we provide the contact information for our [training team](mailto:sundae.delgado@des.wa.gov;Teresea.Ruder@des.wa.gov).

1. We have heard from you that oftentimes supervisors and other leaders come to you with questions that you are unable to answer based on the information you have received.

To answer this: When supervisors come to you with questions, you may respond with forwarding them a link to our [EO-18-03 training webpage](https://des.wa.gov/services/contracting-purchasing/policies-training/contracts-procurement-training-development/eo-18-03).

1. We have heard from you that technical problems in eLearning courses cause frustration and impediments in your agency reaching compliance with the training requirements. We get it.

To answer this: We have a ready-made [Troubleshooting Tips](https://des.wa.gov/sites/default/files/public/images/ContractingPurchasing/ContractTraining/LMS%20Tip%20Sheet%20-%20IT%20Troubleshooting.pdf?=6f6d2) page that you can hand off to your IT professionals and LMS Admins that will answer all of their technical questions about the training program. It also provides resources for additional questions.

Below are some of the ways we have been pro-active in eliminating these issues:

1. We test each course on the below browsers and make recommendations on which browsers to use or avoid as necessary in the course descriptions on the LMS: Internet Explorer, Google Chrome, Edge, Firefox, and Safari.
2. We test each course and resources using a screen reader and other accessibility tools.
3. We test each course in at least 10 different agency locations throughout the state. Currently the agencies, who partnered with us are: DOL, HCA, DOR, LNI, DRS, AGR, OFM, DCYF, DOT, WSP, and SAO. If you would like your agency to participate in this pre-release testing, please contact [Sundae Delgado](mailto:sundae.delgado@des.wa.gov).
4. We test each course with at least 20 different users throughout the state.
5. We test each course on Apple and Android mobile devices.
6. We provide the results of our tests in the Contract Training Guide for IT & LMS Professionals.
7. We publish our courses to be compatible with browsers and individual PC settings using HTML5 and Flash.

What have we missed? We are making some substantial changes in our training program, and we want to hear from you. Feel free to email me, [Sundae Delgado](mailto:sundae.delgado@des.wa.gov;Teresea.Ruder@des.wa.gov), if you think of other things that would make our partnership more effortless.