# Contract Manager Training-Addendum for **Training Managers**:



We intentionally made changes in response to some of the concerns we heard from Training Managers in the past. One of our many goals, in delaying the release of this program, was to give you the tools that will make this task as easy as possible for you.

1. We have heard that often times the director will just forward the message from DES to you 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: We have included a [Leader’s Guide](https://des.wa.gov/sites/default/files/public/documents/About/Procurement_reform/training/ContractManagement/Resources/LeadersGuide.docx?=04897) that should answer all of your questions. If it does not answer all of your questions, we provide the contact information for our training team.

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 Leader’s Guide [short video](https://des.wa.gov/sites/default/files/public/documents/About/Procurement_reform/training/ContractManagement/Video/story_html5.html) to watch. We created a short video for you to send out to all of the supervisors who have questions. This video also includes a link to the Leader’s Guide documents addressed in the first concern above. This video may well answer other questions you have, and we encourage you to watch it, as well.

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.

To answer this: Included in the Leader’s Guide addressed above (#1) are ready-made [Troubleshooting Tips](https://des.wa.gov/sites/default/files/public/documents/About/Procurement_reform/training/ContractManagement/Resources/LMS_IT_Troubleshooting_June4_2018.pdf) 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.

1. We have heard from you that your LMS administrators, if your organization has an LMS administrator, also share the same concerns and additionally some specific concerns about the LMS and accessibility issues.

To answer this: We have communicated with the LMS Administrators in each Agency to ensure that they also have all that they need.

This is how 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 have questions about this process, please contact Sundae Delgado.
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.

It is important to note that while we made significant changes to the design of the program, the content and tools have remained the same. Those who previously took these courses, in April 2018, as part of our usability testing will ***not*** need to retake the courses. The LMS shows who took each module, whether in April 2018 or in 2019. The LMS record is how compliance to the training requirement will be tracked within each agency. This information is included in the [Leader’s Guide](https://des.wa.gov/sites/default/files/public/documents/About/Procurement_reform/training/ContractManagement/Resources/LeadersGuide.docx?=04897) FAQs.

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, Jaime Rossman, if you think of other things that would make our partnership more effortless.