OK TRAINING Skillsoft:
SKILLSOFT ADMINISTRATOR'S GUIDE

Being assigned administrator privileges in the Skillsoft elearning system is a great opportunity to manage and prioritize the content your agency has paid for to maximize employee usage. This guide will help you understand your role as administrator, the resources available to you for training and the best practices for running a successful elearning program.

Understanding Administration Levels

Skillsoft administration rights are very customizable. Human Capital Management (HCM) Training and Development (T&D) will work with each agency to find an administration strategy that makes the most impact.

While these levels are customizable, there are three basic levels of access for administrators.

LEVEL I - MANAGER

- Can assign content to users within your agency group
- Best used for managers and supervisors to give them the ability to direct learning specifically for their teams.

LEVEL II - AGENCY ADMINISTRATOR

- Can assign content to users within your agency group
- Can add new users and deactivate existing users within agency group
- Can run user activity reports for agency group
- Best used for 1-3 individuals within the agency to maintain licenses, reset passwords, add new users, report on learning and assign content to align with overall agency goals.

LEVEL III - SITE ADMINISTRATOR

- Can assign content, add and deactivate users and run reports for all users in the system
- Can upload custom course content*
- Can adjust completion criteria for system courses
- Best used for a 1-2 individuals who will be creating, uploading and maintaining custom courses *(requires purchase of hosting space)*

ALL AGENCIES must designate at least one LEVEL II administrator. Any agency wishing to create custom content must designate a LEVEL III administrator.

Who can be a Skillsoft administrator?

Any individual in your agency that has a Skillsoft license can be assigned administrator status at any time. There is no need to wait for enrollment periods or contract amendments, so long as the user already has a license.

However, choosing the right people for the job is a crucial element for success with the Skillsoft program. Here are a few tips:

- Most supervisors and managers should have at least Level I access so they can assign training to employees based on individual department needs.
- Level II administrators should be competent with basic database computer programs and should have a schedule that allows them to answer questions and handle requests in a timely manner.
- Level III administrators should have some background in computer-based learning, a strong knowledge of elearning authoring tools and best practices and the software necessary to package and edit their training.

Administrator Training

OKTraining administrators of all levels will receive access to the Skillsoft Client Community, a website dedicated to Skillsoft administrators with multiple opportunities for training. They can access online, self-paced courses or they can sign up for facilitator-led webinar demonstrations.

Once an administrator has been identified, T&D will contact Skillsoft and an email will be sent to the administrator containing login information for Client Community.

Who should take what? Here is a breakdown of the available training recommended for each administrator level:

COURSE NAME	DELIVERY METHOD	LEVEL I	LEVEL II	LEVEL III
An Overview of the Skillport Administrator	*Online, self-paced*	X	X	X
Working with Users and Groups	*Online, self-paced*	-	X	X
Working with Learning Programs	*Online, self-paced*	X	X	X
Working with User Plans and Assigning Content	*Online, self-paced*	X	X	X
Working with Libraries	*Online, self-paced*	X	X	X
Working with Evaluations	*Online, self-paced*	X	X	X
Reporting	*Online, self-paced*	-	X	X
Publishing Custom Content	*Online, self-paced*	-	X	X
User Management	*Facilitator-led webinar*	-	X	X
Content Management	*Facilitator-led webinar*	X	X	X
Reporting	*Facilitator-led webinar*	-	X	X
Learning Programs and Evaluations	*Facilitator-led webinar*	X	X	X

Agency Administration Responsibilities

Each agency's administrators (Level II or higher) are responsible for coordinating and customizing the elearning program to match your agency's goals and priorities. Your employees will get out of Skillsoft what they put into it and administrators serve as an important touch-point to remind employees about the resources available to them.

AGENCY ADMINISTRATORS ARE RESPONSIBLE FOR:

- Maintaining a list of current license holders and ensuring their data is accurate in the system
- Adding small quantities new users and deactivating users
- Resetting passwords and handling frequently asked questions
- Administrators can encourage employees to contact Skillsoft Support for password resets and other technical problems.
- However, most technical issues can be solved by contacting the Helpdesk for a Java and Flash update.
- Running reports needed by the agency
- Editing and uploading custom content
- Connecting with agency Skillsoft users to encourage participation in the program and curate the learning resources to best apply to individual work needs

HCM IS RESPONSIBLE FOR:

- Assisting administrators with questions or problems with site administration
- Batch uploading large numbers of users or data
- Assisting with custom course issues
- Connecting administrators with Skillsoft support for larger technical issues
- Library maintenance (replacing outdated courses, communicating with users in progress, adding updated courses, etc.)
- Site configuration

Users have a wide-range of resources for help with questions or technical issues. Because these resources have been provided, we ask that you encourage your employees to exhaust all methods before contacting HCM T&D for assistance. Our ability to respond to individual requests in a timely manner is extremely limited. Users can direct questions to:

- **Agency administrators**
  - Password resets
  - Reports
  - License verification or request
  - User information
  - Technical issues
  - System questions
- **OMES IT Helpdesk**
  - Java and Flash updates
  - Password resets
- **Skillsoft support**
  - Password resets
  - Assistance running reports
  - Technical issues not solved by updating Java and Flash
- **T&D Online FAQ**
  - Questions regarding Skillsoft program
  - Licensure process
  - Administration questions
  - Custom content questions
  - Solutions to common technical issues
- **HCM T&D**
  - Administrator questions
  - Technical issues not solved by Skillsoft support
  - Custom content issues
  - Batch add or updates to users
  - System-wide problems or concerns
  - Purchasing licenses

Best Practices

All Skillsoft packages offer a massive range of courses, books and other content to help your employees develop their skills and abilities. However, the catalog can be overwhelming. Prioritizing the learning for users will increase usage and impact. As an administrator, you have the opportunity to spearhead the integration of Skillsoft into your agency's talent development strategy. Here are a few best practices:

ASSIGN LEARNING REGULARLY

Helping users navigate the massive catalog of information can provided directed learning opportunities that will immediately impact the work they do for the agency. Work with departments, managers and other administrators to determine the best topics for each employee.

CREATE LEARNING PROGRAMS

As an administrator, you can create a series of courses to be taken or books to be read. This can be designated in a certain order, a partial order with "electives" or simply as a collection of content. T&D can walk you through the process.

COMMUNICATE REGULARLY

Many employees will be thrilled to participate in learning opportunities, if only they remembered! Monthly emails, newsletter articles or other methods of reminding employees that Skillsoft is an available resource will help increase usage tremendously.

INTEGRATE INTO PERFORMANCE MANAGEMENT

Skillsoft makes a great tool for managers using the PMP. During coaching sessions, managers can identify competencies for employees and completed Skillsoft training can be added to their file to indicate improvements in those areas.

ENCOURAGE JUST-IN-TIME TRAINING

While completing courses provides a great record for managers to track their employee's progress, Skillsoft's robust search feature also allows employees to solve problems and find answers quickly in order to complete tasks. Often, this results in the user identifying and completing a specific area of the course and not completing the full course. This is still a very valuable use of the Skillsoft program and should be encouraged.

OFFER DISTRACTION-FREE LEARNING OPPORTUNITIES

ELearning can be challenging to accomplish at our desks with email and phone calls demanding our attention. Agencies can provide workstations dedicated to elearning and employees can schedule a time to complete their training without the distractions of their desk.

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