1. Q: What are the mandatory minimum hours of staff professional development training that I must have?
   A: The requirement is 8 hours for staff; 12 hours for managers during the rating period that ends March 31, 2015.

2. Q: How do I know if I am a manager for the purposes of the program?
   A: In most cases, you are considered a manager if you a) supervise staff; b) write performance appraisals; and c) approve time off.

3. Q: Are the e-books available through Skillsoft E-Learning library downloadable to an e-reader?
   A: In regards to the Books24x7 content, some of the content has downloadable pieces but not all. The items that are downloadable vary based on the publisher and the content itself.

4. Q: I am a part-time employee. What are the requirements for mandatory training hours for me?
   A: Your requirements are prorated depending upon your FTE number. For example, if your FTE is .5 and you are non-exempt staff, then the required number of hours for the rating period is .5 x 8 hours, or 4 hours total.

5. Q: Does compliance training count toward meeting the minimum requirement?
   A: Originally, it did not, but since the Town Hall meetings briefed in December 2013, the policy has changed to allow compliance training to meet the requirement.

6. Q: Can staff take the Instructor Led Training (ILT) manager courses being offered through the Management Academy?
   A: Not at this time. ILT courses are offered only for managers of staff. However, the online Skillsoft content is open for all staff and their managers, regardless of position.

7. Q: Can managers take the Instructor Led Training (ILT) staff courses being offered through the Training University?
   A: Though staff will be given waitlist priority for the Training University ILT classes, managers may take the Training University courses as well.

8. Q: I work at The Woodlands Center/University Park/offsite, etc. Will any of the ILT courses be offered outside of the main SHSU campus?
   A: Not at this time. Those who are unable to attend on-campus training may wish to consider the Skillsoft E-Library courses or other external training sources.

9. Q: Will the courses offered in the Training University or Management Academy be offered multiple times?
   A: Unfortunately, due to limited resources, each class will be offered only once. There are many courses offered through the Skillsoft E-Library, however, which mirror or extend the content in the ILT courses. Courses are added to the e-library almost daily, so check back often to see what is available.

10. Q: How many seats will be available for each ILT course?
    A: Class capacity will be between 50 – 90 seats, depending on the course. Most classes are
initially offered at a 50 seat maximum capacity, and the overflow will be moved to a waitlist. Additional seats may become available for those on the waitlist prior to the class date.

11. Q: Will classes be recorded?
A: It was the original intent to make recordings of each ILT session available through Talent Management. However, due to logistics, scheduling, and resource issues, we will not be recording ILT sessions this year. It is possible that may change at a future date.

12. Q: Can I take more hours of professional development than required by the mandated minimums?
A: Yes! We encourage all staff to take advantage of as many professional development opportunities as they can, allowing for workload and within the constraints negotiated between you and your supervisor.

13. Q: The requirement to meet a minimum number of hours will be on my performance appraisal. When does that period begin?
A: Professional development hours earned between January 1, 2014 and March 31, 2015, will count toward the minimum for the 2014 rating period only.

14. Q: I was looking at some of the courses offered in Talent Management and I noticed that not everything has a credit hour associated with it. Does that mean not everything counts as professional development?
A: That is correct. Not all training in Talent Management will automatically count toward the requirement. All the classes in the Learning Academies (Training University and the Management Academy) count toward professional development, and most of the classes in the Skillsoft E-Library count as well. However, some online classes considered “passive content,” i.e., there is no associated assessment, do not count. These might include Skillsoft courses, for example, with no assessment which are under .5 hours in duration. It might also include retirement seminars offered through Human Resources, as another example. This does not mean the courses are not useful and beneficial; it only means they do not count toward meeting the minimum professional development requirement.

15. Q: If non-exempt employees attend professional development sessions over the lunch hour, do they qualify for overtime or overtime compensatory hours?
A: Non-exempt employees should not exceed the 40-hour work week as a result of professional development training. Therefore, their hours would need to be adjusted accordingly for the week.

16. Q: I’m taking college courses/attending a conference/taking external training. Does that count toward my requirement?
A: If your supervisor has approved the conference, course, seminar, etc., and/or will verify that the college courses you are taking are related to professional development (i.e., it enhances current skill sets or prepares you for future opportunities related to your position or career goals), then yes, they will count.

17. Q: How do I add external training or college courses to my transcript in Talent Management?
A: To add external training to your transcript in Talent Management, log into Talent Management, click on View Your Transcript, and directly below the Active tab of your transcript, click on the blue plus sign next to “Add External Training.” Complete all the
information for your external training and click on Done. A request to approve completion will be sent to your manager of record in Talent Management. That manager will need to verify that you have completed the training, and then approve, defer, or deny the training approval by clicking on “My Team” in the Talent Management menu. Keep in mind the manager of record in Talent Management is not always your immediate supervisor. Also note that the Talent Management administrator does not have the ability to reassign managers or employees since the data is based on that which is generated through the Banner system.

A step-by-step tutorial is on our Professional Development and Training website at http://www.shsu.edu/~hrd_www/training/

18. Q: I have completed an online Skillsoft course, but the status of the training is still showing on the Active tab of my transcript as “in progress” instead of moving to the Completed tab. How do I get it to show as complete?
A: When taking an online Skillsoft course that has an assessment, there are two things you must do to have the course report as COMPLETE to Talent Management. 1) You must view every page and 2) You must score 75% or better on the assessment. While inside the course, a page will display with green circles showing you the completion status of each part of the course. All the circles must be completely green and you must have achieved the 75% or better in order for the score to mark as complete.

19. Q: Why is it that the amount of hours displayed on my transcript doesn’t reflect my online training hours?
A. Unfortunately, you can’t use the aggregate total amount of hours listed on your transcript because Talent Management doesn’t track online hours as credit hours. The cumulative it shows is for internal ILT training only. To determine your total amount, you would add the total amount of courses (online and ILT) deemed staff professional development (there are credit hours listed in each course description) to any approved external training to get your combined total. Your manager also has the ability to pull a report showing how many courses the employee has taken. In addition, you have the ability to print out a certificate of completion on any course in order to show proof you have completed it.

20. Q. I missed the training on Introduction to Talent Management when it was offered last year. Are there any tutorials online?
A. There are tutorials for Talent Management listed on our Professional Development and Training website at http://www.shsu.edu/~hrd_www/training/. We will add tutorials to the list whenever we see a need for training on a particular topic. In addition, an Introduction to Talent Management class is taught on an occasional basis by the IT trainers. You can sign up for it through Talent Management by going to My Sam>Employees tab>Human Resources>Talent Management. Then click on Learning>Browse for Training>Computer and click on the title of the course. Click on the blue hyperlinked Request link across from the title in the popup box, NOT the Request button at the bottom of the popup box, to register for the class.

21. Q. How do I determine how much credit to record in Talent Management for an external training?
A. The Staff Professional Development Program estimates credit earned for external ILT classes, workshops, seminars, etc. by how much time is actually spent in training on an hour-to-hour basis, or “in chair” time spent training. For example, if you attend a conference
that lasts for 6 hours, and one of those hours is set aside for lunch, then you would subtract 6-1=5 hours of external training credits. If you attend a college course for one hour twice a week, then you would earn 2 hours of professional development credit each week you attend the course.

22. Q. What does it mean when I register for a class and under the Options column on my transcript (on the Active tab) it has the link for “Withdraw”?

A. This link displays if you have correctly registered for a class; the option you have then is to Withdraw from it. To confirm that you are registered, you would look in the Status column. If it says Registered, you are registered for the class. If you find you cannot attend, please withdraw yourself by clicking on the Withdraw link, and the system will automatically withdraw you from the class, making the seat available for someone else. This also will prevent the class from displaying as a “no show” on your transcript.

Do you have other questions not answered here? Please send them to TJ Bittick, Professional Development Coordinator, Human Resources, at TJB005@shsu.edu.