SATERN Work Arounds & Tips

2008 SATERN Administrator Summit
Wallops Flight Facility – Wallops Island, VA

Ellen Blahut

Rebecca Howlett

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Session Objectives

At the end of the session, participants will:

- … be familiar with some common Work Arounds and Tips.

- … have access to resources, such as job aids, to help them in the future.

- … have had fun and learned a thing or two!

Agenda

- **Introduction**

- **Work Arounds and Tips:**
  - Item
  - Scheduled Offering
  - Learner
  - Discipline
  - NF1735
  - Curricula/Assignment Profiles
  - Reports
  - Misc.

- **Summary**

Introduction:

- Posts to the SATERN Admin ListServe were used as the basis for this presentation.

- Not all posts are included.

ITEM RELATED

How do I place downloadable files on SATERN?

- Use a document object and attach to the item.
- Content must meet certain guidelines.
- Work with SATERN Content Development Team; info available at https://satern-courses.msfc.nasa.gov/

How do I get information on who has completed an object that has been assigned as part of an item?

- Learner Online Item Status report
  - Filter by item
  - Check "Include Object Details" box

Microsoft Excel - LearnerOnlineItemStatus8-28-08

	Item	Learner Name	Last Activity	Credit Given	Finished	Has Access	Object	Last Activity	Credit Given	Finished	Has Access	Time (HH:MM:SS)	Times Entered
2	SMA-001-07	Johnson, Donald H	7/15/2008 05:54 PM EST	Yes	Yes	Yes	Introduction to Human Error	7/15/2008 03:24 PM EST	Yes	Yes	Yes	2:23:52	1
3	SMA-001-07	Johnson, Donald H	7/15/2008 05:54 PM EST	Yes	Yes	Yes	Test	7/15/2008 05:54 PM EST	Yes	Yes	Yes		1
4	SMA-001-07	Smith, Darlene N	8/15/2008 02:40 PM EST	Yes	Yes	Yes	Introduction to Human Error	7/3/2008 02:11 PM EST	Yes	Yes	Yes	5:00:51	3
5	SMA-001-07	Smith, Darlene N	8/15/2008 02:40 PM EST	Yes	Yes	Yes	Test	7/3/2008 04:36 PM EST	Yes	Yes	Yes		1
6	SMA-001-07	LeBlanc, Joseph A	8/14/2008 03:35 PM EST	Yes	Yes	Yes	Introduction to Human Error	8/14/2008 03:08 PM EST	Yes	Yes	Yes	0:27:14	2
7	SMA-001-07	LeBlanc, Joseph A	8/14/2008 03:35 PM EST	Yes	Yes	Yes	Test	8/14/2008 03:35 PM EST	Yes	Yes	Yes		1
8	SMA-001-07	LeBlanc, Joseph A	7/28/2008 02:48 PM EST	Yes	Yes	Yes	Introduction to Human Error	7/28/2008 12:38 PM EST	Yes	Yes	Yes	2:09:51	1
9	SMA-001-07	LeBlanc, Joseph A	7/28/2008 02:48 PM EST	Yes	Yes	Yes	Test	7/28/2008 02:48 PM EST	Yes	Yes	Yes		1
10	SMA-001-07	Wolf, John C	7/29/2008 07:30 AM EST	Yes	Yes	Yes	Introduction to Human Error	7/28/2008 01:47 PM EST	Yes	Yes	Yes	17:42:42	1
11	SMA-001-07	Wolf, John C	7/29/2008 07:30 AM EST	Yes	Yes	Yes	Test	7/29/2008 07:30 AM EST	Yes	Yes	Yes		1
12	SMA-001-07	Traffis, Lawrence A	8/22/2008 01:11 PM EST	Yes	Yes	Yes	Introduction to Human Error	8/22/2008 10:58 AM EST	Yes	Yes	Yes	3:42:12	4
13	SMA-001-07	Traffis, Lawrence A	8/22/2008 01:11 PM EST	Yes	Yes	Yes	Test	8/22/2008 12:31 PM EST	Yes	Yes	Yes		1
14	SMA-001-07	Medina, Loretta M	7/7/2008 07:59 AM EST	Yes	Yes	Yes	Introduction to Human Error	7/7/2008 06:43 AM EST	Yes	Yes	Yes	8:42:19	4
15	SMA-001-07	Medina, Loretta M	7/7/2008 07:59 AM EST	Yes	Yes	Yes	Test	7/7/2008 07:59 AM EST	Yes	Yes	Yes		2
16	SMA-001-07	Parks, Natasha L	7/28/2008 12:27 PM EST	Yes	Yes	Yes	Introduction to Human Error	7/28/2008 11:16 AM EST	Yes	Yes	Yes	0:37:08	1
17	SMA-001-07	Parks, Natasha L	7/28/2008 12:27 PM EST	Yes	Yes	Yes	Test	7/28/2008 12:27 PM EST	Yes	Yes	Yes		2
18	SMA-001-07	Dizuzio, Peter	7/29/2008 11:11 AM EST	Yes	Yes	Yes	Introduction to Human Error	7/29/2008 10:05 AM EST	Yes	Yes	Yes	1:02:21	2
19	SMA-001-07	Dizuzio, Peter	7/29/2008 11:11 AM EST	Yes	Yes	Yes	Test	7/29/2008 11:11 AM EST	Yes	Yes	Yes		1
20	SMA-001-07	Renna, Patrick M	8/25/2008 02:29 PM EST	Yes	Yes	Yes	Introduction to Human Error	8/25/2008 01:04 PM EST	Yes	Yes	Yes	2:15:13	2
21	SMA-001-07	Renna, Patrick M	8/25/2008 02:29 PM EST	Yes	Yes	Yes	Test	8/25/2008 02:29 PM EST	Yes	Yes	Yes		2
22	SMA-001-07	Mygrant, Tamala F	8/28/2008 08:38 AM EST	Yes	Yes	Yes	Introduction to Human Error	8/28/2008 08:38 AM EST	Yes	Yes	Yes	1:35:55	2
23	SMA-001-07	Mygrant, Tamala F	8/28/2008 08:38 AM EST	Yes	Yes	Yes	Test	8/26/2008 03:33 PM EST	Yes	Yes	Yes		1
24	SMA-001-07	McKinley, Vernon E	8/19/2008 09:21 AM EST	Yes	Yes	Yes	Introduction to Human Error	8/18/2008 11:57 AM EST	Yes	Yes	Yes	3:01:12	7
25	SMA-001-07	McKinley, Vernon E	8/19/2008 09:21 AM EST	Yes	Yes	Yes	Test	8/19/2008 09:21 AM EST	Yes	Yes	Yes		9
26	SMA-001-07	MYERS, CHRISTIE J	7/14/2008 01:43 PM EST	Yes	Yes	Yes	Introduction to Human Error	7/14/2008 09:37 AM EST	Yes	Yes	Yes	2:38:52	1
27	SMA-001-07	MYERS, CHRISTIE J	7/14/2008 01:43 PM EST	Yes	Yes	Yes	Test	7/14/2008 01:43 PM EST	Yes	Yes	Yes		2
28	SMA-001-07	FOSTER, CARLTON L	8/20/2008 12:01 PM EST	Yes	Yes	Yes	Introduction to Human Error	8/20/2008 11:04 AM EST	Yes	Yes	Yes	3:04:00	4
29	SMA-001-07	FOSTER, CARLTON L	8/20/2008 12:01 PM EST	Yes	Yes	Yes	Test	8/20/2008 12:01 PM EST	Yes	Yes	Yes		1
30	SMA-001-07	HALL, DONALD R	7/31/2008 04:54 PM EST	Yes	Yes	Yes	Introduction to Human Error	7/31/2008 10:43 AM EST	Yes	Yes	Yes	6:30:23	3
31	SMA-001-07	HALL, DONALD R	7/31/2008 04:54 PM EST	Yes	Yes	Yes	Test	7/31/2008 04:54 PM EST	Yes	Yes	Yes		1
32	SMA-001-07	DAVIS, DENNIS S	8/5/2008 12:43 PM EST	Yes	Yes	Yes	Introduction to Human Error	8/5/2008 11:00 AM EST	Yes	Yes	Yes	1:42:07	1
33	SMA-001-07	DAVIS, DENNIS S	8/5/2008 12:43 PM EST	Yes	Yes	Yes	Test	8/5/2008 12:43 PM EST	Yes	Yes	Yes		1
34	SMA-001-07	DEANGELO, FRANK L	7/1/2008 09:40 AM EST	Yes	Yes	Yes	Introduction to Human Error	7/1/2008 09:19 AM EST	Yes	Yes	Yes	0:56:19	2
35	SMA-001-07	DEANGELO, FRANK L	7/1/2008 09:40 AM EST	Yes	Yes	Yes	Test	7/1/2008 09:40 AM EST	Yes	Yes	Yes		1
36	SMA-001-07	DANG, HUYEN B	8/13/2008 03:48 PM EST	Yes	Yes	Yes	Introduction to Human Error	8/13/2008 01:24 PM EST	Yes	Yes	Yes	0:40:40	1
37	SMA-001-07	DANG, HUYEN B	8/13/2008 03:48 PM EST	Yes	Yes	Yes	Test	8/13/2008 03:48 PM EST	Yes	Yes	Yes		5
38	SMA-001-07	WILLIAMS, JESSICA D	7/28/2008 12:51 PM EST	Yes	Yes	Yes	Introduction to Human Error	7/28/2008 12:38 PM EST	Yes	Yes	Yes	0:07:54	2
39	SMA-001-07	WILLIAMS, JESSICA D	7/28/2008 12:51 PM EST	Yes	Yes	Yes	Test	7/28/2008 12:51 PM EST	Yes	Yes	Yes		2
40	SMA-001-07	FLEET, JAMES E	8/21/2008 01:37 PM EST	Yes	Yes	Yes	Introduction to Human Error	8/21/2008 10:30 AM EST	Yes	Yes	Yes	3:10:53	8
41	SMA-001-07	FLEET, JAMES E	8/21/2008 01:37 PM EST	Yes	Yes	Yes	Test	8/21/2008 01:37 PM EST	Yes	Yes	Yes		1
42	SMA-001-07	BOBERSKY, JEFFERY W	7/29/2008 08:58 AM EST	Yes	Yes	Yes	Introduction to Human Error	7/29/2008 08:42 AM EST	Yes	Yes	Yes	0:17:09	2
43	SMA-001-07	BOBERSKY, JEFFERY W	7/29/2008 08:58 AM EST	Yes	Yes	Yes	Test	7/29/2008 08:58 AM EST	Yes	Yes	Yes		1
44	SMA-001-07	ELLIS, KATHLEEN H	7/29/2008 01:37 PM EST	Yes	Yes	Yes	Introduction to Human Error	7/29/2008 12:23 PM EST	Yes	Yes	Yes	3:40:54	4
45	SMA-001-07	ELLIS, KATHLEEN H	7/29/2008 01:37 PM EST	Yes	Yes	Yes	Test	7/29/2008 01:37 PM EST	Yes	Yes	Yes		1

How do I change a due date for an item that has been assigned to a large group of learners?

- Use the Required Dates Assistant to change the required date for a batch of learners for a free-floating item (Step 3).

- If the item was part of a curriculum (Step 2), all you have to do is change the initial assignment and SATERN will change the required date for everyone who was assigned the item through the curriculum.

Step 4 – Enter the new required date

Item Tips

- IT Security is available in a text-based version so that a visually-impaired person can have their "jaws reader" read the course to them.

- An item can be flagged as "New", "Featured", or "Revised" on the catalog tab.

- A learner can have an external item on their learning plan and also have a scheduled offering for an internal item on their learning plan that overlaps with the external item.

  - Example: External event is a conference that's three days long; there's a NASA workshop during the conference; the learner can register for the conference via a 1735 and also register for the workshop in SATERN.

SCHEDULED OFFERING RELATED

How do I set up a course that has two tracks?

- *Example: Track A (Sessions 8:00 – 10:00 AND 10:15 – 12:15) OR Track B (1:00 – 3:00 AND 3:15 – 5:15).*

- Create a separate Scheduled Offering for each Track and set up two segments in each Scheduled Offering.

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Scheduled Offering Tips

- When looking at a Learner's Learning Plan in "Edit" mode, you will see each approval step listed separately; when looking at it in "View" mode, you will only see one step.

Plateau Administration - Microsoft Internet Explorer

File   Edit   View   Favorites   Tools   Help

Back   •   •   ×   ↻   ⌂   Search   Favorites   •   •   •   •

Address https://satern.nasa.gov/elms/pwa/authenticate.do   → Go   Links   Google   G•   »   Settings ▾

SATERN
System for Administration, Training, and
Educational Resources for NASA

Administration | Home | Preferences | Help | Logout

Learner Management | Scheduling | Learning | Commerce | Resources | References | Reports | Tools | System Admin

Learners
Learning Event Editor
Learning Event Recorder
Competency Assessment
Editor
Learner Needs Mgmt

Learners | Simple Search | Advanced Search | Help |

> Search > Search Results > View Learning Plan

User Name: klremp
Name: REMP, KERRY L

Standard Options

Commerce	Account Code	Catalog Preview	Preferences	Approval Role	Approvals
Cpty Profiles	Competencies	Registration	Requests	Online Status	Assessments
Summary	Phone Numbers	Custom Fields	**Learning Plan**	Learning History	Curricula

View the Learning Plan for the Learner

View: ○ All   ◉ Needs   ○ Requirements
Show Duplicates: ☐

"View" mode

Edit

Item	Title	Add User	Learning Information			
CONFERENCE **NASA-SAS-08** (Rev 8/6/2008 09:18 AM EST)	2008 SATERN ADMINISTRATOR SUMMIT	Learner klremp,REMP, KERRY L	Req. Date: Days Rem: Curriculum ID:		Assign. Type: Compl Date: Failure Date: Assigned:	8/7/2008
CONFERENCE **NASA-SAS-08-SRO** (Rev 8/11/2008 02:43 PM EST)	2008 SATERN ADMINISTRATOR SUMMIT: SATERN REPORTING OVERVIEW (B1)	Learner klremp,REMP, KERRY L	Req. Date: Days Rem: Curriculum ID:		Assign. Type: Compl Date: Failure Date: Assigned:	8/27/2008
COURSE **GRC-4D0245** (Rev 4/27/2006 12:00 AM EST)	PREVENTING HARASSMENT IN THE WORKPLACE	Admin	Req. Date: Days Rem: Curriculum ID:	8/9/2009 346 GRC-EO CURRICULUM	Assign. Type: Compl Date: Failure Date: Assigned:	REQUIRED 8/8/2008
COURSE **GRC-9D1808** (Rev 4/27/2006 12:00 AM EST)	SATERN - LEARNER TRAINING	Admin C-crsedelmeyer	Req. Date: Days Rem: Curriculum ID:		Assign. Type: Compl Date: Failure Date: Assigned:	8/18/2006
COURSE **GRC-TA-DA** (Rev 4/24/2008 02:07 PM EST)	DISABILITY AWARENESS	Admin	Req. Date: Days Rem: Curriculum ID:	8/9/2009 346 GRC-EO CURRICULUM	Assign. Type: Compl Date: Failure Date: Assigned:	REQUIRED 8/8/2008
COURSE **GRC-TA-DCP** (Rev 3/6/2008 01:08 PM EST)	DISCRIMINATION COMPLAINTS PROCESS	Admin	Req. Date: Days Rem: Curriculum ID:	8/9/2009 346 GRC-EO	Assign. Type: Compl Date: Failure Date:	REQUIRED

Done   🔒 Trusted sites

start   Ellen Blahut - Inbox - ...   Plateau Administratio...   Microsoft PowerPoint ...   List Serve Posts Oct ...   3:03 PM

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Scheduled Offering Tips, cont'd

- Disable "Auto Fill" when you designate someone as a "No-Show" when there are waitlisted Learners; otherwise SATERN will enroll the waitlisted Learners into the No-Show slots.

Uncheck when learners are waitlisted

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Scheduled Offering Tips, cont'd

- To put everyone on a wait list, set the minimum and maximum registration levels to "0".

- Closing a Scheduled Offering does not inactivate it; the "close" function is related to Commerce, which NASA is not currently using.

  - Inactive the Scheduled Offering by unchecking the "Active" box.

  - This allows you to run the "Learning Calendar" report to determine which SO's are open and which are not. Choose "Active" or "Inactive" (choosing "Both" gives results with no designation of "Active" or "Inactive").

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Choose "Active" or "Inactive"

LEARNER RELATED

How do I distinguish a manager/supervisor from non-manager/non-supervisor when assigning an Item to a Learning Plan?

For example:

IT Security has two IT Security mandatory courses

- Basic IT Security for 2007
- IT Security for Managers 2007

How do you add the right course to the right learner learning plan?

Distinguishing a manager/supervisor from non-manager/non-supervisor, cont'd

Use a curriculum and an assignment profile
to assign mandatory training for employees and supervisors.

The Job Aid '*Curriculum/Assignment Profiles'* is helpful.

- Set up two different curriculums:

    one for employees and one for supervisors.

Distinguishing a manager/supervisor from non-manager/non-supervisor, cont'd

Create a separate assignment profile
to assign to each of the curriculums.

- In the supervisor profile:
  Use a Supervisor Status field with a value of 2, 4, and 5

- In the employee profile:
  Use a Supervisor Status field of with a value of 6, 7, and 8

Learner Management | Scheduling | Learning | Commerce | Resources | References | Reports | Tools | System Admin

Cost Names
Assignment Profiles
Approval Process
Approval Roles
IDP Templates
Job Positions
Documents
Organizations
Organization Groups
Tasks
+ General References

Assignment Profiles | Simple Search | Advanced Search | Add New | Help |

> Search Results

Search | Results

View Assignment Profile Results

Assignment Profile ID	Description				
LARC-NONSUPRS	LARC-NONSUPERVISORS	View	Edit	Delete	Copy
LARC-SUPERVISORS	LARC-SUPERVISORS	View	Edit	Delete	Copy

Benefits of using a Curriculum and an Assignment Profile

- Additional courses can be added to the curriculum
    - SATERN automatically adds the new courses through the assignment profile.
- Automatically adds the curriculums to new learners if their attributes match the values in the assignment profile.
- Checks to see if the learner has already completed the item. If so, it is not added to their Learning Plan again.

    ☞ Manually assigning the items through a Learner's Learning Tab or using a bulk assignment through the Learning Needs Management does not perform this check.

- Using curriculum allows ability to set initial assignment dates and retraining periods.

Learner Tip

- You can designate a NASA Civil Servant as the Supervisor for non-NASA military personnel SATERN accounts.

DISCIPLINE RELATED

What is the difference between a Level 9 (Discipline Reporter) and a Level 11 (Reporter) Admin?

- Level 11's have a different domain restriction and have a greater number of workflows than a Discipline Level 9. Level 11's cannot report on Items that fall within a Discipline domain, only within their Center's domain.
  - Admin workflows are in Appendix C of the SDD.
  - There's a breakout session on SATERN Workflows and Domains on Oct. 1 from 2:45 – 4:15.

Are there any jobs aids for Discipline Domain Reporter and what reports do they have access to?

- The following screen shot is for the IT Discipline; domain restrictions for other discipline reporter roles would be different based upon the discipline, but the reports they can run are the same.

  - There's a breakout session on SATERN Workflows and Domains on Oct. 1 from 2:45 – 4:15.

NF1735 RELATED

How can a Learner see who approves their NF-1735?

- The first approver is the supervisor.

Learners should be encouraged to verify their supervisor <u>prior</u> to submitting a NF-1735.

This can be done by viewing the Personal Tab and Profile link.

If the wrong supervisor is listed, the learner can update their supervisor field.

How can a Learner see who approves their NF-1735?

- When a learner initially submits a NF-1735, the approval route is displayed.

- Clicking the link (Show All) reveals the actual names.

Approval Submission

Submit for Approval

← **Back**

The item/request selected requires approval using the steps listed below.

Any step that do not have a user listed must have a name filled in before the request can be submitted.

Approval Step	Approvers
Initial Approval	Supervisor Level 1 (Show All)
Training Coordinator	TO-3 (Show All)
Training Office	TRAINING OFFICE (Show All)
NSSC Procurement	NSSC PROC (Show All)

NF-1735 Approvers, cont'd

Approval Submission

Submit for Approval

← **Back**

The item/request selected requires approval using the steps listed below.

Any step that do not have a user listed must have a name filled in before the request can be submitted.

Approval Step	Approvers
Initial Approval	DONNA L PHILLIPS; (Close View)
Training Coordinator	DONNA FORBES; MICHELLE M SOWDEN; (Close View)
Training Office	PATSY L CAMPBELL; (Close View)
NSSC Procurement	NSSC PROC (Show All)

After the NF-1735 has been submitted

- Learners should click the Learning Tab then External Requests link and check the 'Pending Approval Actions' to see which approver has the NF-1735

- Learners should be encouraged to frequently check the status of their NF-1735s. If it is still pending, they need to contact the approver and/or the Center Training Office.

What do when the NF-1735 is "stuck" at an approver step

- An Admin Level 1 can "super-approve" the NF-1735.

- Recommend setting a policy on when to do this and including remarks in the Comments field.

- Admins should not 'super-approve' the Training Office step since Training Codes cannot be entered.

How to find a NF-1735 tracking number

Chose the Reports Tab, then click the 'Custom Reports' link on the left.

How to find a NF-1735 tracking number, cont'd

- Enter the Learner ID

- Check 'External Request' box and 'Approved' box.

- Uncheck any other boxes.

- Click 'Run Report'

How to find a NF-1735 tracking number, cont'd

Approvals Status Report

Domain

Domain ID:	LARC-B4	Total:	1

Request

User Name	Learner Name	Type	Request ID	Title	Submitted	Start	End	Registration Cut-off Date	Approval ID	Status	Step	Approver
*********	HOWLETT, REBECCA D	External Learning Request	9867	Basic Staffing and Placement	2/9/2007	5/14/2007	5/18/2007		33218	Approved	6	Rhudy, Lisa J.

- This is the NF-1735 tracking number
- Log into the SATERN Learner side. Copy and paste this URL within your browser: https://satern.nasa.gov/elms/learner/externallearning/viewExternalLearningActualRequestAction.do ?*requestId*=9956&isPrintFriendlyPage=yes
- Change the *requestID*= number (the number before the &) to the 1735 tracking number. Press [Enter].
- This will display the most current 1735. You may either print directly from your browser, or save as an HTML file and open using MS Word.

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CURRICULA / ASSIGNMENT PROFILE RELATED

When adding Items to an entire Centers' Learning Plan which comes first, the Assignment Profile or the Curriculum?

- The Curriculum must be created before you can assign it using an Assignment Profile.

  - Please refer to the Curriculum/Assignment Profiles Job Aid.
  - Two sessions on Curriculum are being offered at the Summit this afternoon (Basic and Advanced).

Which reports within SATERN allow you to see:

- **Which learners a curriculum has been assigned to?**
- **Which learners have completed a curriculum?**

- Learner Curriculum Status or Learner Curriculum Item Status Reports

Curricula / Assignment Profile Tips

- The system will notify the Learner anytime items have been added, modified, or removed from their Learning Plan. However, this notification [Learning Plan Automated Process Module (APM)] goes out through an automatic process that is scheduled to run every Wednesday.

- When new learners are added to the system (delta), if their attributes match the attributes in an Assignment Profile, the system will assign the appropriate curriculum to them (the Assignment Profile Synchronization APM runs daily).

- FPPS, which contains civil servant information, synchs with SATERN on a daily basis.

Curricula / Assignment Profile Tips

- Items are independent within a Curriculum relative to assignment and retraining periods; although you can change the periods within the Curriculum without impacting the item globally.

- When selecting the attributes for contractors in Assignment Profiles, use the Employee Type ID field, and then select all the field values except "1" (SATERN identifies NASA Civil Servants with that value), the others cover contractors, non-NASA civil servants, and a couple of others. Or, select only "2", which specifically selects contractor employees only.

Curricula / Assignment Profile Tips

- To set up a curriculum where a learner can choose 1 of 3 items and get credit for the curriculum:
    - Create an item that states: "To complete this item, please take one of the following : X, Y, or Z."
    - Make X, Y, and Z substitutes for the item.
    - Put the item in a curriculum and assign it to the learners.
    - When the learner completes X, Y, or Z, they will get credit for the item, therefore, the curriculum will be complete.

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Curriculum

Item

Item

Substitute Item

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Curricula / Assignment Profile Tips

- Employees who are hired <u>after</u> curriculums are created have required-by dates further out than the employees who were assigned the curriculum at the initial creation.

- Why? Because the curriculum assigns the same number of days as the initial basis originally created, but counts from when the curriculum is added to the learner Learning Plan.

- Setting a required date for a curriculum tied to an assignment profile means you will need to track learner records.

  - Run a Learner Learning Needs report, using the Items in the Curriculum as Item filters.

  - Filter the required date to display assigned required dates AFTER the default assigned date.

  - Use the results to run the Required Dates Assistant found under the Admin-Tools menu to correct the dates for those affected if needed.

Example:

- Item HQ-025-07 was assigned to all employees via a Curriculum with a completion deadline of 7/30/2008.

- New employees were hired after the curriculum date was established.

- SATERN sets the *Assignment Date* of when the employee shows up in SATERN and then adds 43 days to get the *Required Date* because 43 days was the initial number entered in the original curriculum.

REPORTS RELATED

Report Tips

- If a contractor account does not have the Job Location field and the Organization field populated in their profile, they do not show up in the Module Report in SATERN Custom Reports, even if they have completed the training.

  - There needs to be further discussion about Contractor accounts in SATERN.

- When generating the module report on incomplete training for one organization, you must use the report filters and select a Domain ID. Manually entering an ID does not work.
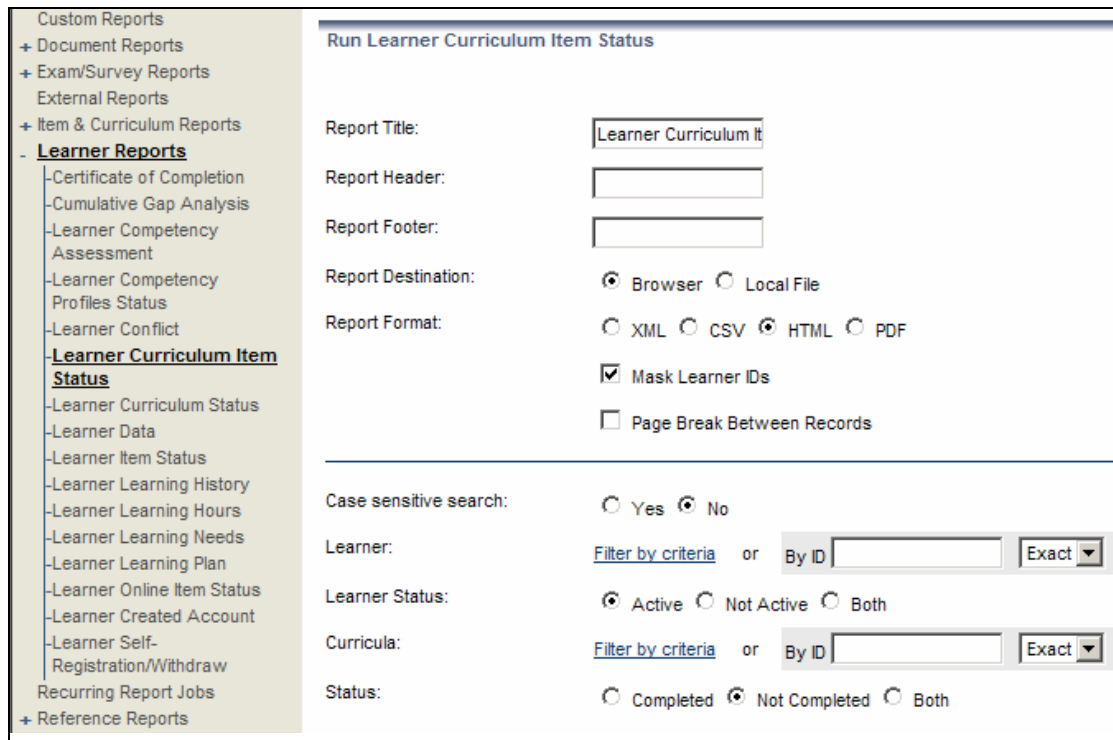
Report Tips

- Is there a report in SATERN that will not only list course completions, but courses completed in a *Substitute* status?

  - Use the Learner Item Status Report.
  - Put a filter on the "Completion Status" field of "COURSE_SUBSTITUTE"
  - This shows all Learners who were granted Substitute credit.
  - You can put an additional filter on the Item, so if you want to know the Learners that received Substitute credit for Basic ITS for 2008, you could filter out that Item.

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Report Tips

- How can I tell which Learners have not completed a training item, for example, Managers who have not completed the ITS Security for Managers?

•The best option is to assign the Item via a curriculum and assignment profile.

The "Learner Curriculum Item Status" report displays completions, as well as, noncompletions.

Report Tips

SATERN allows recording training instances as *Incomplete*, how does a query handle a record that is listed as such?

- **Running the 'Learner Item Status' report shows instances of *Complete*, *Incomplete*, and also *Substitute*.**
- **Remember that older applications, such as SOLAR or AdminSTAR didn't necessarily use the *Completed/Substitute* status entries.**

Learner Item Status Report

Items	
Item:	COURSE LARC-OSI (Rev 7/29/2008 01:13 PM EST)
Description:	OVERVIEW OF THE SATERN IDP FORM
Total:	2

Learners

User Name	UUPIC	Domain ID	Loc - Org	Contracting Company	Learner Name	Completion Date	Status	Comments
*********	700513163	LARC-B4	LARC-B402		HOWLETT, REBECCA D	8/4/2008	Incomplete	Testing
*********	350956943	LARC-B4	LARC-B402		POWELL, TRACEY M	8/4/2008	Completed	Testing

Report Tips

Is there a report within SATERN that can give a list of total number of accounts per Center, broken into Civil Servants and Contractor sub-totals?

- **Use the Learner Reports…. *Learner Data* report.**
- **Then filter on the Domain.**
- **Export to CSV and then sort by "Employee Types" in Excel.**

Report Tips, Civil Servants and Contractor sub-totals, cont'd

- Or use the filter "Employee Types" directly in the report.
- Select the type of employee and then run the report.

Which SATERN custom report (not BRIO) pulls ALL training history, including old SOLAR completions?

- Learner_History_Admin_Archived

MISCELLANEOUS

What happens to the SATERN account of a contractor who converts to a Civil Servant? Will the account automatically be updated through FPPS?

- Once FPPS creates the Civil Servant account, the NSSC receives an email notification; the old Contractor account is placed in the Duplicate account domain and set to "Inactive"; it is noted within the comments field of each account, Contractor and Civil Servant; a new user name and password is sent to the Civil Servant.

- The training history from the previous SATERN account should also transfer to the new account, however, it doesn't always. Employees should be encouraged to notify NSSC if their training history does not transfer.

What happens when a Learner submits an external training request and in the process of the approval routing, the Supervisor field for the requestor changes to another supervisor? When the request approval is finalized, and SATERN sends the Registration Confirmation to both the requesting employee and the supervisor, does the original approving supervisor get the notice, or the current supervisor?

- Notifications go to the current supervisor, not the supervisor who originally approved (unless it's the same supervisor); notifications key on the current data of the requesting learner profile; the same would apply to other training request approval notifications (non-external training).

Miscellaneous Tips

- Level 1 Admins have the workflow to delete background jobs.
  - Click Tools > Background Jobs > Search
  - You will see the background job with the "Delete" function. Click "Delete".

Miscellaneous Tips

- If the description field is blank next to the phone number in the Learner record, it causes an error when that Learner tries to submit a 1735.

- Enter the word "office" in the description field eliminates the problem.

Summary:

- We covered a number of SATERN Work Arounds and Tips that touched on different subject areas such as Item, Scheduled Offering, Learner, Discipline, NF1735, Curricula/Assignment Profiles, Reports, and Misc.

SATERN Work Arounds & Tips

Thank You!

Questions…

SATERN