DES Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

DES Instructor Guide

DES Team Introduction

Learning Solutions is the central training and development hub for the state of Washington. We provide high-quality, cost competitive [training and development options](#) for over 70,000 state agency employees and other non-profit customers (cities, counties, tribal entities, school districts, governmental subdivisions, federal government organizations, and nonprofits that are 501c (3)).

The Learning Solutions Team consists of Learning Consultants (LC) and the Learning Solutions Operation Team (LSOT). You can find a [list of our current staff members on our website](#).

Each LC manages a portfolio of classes. The consultant assigned to your classes will be listed on the work order. Consultants must be involved in all training business associated with customers. The LCs work directly with the instructors to schedule in-person and virtual classes. They also collaborate and consult with agencies and other non-profit employers about their training needs. You may contact the LCs directly or send emails to our shared inbox: [DESMILearningSolutionsTeam@des.wa.gov.](mailto:DESMILearningSolutionsTeam@des.wa.gov)

LSOT works with learners. They respond to registration requests and any class-related inquiries. The operations team forwards all your class-related communications, study guides, materials, and links to learners prior to a training. Email class communication and materials to LSOT's shared inbox (Traininginfo@des.wa.gov).

Glossary (Acronyms & Definitions)

ClassTrack is our contract database system which creates a vendor work order.

External User (EU) are employees of Washington State cities, counties, tribal entities, school districts, governmental subdivisions, federal government organizations, as well as Washington State registered Public Benefit nonprofits that are 501c (3) compliant and receiving public funding. Agency employees are not External Users.

Go/No-Go (GNG) is a phrase used to determine if a class has enough learners to run the class. A Learning Consultant will contact you to share current enrollment numbers10 days before the class start date.

Instructor-Led Training (ILT) is an in-person training run by an instructor at a physical location.

Learner (or Participant) is any employee enrolled in one or more DES trainings.

Learning Consultants (LCs) work directly with instructors to schedule in-person and virtual classes. They also collaborate with agencies and other non-profit employers about their training needs.

Learning Solutions Operation Team (LSOT) works directly with learners, responding to registration requests and any class-related inquiries. LSOT forwards all your class-related communications, study guides, materials, and links to learners before a training.

Open Enrollment (OE) is a term used when referencing a training that is open for registration to any state agency employee or external user (EU). The class will often fill with participants from various agencies and other employers.

Secure Access Washington (SAW) is a central login that lets you access the Learning Management System (LMS) for DES hosted classes.

Single Agency Agreement (SAA) is a training request/agreement from a State Agency for their employees only.

Training Managers (TM) are agency managers responsible for developing and determining their agency's training and development program.

The Learning Center (TLC) is the Washington state Learning Management System (LMS).

SumTotal is the vendor that provides and maintains the State of Washington Learning Management System (LMS) / The Learning Center.

Virtual Instructor-Led Training (VILT) is a training run by an instructor remotely using software such as Zoom.

Washington Electronic Business Services (WEBS) is an [internet-based bid notification system](#) that many state agencies and educational institutes use to notify businesses of opportunities. Your firm will receive email notifications of bid opportunities that match commodity codes you select.

Lifecycle of a DES Class

Planning and scheduling

Open enrollment (OE) classes are planned out one year in advance. As needed, we may add additional OE classes usually 2-4 months before the training date. Learning Consultants (LCs) will coordinate with you to schedule classes. During the scheduling process, LCs will also ask you for virtual platform links for your virtual classes. Throughout the year, agencies may request training for a particular class(es). These are referred to as Single Agency Agreements (SAA).

Once we decide on the class schedule, the LC will enter these classes into ClassTrack, our contract system. This makes the classes show up on our training website and creates a work order.

The LC will email you the work order for review. You will sign to accept the terms and send the work order back. We will sign it and you'll get a final copy for your records.

Next, the LC tells our Learning Solutions Operations Team (LSOT) to set up the class in the Washington State Learning Management System. This allows learners to see what classes are available and to sign up for the ones they want. As an instructor, you can check who has signed up for your classes by logging into this system.

Pre-Class preparation

Go/No Go

Whether a class will run or be canceled (Go/No Go) is decided 10 business days prior to the class.

The LC will check the roster and determine if the class is going to run at your full rate, run at a negotiated rate, or cancel due to low enrollment. If enough students sign up for the class, the LC will confirm the full pay rate. If not, the LC will offer a lower pay rate based on the number of students. You need to respond to accept or decline this offer.

If the class is a "go" and you haven't already given us a link for the online class, the LC will ask you for one.

Class materials and communication to learners

If you want DES to send materials or messages before the class, let us know 3 business days or more before the first day. LSOT will email the materials to all enrolled learners.

This process is discussed more detail in the processes section of this handbook.

During class

First day script

On the first day of the class, you read a script to the learners. There is a script for an in-person class and a separate script for a virtual class. These are located on the Vendor Resources webpage. For in-person classes at

the 1500 Jefferson Street building, the script focuses on safety. There is a PowerPoint slide to highlight these points if you would like to use it. Ask your Learning Consultant for the slide.

Attendance

You must track who attended the class using the official LMS roster. For classes that span multiple days, attendance needs to be marked daily. Mark each attendee as "Completed," "Not Completed," or "No Show," and note any substitutions or important details.

Evaluations

After the first day of class, learners can access an evaluation form on the LMS. You must explain to the learners how to fill them out. The evaluation instructions provide more details.

After class

After action report

On the last day of the class, you will get an email asking for an "after action report." This report is to inform DES of any incidents during the class.

Evaluation results

You can view evaluation feedback by accessing the class in the Learning Center. You are expected to review each evaluation form for constructive feedback and opportunity to improve upon the course content or delivery.

Invoicing and payment

You must submit an invoice to the LC within 5 business days of class completion. Invoices should include the following:
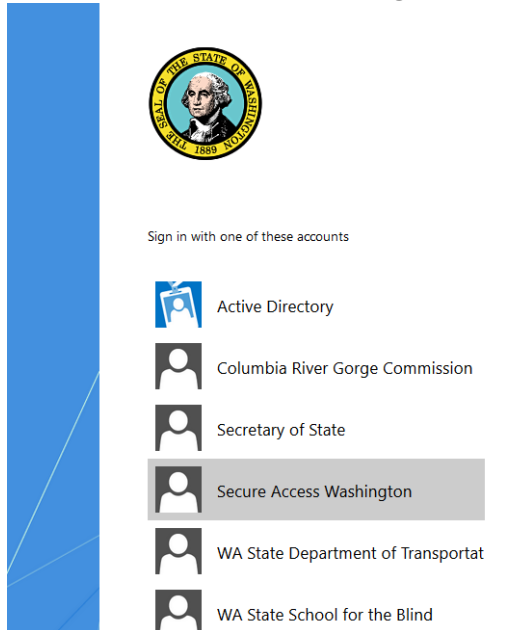
1. Vendor name, address, telephone number, and email address
2. Vendor's Federal Tax Identification Number
3. DES Vendor's Contract number and Work Order number
4. Course title, course date(s) and Class sequence number
5. Course sign-in/attendance roster(s) noting who should receive completion credit, those that did not attend (no-shows) or enrollee substitutions.
6. Invoice amount and payment terms

Once we receive your invoice, we'll check it for accuracy and completeness, then update the learner transcripts and close the class. Your invoice will then be sent to the DES Finance Department for payment. Invoices are typically paid within 30 days of receipt.
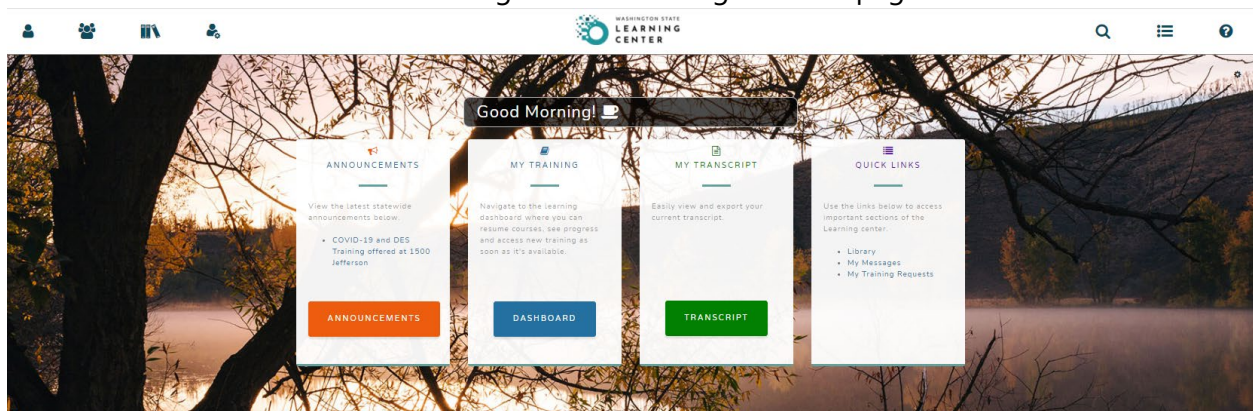
Learning Center

How to access the Learning Center

1. Open your browser. **Tip:** The Learning Center works best with Chrome.
2. Paste the Learning Center link into the address bar: https://sowa.sumtotal.host
3. Press **Enter** in your keyboard. The link will direct you to a sign-in page if you are logging on for the first time.
4. Select **Secure Access Washington (SAW)** if you are directed to the page below*.

Sign in with one of these accounts

- Active Directory
- Columbia River Gorge Commission
- Secretary of State
- Secure Access Washington
- WA State Department of Transportat
- WA State School for the Blind

   a. Note: The second time you access the Learning Center, you will skip this step.
5. You should be directed to the Learning Center's landing or home page.

You are now ready to use the Learning Center.

*Please note that some screen shots may look different based on roles assigned.

How to locate your classes

To see all your classes, click on the **Timeline** button in the left sidebar menu.
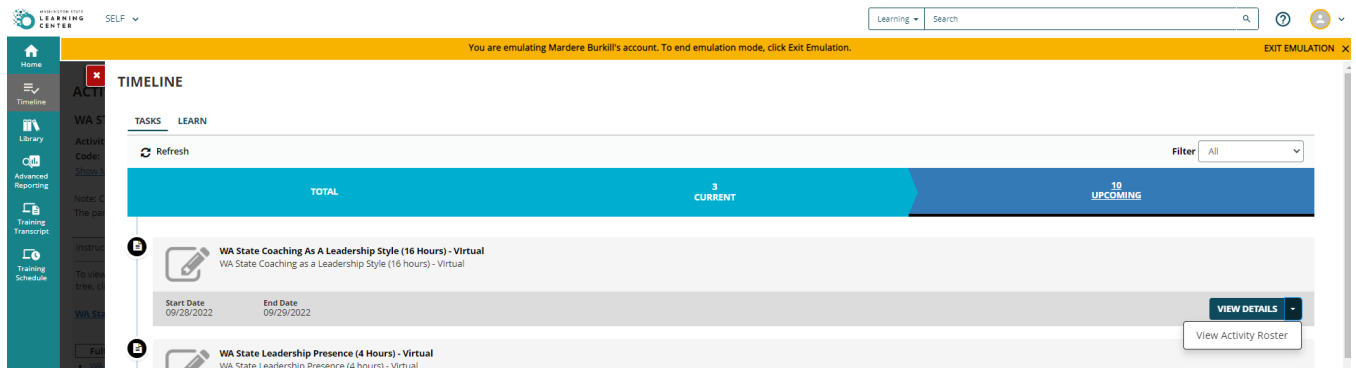
There will be three columns at the top of the screen that you can select from: Total, Current, and Upcoming.

1. Total lists all active courses and classes assigned to you in the Learning Center.
2. Current lists all courses and any activity occurring on that day.
3. Upcoming lists all scheduled activities with dates in the future. This is the option you will probably want to use to see all your scheduled classes.

How to view rosters

Each activity (or class) has a **View Details** button with a dropdown arrow. You'll want to select the dropdown arrow and select the option **View Activity Roster**.

When on this screen, change the **Show Records** number from 10 to 50 so that you are viewing all participants registered. The **Show Records** dropdown is located near the top on the right-hand side of the screen. You can also change the **Filter by Status** to **Registered** so that you are only viewing the participants who have active registration status. If you do not do this step, you may also see participants that may have cancelled on your list.
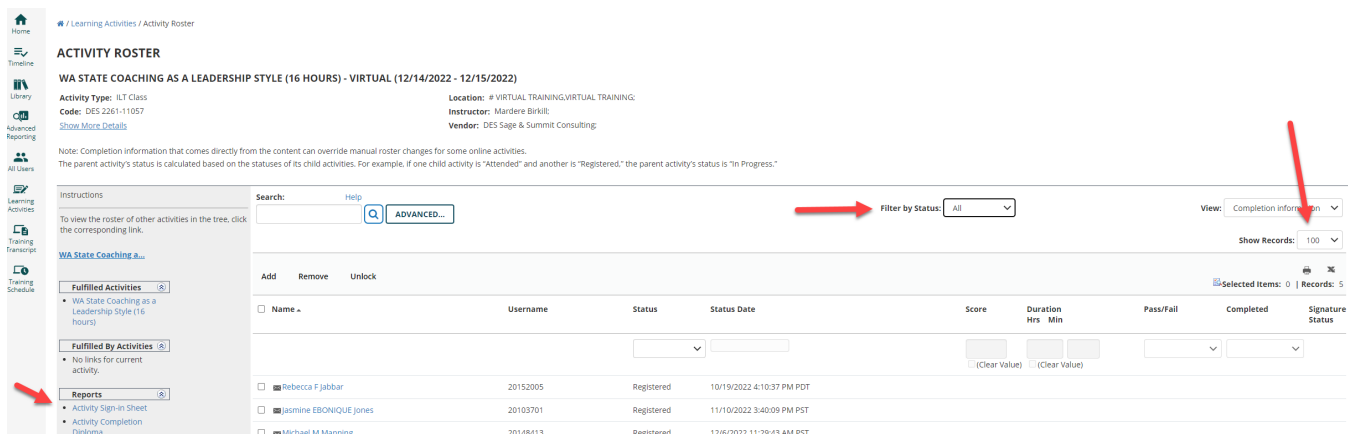
TIP: If you'd like to view how many participants that might be attempting to register but waiting for their supervisors' approval, you can also click on the **Show More Details** link. This will show you the active number

of learners registered for the class while also showing you the number of learners who are currently in a "pending approval" status.

From the main screen, you're able to view and save the class roster by clicking **Activity Sign-in Sheet** under **Reports** in the left sidebar menu.

A pop-up window of the roster should open. Here you have the option to **Export to PDF** or **Print**. We recommend you select **Print** then under printer, select **Adobe PDF** then select **Print**. This will allow you to save and editable PDF version to your electronic device (computer).

How to send messages to learners

Best practice is to allow DES to send messages to learners. This reduces the risk of your emails getting caught by firewalls or landing in spam folders. This process is outlined in the processes section of this handbook.

If you choose to email learners through the LMS, make sure to tick the **Name** box to select everyone. If you only want to email a few people, just select their names.
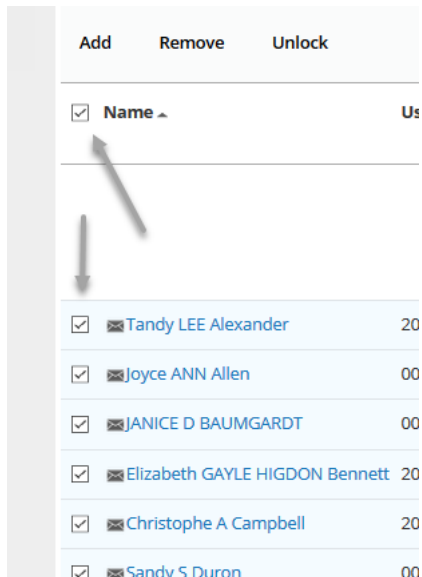
Once all the learners are selected, click on the **SEND E-MAIL** at the bottom of the screen. Please copy traininginfo@des.wa.gov on all communications sent out.

To view/print the roster, a **Reports** box should be visible on the left-hand side of the screen. Click on **Activity Sign-in Sheet,** then click on **Export to PDF** or **Print**.

Evaluations

Evaluation Questions:

1. I would recommend this facilitator to others. (Likert scale)
2. What facilitator feedback would you like to share? (e.g., degree to which facilitator was prepared, encouraged participation & questions, was responsive to learners needs, provided clear instructions, demonstrated subject matter expertise, etc.) (Comment box)
3. The training objectives were clearly defined and met. (Likert scale)
4. The learning activities helped me understand the content. (Likert scale)
5. What learning activities helped me understand the content (Comment box)
6. What personal or professional development goal did you plan to address with this training? (Comment box)
7. What I learned in this training will help me with my goal. (Likert scale)
8. How much of what you learned do you intend to apply? (Likert scale)
9. What topics learned in this training did you find relevant and applicable to your work? (Comment box)
10. I am likely to reference the training materials, job aids, templates, etc. in my work. (Likert scale)
11. What is a key takeaway from this training? (Comment box)
12. I would recommend this training to others. (Likert scale)
13. We welcome any additional feedback you would like to share. (Comment box)

Likert Scale:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Evaluation instructions

After the first day of class, learners can access an evaluation form on the LMS. This form will be available for 10 days after the class ends. You must guide learners to complete the evaluation for all **virtual** instructor-led classes This does not apply to in-person classes unless learners have easy access to a computer.

We expect you to set aside five minutes during the next-to-last part of your virtual class for learners to complete the evaluation during class time. Give learners the Learning Center evaluation link in your platform chat window and encourage them to complete it during the allotted class time. In virtual classes where this approach has been tested, we have seen a higher evaluation return rate.

In all classes, share with learners that their feedback is essential to ensure continuous improvement of our training programs. A higher evaluation return rate means more feedback on what is working and areas for improvement. A higher return rate also provides more data on instructor approval ratings and can lead to more demand for your classes.

Process for learners to access evaluations

Learners complete evaluations in the Learning Center. They can access evaluations from the Learning Center home page by navigating **Self > Learning > Learning Activity Evaluations**. Learners will also receive email notifications from noreply@sumtotalsystems.com with a link to evaluations.

How to view evaluations

You can find your previous evaluations in the LMS by navigating **Self > Learning > Instructor Schedule**.
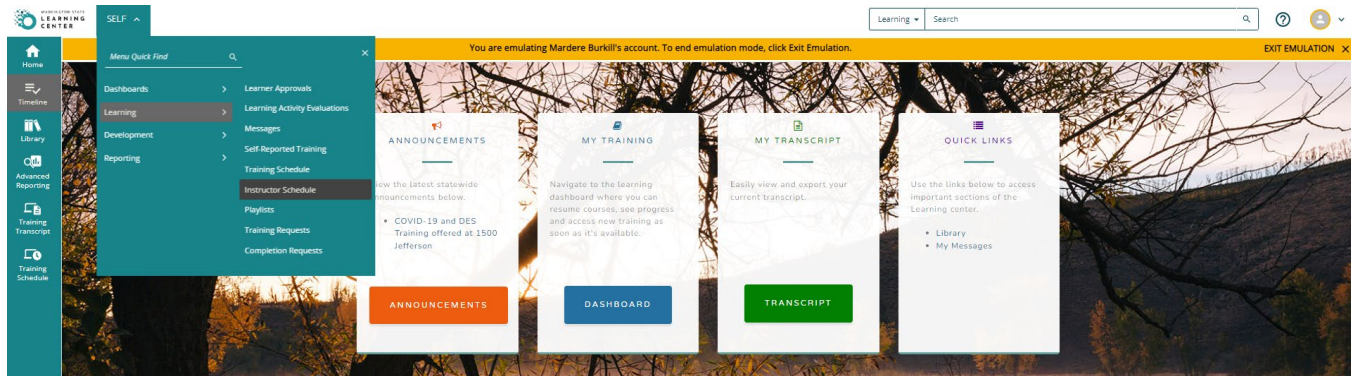
The instructor schedule landing page lists current activities (each course you are associated with an any class/session taking place that day).
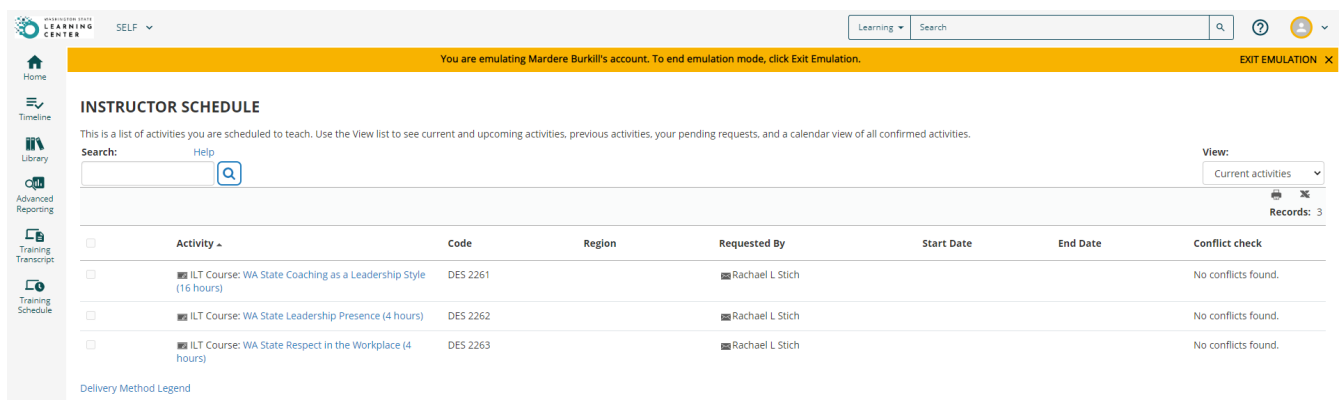
To view upcoming classes, select **Upcoming activities** in the **View** dropdown.

To view completed evaluations, select **Previous activities** in the **View** dropdown. Classes from the previous month will be listed. Click on the icon next to the class title to see the evaluation report.
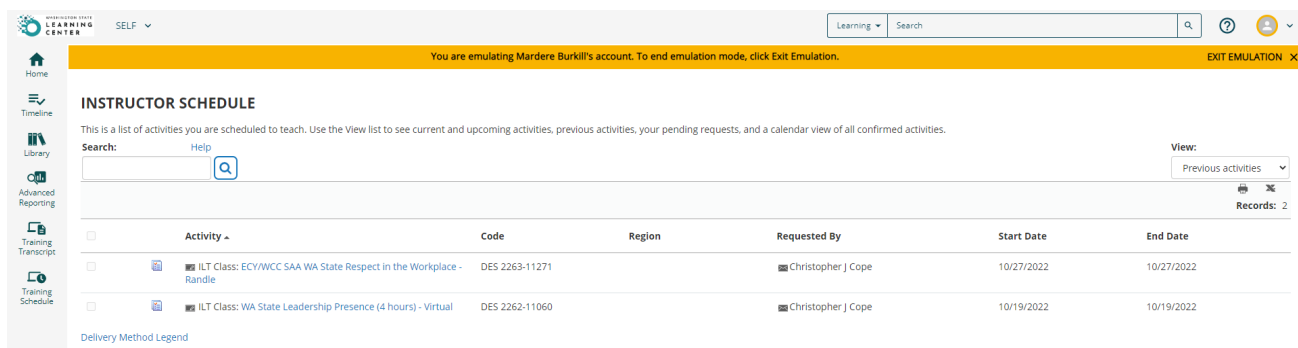
On the Evaluation Report screen, click **Start.**

EVALUATION REPORT

This is a list of all evaluations for a selected learning activity.

Search: Help

[search box] [🔍]

🖨 ✖
Records: 1

	Evaluation Name ▲	Activity Name	Code
START	WA State Enterprise Class Evaluation	DCYF SAA HR ONLY WA-State Editing & Proofreading Skills (2 Days) Virtual	DES 01-03-EW39_04-8985

OK

A window will open and show you the evaluations compiled in one report. This report includes the number of respondents for each question and a percentage of how evaluators responded to each question.

Question	Percent of Responses
The class description accurately described the class. (Total Of All Respondents = 10, Question Type = Multiple choice)	
Strongly Agree	100
Agree	0
Neutral	0
Disagree	0
Strongly Disagree	0

After each question where respondents could provide comments, you can click **View comments** to read the feedback.

Any additional comments about your class experience? (Total Of All Respondents = 8, Question Type = Comment)

View comments

If no evaluations are available, please check back later.

Processes

Links for virtual classes

You must provide DES with a link for your virtual classes. We recommend that you provide a static link during annual scheduling. Static links let LSOT add the link when building the class in the LMS so learners receive the link when the register for the course and in their calendar invitation. It ensures late registrants will have the course link and simplifies link management for you.

If you do not provide static links for your classes, you must provide them to the LC during the Go/ No Go process 10 days before the first day of class. LSOT will email class participants the link.

How to create a static link in Zoom

1. Open and log into Zoom using your browser. Static links cannot be created if you are using Zoom in the desktop application.
2. Click **Schedule a Meeting.**
3. Enter the name of your course.
4. Click the **Recurring Meeting** button.
5. Select **No Fixed Time**.
6. Uncheck **Enable Continuous Meeting Chat**
7. Select any additional optional settings you prefer.
8. Save the meeting.

Materials

It is best to share class materials through your online platform for **virtual** classes. If you want LSOT to send the class materials to participants, email them to traininginfo@des.wa.gov at least 3 business days before the first day of class.

All class materials should meet accessibility requirements.

If participants need to bring printed materials to class, please include this information in your pre-class communication email. For virtual classes, some instructors give extra time during the first break for those who want to print something at home.

Pre-work

If your class requires pre-work, we can send that information to the learners upon your request. Please draft an email to the learners and send it to us at traininginfo@des.wa.gov with any attachments you need to include.

Communication to learners

We will send emails to the learners before class starts. Please draft an email to the learners and send it to LSOT at traininginfo@des.wa.gov. LSOT will copy and paste this email and send any attachments to everyone on the roster. You will be copied on this email.

Rosters

Rosters will be sent 1 business day before the scheduled class date. We recommend that you familiarize yourself with the process to access your roster in the LMS.

Virtual Platform Settings

We ask that instructors use the following settings when facilitating a DES training virtually:

- Do not record training sessions.
- Prevent participants from saving chat.
- Do not allow participants to send private chats to other participants.
- Turn off "Auto Saving Chats" feature.
- Turn on the "File transfer" option so that you can send materials through the platform to learners on the day of class.

Instructions for required Zoom settings

1. Login to your account at https://zoom.us.
2. Click on **Settings** in the left-hand column then **In Meeting (Basic)** in the second left hand column.
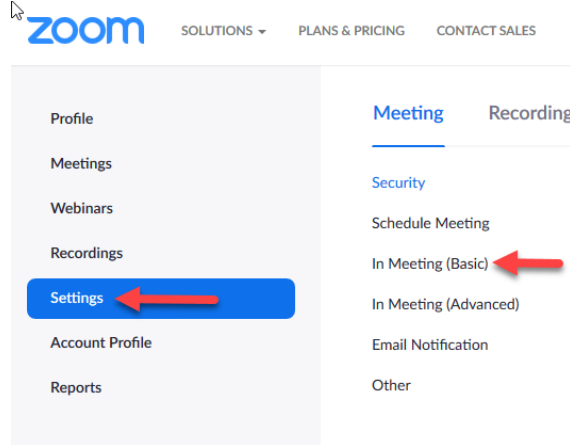
3. Enable **Chat**.
   a. Check the box **Prevent participants from saving chat**.
   b. Deactivate **Private chat**.
   c. Deactivate **Auto saving chats**.
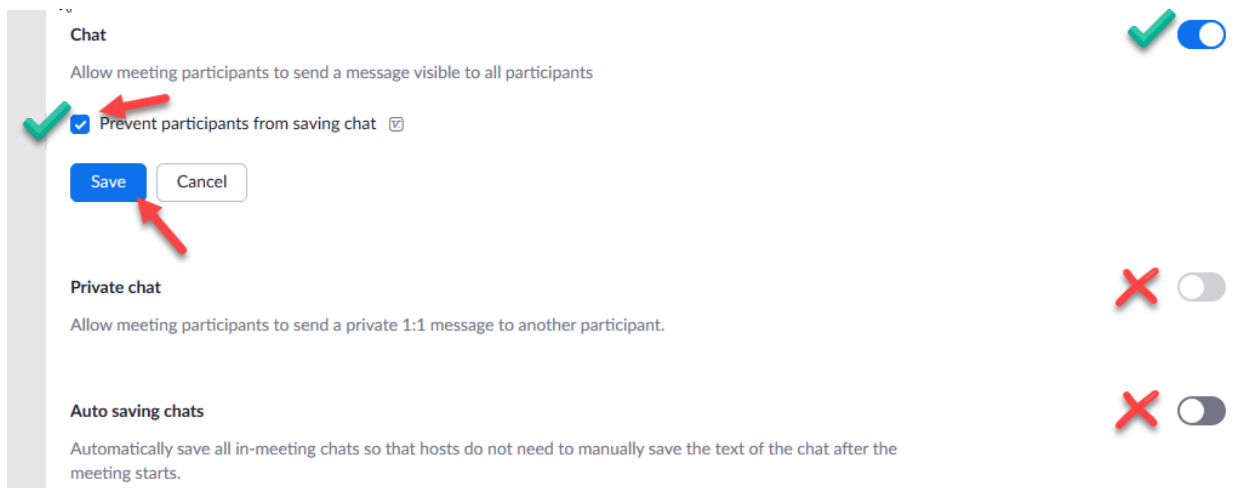
4. Scroll down and enable **File transfer**.
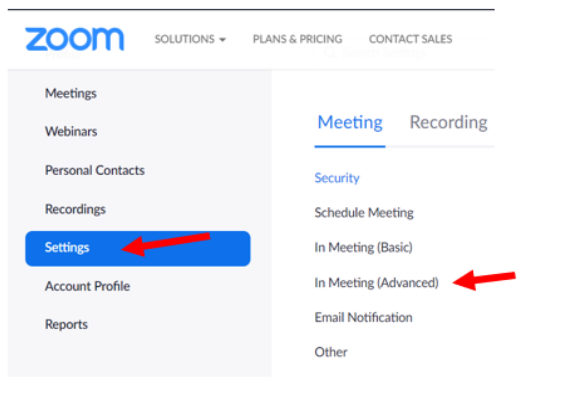
File transfer ✔️ 🔵

Hosts and participants can send files through the in-meeting chat. Ⓥ
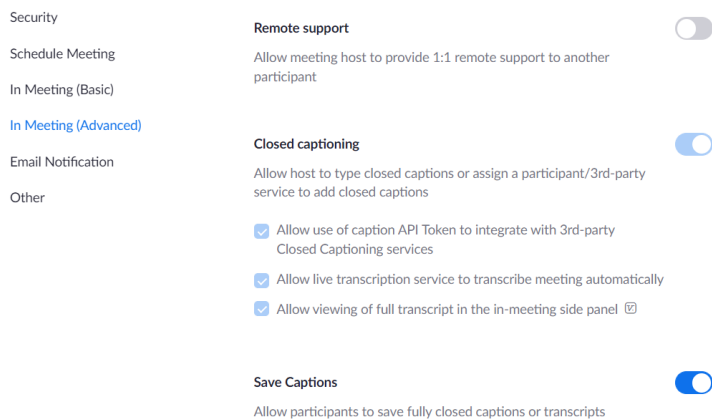
☐ Only allow specified file types Ⓥ

☐ Maximum file size Ⓥ

5. Click on **Settings** in the left column and then **In Meeting (Advanced)**

6. Enable **Close captioning.**

Other features are optional and up to your discretion.

Inclement Weather

Inclement weather can slow or impede the ability to be on-time or to show up to an in-person class. If you have travel concerns the morning of your training, please communicate with us as early as possible, but no later than 6:15 a.m. Notifying us in a timely manner allows us to send a notification to class participants by 6:30 a.m. Please send that communication to our shared inbox: DESMILearningSolutionsTeam@des.wa.gov.

For the status of DES 1500 Jefferson building operations during inclement weather, please call 1-833-313-2403. If this recording indicates a closure or delay, classes will also be cancelled or delayed based on information provided. This line will be updated no later than 6:00 a.m. You may also sign up for inclement weather notices for DES via GovDelivery. You can unregister from receiving these notifications at any time. If your class is cancelled due to building closures, a Learning Consultant will reach out to you to coordinate rescheduling.

If you have concerns regarding travel and you're aware that you won't be able to arrive safely, we will be happy to work with you on rescheduling that training. Please make any decisions you deem necessary as your safety is paramount.

In situations where inclement weather takes place during a training, please use your judgement on whether to end the day early. Be sure to communicate with onsite LSOT staff. You can choose to reschedule the class or assign homework so learners can receive class credit. DES can help collect assignments or reschedule the class.

Reasonable Accommodation

According to DES policy, learners must request reasonable accommodation through their agency training department or HR office at least 10 business days before the class start day. The agency is responsible for coordinating and communicating accommodations requests with DES. Depending on the type of request and lead time provided it may be necessary to reschedule the learner's training to a later date to ensure learner is accommodated.

DES will communicate with you if an accommodation request is received for your class. You should have all class materials available in accessible formats. You can find resources for creating accessible Word documents, PowerPoint slides, PDFs, and more on our Training Professional Accessibility Resources webpage. This webpage also contains closed captioning requirements, recommendations for in-person and Zoom meetings, and links to applicable laws.

Learner Expectations

We expect all learners to support a quality learning experience for everyone. Learner expectations are outlined in detail on our [Registration & Information webpage](). In short, learners are expected to:

- Arrive on time, prepared to learn.
- Treat everyone with respect.
- Follow all applicable policies and laws.
- Follow DES learning guidelines as well as those provided by the instructor.

Disruptive learners

If a learner is disruptive, you may speak privately to the learner or require the learner to leave the session, depending on the severity of the behavior. When a learner is required to leave a training, we may decide to ban the learner from future training. DES trusts you to use your discretion as to when to remove a learner from a class. However, we ask that you make this decision in a consistent manner.

Removing a learner from a Zoom meeting

To remove a participant from a Zoom meeting:

1. Click on **Participants** in the meeting controls at the bottom of the Zoom window.
2. Hover over the name of the participant you want to remove.
3. Click **Remove**.

The participant will be removed from the meeting and will not be able to join again unless you end and restart the meeting.

Removing a learner from a Teams meeting

To remove an attendee from a Teams meeting:

1. In the meeting window, click the **Participants** icon to see all the attendees.
2. Right-click the name of the person you want to remove.
3. In the drop-down menu, choose **Remove**.

Please note the participant can rejoin the meeting if they still have the meeting invitation.

If you are concerned about the removed participant rejoining the class, LSOT can help you distribute a new link to class participants and exclude the disruptive learner. Please email traininginfo@des.wa.gov to request their assistance.

After action report

At 5pm on the last day of the class, you will get an email asking for an after action report. This report is to inform DES of any incidents during the class. The email defines an incident and includes instructions to submit this report. If you indicate that an incident occurred and follow up is needed, we will reach out to you.

An incident is defined as:

- Negative learner complaints voiced about course material or delivery.
- Negative learner classroom conduct (e.g., repeated disruptive learner behavior that substantially degrades the overall training delivery and/or learner experience).
- Physical or psychological safety concerns (e.g., Negative learner behavior towards individuals or groups that is demeaning, intimidating, or threatening that substantially degrades the overall training delivery and / or learner experience).
- Other negative learner behavior that is likely to be cited in learner class evaluations.
- Instructor class delivery challenges due to technology.
- Negative learner comments on the instructor's behavior, materials, or delivery.

Please only use this form to report incidents that align with this definition. If you have another question or concern to share with us, please email DESMILearningSolutionsTeam@des.wa.gov.

Please complete the after action report promptly after the class ends.

Questions

We are here to help! Please reach out to your DES Learning Consultants at:
DESMILearningSolutionsTeam@des.wa.gov.