

## Operations Communiqué #10-03 Enhancements to the OCDEL Intranet and the Introduction of Captivate Simulations for System Training

**Title:** Enhancements to the OCDEL Intranet and the Introduction of Captivate Simulations for System Training

**Date:** March 22, 2010

**Category:** Informational

**Priority:** High

**Action Required:** Yes, see “Next Steps”

**Response Required:** None

### **Purpose:**

The purposes of this communiqué are to provide details of changes being made to the OCDEL Intranet that are part of a continued effort to build the Web site as a training resource for the Child Care Information Services (CCISs) and to introduce a new format for system training called “Captivate.”

### **Discussion:**

#### **Training Materials**

In an effort to continue developing the Intranet as a complete site for the CCISs, the Bureau of Subsidized Child Care Services has reorganized the “Training Materials” section. Additionally, we have incorporated policy documents, training decks and job aids that have been available to the CCISs on the Learning Management System (LMS) into “Training Materials.”

On the Intranet, all training materials have been appropriately categorized into one of the following areas:

- Administration
- Case
- Correspondence
- Payments
- Provider
- Reports
- Resource & Referral

Within each of these areas, training information has been further sub-categorized as follows:

- Policy Training
- System Training
- Job Aids

A hyperlink to PELICAN-CCW has been placed in each category to enable the user to easily migrate to On-Line Help. A link for the Help Desk Troubleshooting Guide has been placed on the main “Training Materials” page.

The PELICAN-CCW Trouble-Shooting Guide is also show on the “Training Materials” page as a stand-alone document because its contents relate to one or more of the primary training categories.

To see the new lay-out of training materials on the Intranet, go to [http://ocd/custom/ccis/training/ccis\\_training.asp](http://ocd/custom/ccis/training/ccis_training.asp).

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### Captivate Simulations

Captivate is a new format for system training. Captivate simulations have the look and feel of actually being in the PELICAN-CCW system. They are easily navigated, offer an interactive experience for the user and provide system demonstrations and “knowledge checks” at key points in the presentation. They are also linked, at appropriate places, to corresponding information in the Policy & Procedures Manual. These factors combine to make the Captivate simulations a more effective teaching tool than the current Web-based trainings (WBTs). Additionally, a separate log-in is not required to access them; Captivate simulations will be available on the Intranet within “Training Materials” under the “System Training” sub-category of the appropriate category (Case, Correspondence, etc.).

All WBTs will be transferred to the Captivate format. They can be identified under “Training Materials” by the  icon. The first one “Establishing Pre-Enrollment” can be found on the Intranet at [http://ocd/custom/ccis/training/ccis\\_case.asp](http://ocd/custom/ccis/training/ccis_case.asp).

### Things to Know about Using Captivate

Please click on the hyperlink above and select “Case Management: Establishing Pre-Enrollment” under “System Training” and keep in mind the following points while viewing the simulation:

- Always select “Run” when prompted to “Run/Save/Cancel” or “Run/Don’t Run.”
- Instructions for navigating the simulation are shown at the beginning of each simulation.
- Each simulation has a menu showing the primary segments. The menu can be viewed at any time during the simulation by clicking on the arrows (<<) at the top right of the screen.
- The menu can be closed by clicking the arrow (>>) at the top right of the screen.
- As each segment of the simulation is completed, it is checked off on the simulation menu.
- The menu may be used to go to a specific segment of the simulation by clicking on that segment.
- If a user leaves the simulation before viewing it in its entirety, the user will land on the last segment viewed upon returning to the simulation.
- Once all segments have been completed, review questions are presented to check the user’s learning.
- Segments on the menu must be cleared (check marks removed) in order to be able to view the simulation in its entirety from the beginning. To clear the segments, open the menu and select “Clear” at the bottom right.

“Establishing Pre-Enrollment” is the first WBT that has been transferred to the Captivate format. Several other WBTs are in the process of being converted to this format. As they are converted, the simulations will be posted to the OCDEL Intranet at the appropriate place within the “Training Materials” section. Captivate simulations will not be posted to the LMS and the WBT will be removed. The WBT for “Establishing Pre-Enrollment” will be removed from the LMS as of April 1, 2010.

The ability to track a user’s completion of Captivate simulations is a near-future enhancement. We will issue more information on this when this feature becomes available for CCIS use.

### LMS

During the past several maintenance releases for PELICAN-CCW, the Quick Reference Guides (QRGs) were systematically removed from the LMS and incorporated into On-Line Help in

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CCW. All QRGs were successfully incorporated into CCW On-Line Help as of the March 2009 maintenance release.

Removal of the policy documents and the WBTs represents the next wave in de-commissioning the LMS for CCIS use and another step towards our goal of building and maintaining two primary resources for CCISs to use: On-Line Help in PELICAN-CCW and the Intranet. We will keep the CCISs informed as WBTs are removed from the LMS and transferred to the Captivate format for placement on the Intranet.

### **Next Steps:**

1. Share this information with appropriate staff.
2. Start to use the training materials available on the Intranet to train new staff and to offer refresher training for existing staff.
3. Look for information on continued enhancements to the Intranet, including checking "In the Spotlight."
4. Obsolete this communiqué effective April 30, 2010.
5. Direct questions to your Subsidy Coordinator or to Dan Millard at 717-772-1398 or at ([danimille@state.pa.us](mailto:danimille@state.pa.us)).

Obsolete