



University of Alaska Employee E-Learning *SkillSoft Update*

2013 Usage & Status
University Direction

Background

- Resources Available to:
 - UA employees Staff, Faculty, Adjuncts, Student Employees
 - Laid Off Employees for 12 months or 01/30/15 end of SkillSoft contract
 - ESH Safety Courses for Students and Volunteers/Non-Employees
- Online Courses in Topical Areas
 - Business Skills Collection
 - IT Professional Collection
 - Desktop Collection
 - Legal Compliance Collection
 - Environmental, Safety, Health & Transportation
 - Business Exploration Series
- Books24x7 – 5000 licenses
 - BusinessPro
 - ITPro
 - Office Essentials
 - Analyst Perspectives
 - Well Being Essentials
- Certification Preparation and Recertification Credits (CPE, PDU, HRCI, NASBA)

CONTRACT ANNUAL COST

YEAR 3: January 31, 2014 – January 30, 2015

MAU	No. of User Accounts as of 12/23/13	% of Total	MAU Projected Cost	No. of User Accounts as of 12/31/10	% of Total	MAU Projected Cost
UAA	2215	30.4%		995	27.15%	
UAF	4416	60.7%		2250	61.39%	
UAS	298	4.1%		184	5.02%	
SW	351	4.8%		236	6.44%	
TOTALS	7280	100%		3665	100%	

For ease of reading “% of Total” is rounded to one decimal point

“MAU Projected Cost” is based on 3 decimal points

Top Accessed Courses

Asset Title	Users Accessed
Office Safety (Update Available)	588
Ergonomics Awareness	504
Electrical Safety Awareness	497
Slips, Trips, and Falls (Update Available)	368
Back Safety	264
Signs and Tags	245
Signs and Tags – Retired	239
Slips, Trips, and Falls - Retired	199
Electrical Safety (Update Available)	153
UA Identity Theft Prevention Program	132
Hazard Communication	127
Ergonomics in the Workplace (Update Available)	106
Defensive Driving Techniques	105
The Globally Harmonized System of Classification and Labeling of Chemicals (GHS)	84
Back Safety and Injury Prevention	80
Defensive Driving Fundamentals (Update Available)	59
Hazard Communication: An Employee's Right to Know (Update Available)	59
Defensive Driving (Update Available)	57
Ladder Safety (Update Available)	56
Reducing Noise and Controlling Air Quality (A.S. Note: SKILLBRIEF)	54

Top Completed Courses

Asset Title	Users who Completed
Office Safety (Update Available)	523
Ergonomics Awareness	460
Electrical Safety Awareness	437
Slips, Trips, and Falls (Update Available)	351
Signs and Tags	234
Back Safety	226
Signs and Tags – Retired	217
Slips, Trips, and Falls - Retired	187
Electrical Safety (Update Available)	117
Hazard Communication	106
UA Identity Theft Prevention Program	101
Ergonomics in the Workplace (Update Available)	87
Defensive Driving Techniques	84
The Globally Harmonized System of Classification and Labeling of Chemicals (GHS)	68
Back Safety and Injury Prevention	64
Ladder Safety (Update Available)	47
Defensive Driving (Update Available)	44
Defensive Driving Fundamentals (Update Available)	43
Hazard Communication: An Employee's Right to Know (Update Available)	38
Bloodborne Pathogen Awareness (Update Available)	25

Examples of Top Books Viewed

Book Title
OSHA Compliance Manual: Application of Key OSHA Topics
MARCOM General Safety & Health/Regulatory Compliance Booklets
Learn Excel 2007-2010 From Mr Excel: 512 Excel Mysteries Solved
Safety Answer Book, 2010 Edition
Access 2010 Bible
Crucial Conversations: Tools for Talking When Stakes Are High, Second Edition
175 Ways to Get More Done in Less Time!
Workplace Safety Pro: Your A to Z Guide to a Complete Safety Program

BOOK TITLE
Excel 2013 Bible
100 Ways to Motivate Yourself: Change Your Life Forever, Revised Edition
John Walkenbach's Favorite Excel 2010 Tips and Tricks
Crucial Conversations: Tools for Talking When Stakes Are High, Second Edition (Audio)
Developing Oracle Applications Using TOAD
Better Vocabulary in 30 Minutes a Day
You Can Do It!: A Guide for the Adult Learner and Anyone Going Back to School Mid-Career

760 Users Accessed Books (602 unique titles)

Example of Value: **760** Books x \$25 average book price = **\$19,000**

TestPrep Exams

TestPrep 77-888 Excel 2010 Expert	TestPrep ITIL Foundation
TestPrep 77-881 Word 2010	TestPrep 1Z0-803 Java SE 7 Programmer I
TestPrep 220-801 CompTIA A+	TestPrep LX0-101 Linux+ Powered by LPI Exam 1
TestPrep 220-701 A+ Essentials	TestPrep 70-433 TS: Microsoft SQL Server 2008, Database Development
TestPrep 220-802 CompTIA A+	TestPrep 77-885 Access 2010
TestPrep SY0-301 Security+	TestPrep 77-884 Outlook 2010
TestPrep 77-882 Excel 2010	TestPrep 77-883 PowerPoint 2010
TestPrep 70-680 TS: Windows 7, Configuring	TestPrep 70-685 PRO: Windows 7, Enterprise Desktop Support Technician
TestPrep 642-902 Implementing Cisco IP Routing (ROUTE)	TestPrep Certified Associate in Project Management (CAPM) PMBOK Guide Fourth Edition Aligned
TestPrep 642-813 Implementing Cisco IP Switched Networks (SWITCH)	TestPrep 1Z0-047 Oracle Database SQL Expert
TestPrep 220-702 A+ Practical Application	TestPrep 70-640 TS: Windows Server 2008 Active Directory, Configuring
Final Exam: Human Resource Development (HRCI: PHR/SPHR-aligned)	

Example of Value: \$213,600 (courses) + \$19,000 (books) + \$7,400 (TestPrep) = \$240,000

COURSE EVALUATION

Modified Survey - March 2012

Prior GOALS:

- Meet learning needs for employee groups
- Access to training & development

Evaluation Factors

1. Learner Satisfaction with Content & Usability
2. Transfer of Knowledge & Skills to the Job
3. Effectiveness of Instruction
4. Learner Affinity for Online Option

CURRENT:

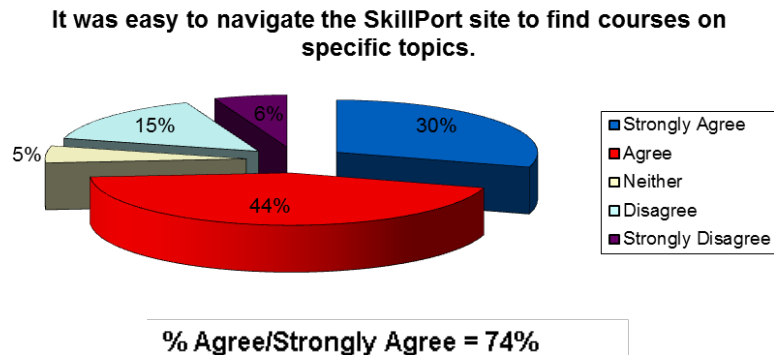
1. Ease of Navigation
2. Application of knowledge to perform job better (or safer if a safety course)
3. Learner Engagement based upon interactivity and text graphics
4. Learner would recommend this E-Learning resource to others
5. Accessibility any time or anywhere
6. Information learned will primarily help me to:
 - Improve Quality
 - Increase Productivity or Quantity Produced
 - Increase Customer Satisfaction
 - Improve My Job Satisfaction
 - No Change or Impact
 - Decrease Costs
 - Decrease Cycle Time or Process Time
 - Decrease Risk (Liability, Accidents, etc.)



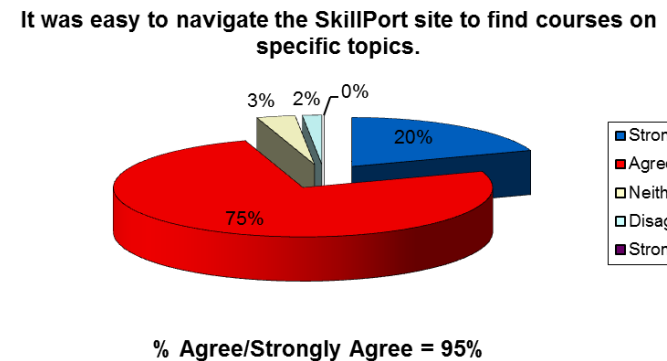
Q1. Course Evaluations – Navigation

74-95%

Safety



Non-Safety

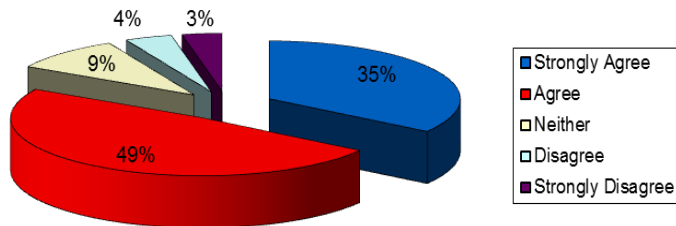


Q2. Course Evaluations – Application

84-97%

Safety

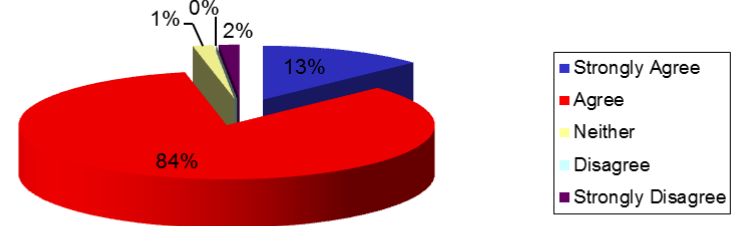
I will apply the knowledge gained from this course to help me perform my job better (or safer if a safety course).



% Agree/Strongly Agree = 84%

Non-Safety

I will apply the knowledge gained from this course to help me perform my job better (or safer if a safety course).



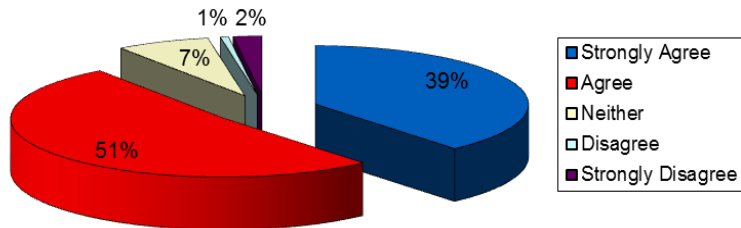
% Agree/Strongly Agree = 97%

Q5. Course Evaluations – Accessibility

90-100%

Safety

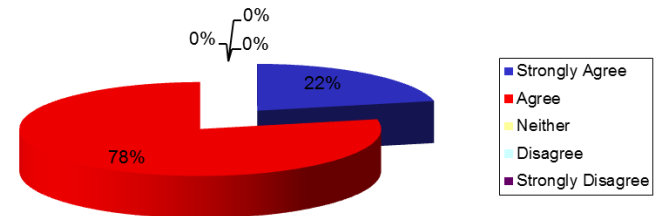
I like being able to access the E-Learning site and online resources anytime or anywhere.



% Agree/Strongly Agree = 90%

Non-Safety

I like being able to access the E-Learning site and online resources anytime or anywhere.



% Agree/Strongly Agree = 100%

2013 Information I learned in this course will primarily help me in my job to (please pick one):	SAFETY	Ranking	NON-SAFETY	Ranking
Decrease Risk (Liability, Accidents, etc.)	73%	1	0%	8
No Change or Impact	0%	8	0%	8
Improve Quality	13%	2	69%	1
Increase Productivity or Quantity Produced	4%	4	9%	3
Improve My Job Satisfaction	9%	3	16%	2
Decrease Costs *	1%	5	0%	8
Increase Customer Satisfaction *	0%	8	6%	4
Decrease Cycle Time or Process Time	0%	8	0%	8

2012

**Information I learned in this course
will primarily help me in my job to
(please pick one):**

	SAFETY	Ranking	NON- SAFETY	Ranking
Decrease Risk (Liability, Accidents, etc.)	37%	1	61%	1
No Change or Impact	28%	2	16%	3
Improve Quality	14%	3	16%	3
Increase Productivity or Quantity Produced	11%	4	3%	4
Improve My Job Satisfaction	8%	5	1%	6
Decrease Costs *	2%	6	0%	8
Increase Customer Satisfaction *	0%	8	2%	5
Decrease Cycle Time or Process Time	0%	8	0%	8

UA Employees Continue to Use

	As of 12/20/2013	% Increase From Last Period (3 Yr)	As of 12/31/2010	% Increase From Prior YEAR	As of 12/31/2009	8/31- 11/30/ 2007 Pilot
Number of User Accounts	7,280	99%	3,665	57%	2,330	486
Resources accessed	67,676	123%	30,308	108%	14,544	1,402
Courses accessed	34,914	134%	14,948	138%	6,273	532
Courses completed	29,161	143%	12,005	184%	4,226	122

PROFESSIONAL DEVELOPMENT

Approach / Journey



Find and Use Resources linked to (mapped to) :

- Job Knowledge, Skills, Abilities – current &/or future role
- Competencies in Job Family, Position Description*
- Performance Appraisal Factors*
- Other Factors (Campus Awards, Recognition)
- 360 degree feedback (Benchmarks®-Center for Creative Leadership)*

** See website or handout – Draft work product*

→ **Training Home**

→ **UA Policy & Regulations**

→ **Registration**

→ **Contact Information**

→ **e-Learning**

SkillSoft

Getting Started

e-learning Maps

ComPsych Learning Events

Certification Preparation &
Recertification Credits

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→ **Contact Us**

e-Learning Maps

Core Competencies (DRAFT)

These maps are a "first-pass effort" at linking core competencies with SkillSoft's e-learning courses. The maps need a closer review and internal vetting before formal use at the University of Alaska. They are posted here for convenience if supervisors or employees are interested in a list of SkillSoft courses which may be beneficial for a particular job family.

Some job families could not be readily matched with SkillSoft's e-learning courses. The identification on the list below only represents that the job family was included in the initial mapping process.

Administrative

- [Generalist](#)
- [Manager](#)
- [Professional](#)
- [Specialist](#)

Athletics

Campus Services

Communications

Environmental Health & Safety Competency Map

Facilities Services

Fiscal

Health Provider

Human Resources

Information Systems

Instructional Designer Competency Map

Administrative Professional Core Competencies

Behavior	Series	Course Title	Course #	Estimated Duration
Project management				
Compliance				
Program creation				
Research integrity				
Grant development				
Training				
Analysis				
Project development				
Accounting 101				
		Accounting Systems and Closing Activities	FIN0123	2.5
Achieving Organizational Excellence Through Critical Thinking				
		Critical Thinking Strategies Simulation	PD0250	0.5
		The Role of Critical Thinking in Organizations	PD0251	4
		Developing Fundamental Critical Thinking Skills	PD0252	3
		Strategies for Facilitating Critical Thinking	PD0253	4.5
		Critical Thinking Skills for Managing	PD0254	3.5
		Organizational Scope of Critical Thinking	PD0255	3.5
Basic Business Math Skills				
		Whole Numbers, Fractions, and Equations	FNDT0101	4
		Decimals and Percents	FNDT0102	2
		Ratios, Averages and Graphs	FNDT0103	2
Business Writing Essentials				
		Writing to Reach the Audience	COMM0015	3
		The Writing Process	COMM0017	5
Certified Business Analysis Professional (CBAP)				
		Core Concepts in Business Analysis	cons_01_a01_bs_enus	1.5
		Enterprise Analysis and Making a Business Case	cons_01_a02_bs_enus	2.5
		Introduction to Requirements Planning	cons_01_a03_bs_enus	2
		Requirements Planning and Management	cons_01_a04_bs_enus	2.5
		Eliciting Requirements	cons_01_a05_bs_enus	3.5
Competitive Marketing Strategies				
		Competitive Strategies for a New Marketplace	MKT0231	2.5
		Surpassing the Competition	MKT0232	3
Creating High-performance On-site and Virtual Teams				
		Leading Successful On-site Teams	TEAM0152	5
		Leading Virtual Teams	TEAM0153	5
Essential Skills for Tomorrow's Managers				

Performance Factor Support

Appendix A

ELECTIVES

UA-Specific Classes:

Consequential Conversations (UAA)
Media 101
Navigating the UA Foundation
Supervisor Role and Responsibilities in Union Organizing Campaign
Supervising Student Employees at UA

Employee E-Learning Classes:

The following online classes may be found in the UA Employee E-Learning SkillSoft resources.

Access is available via UAOnline or at
<https://online.uas.alaska.edu/misc/skillsoft/> using your UA credentials.

An asterisk * next to the factor (underlined) means that it is a competency factor included on UA's Performance Appraisal form.

Accountability

- Working for Your Inner Boss: Personal Accountability
- A Primer for Ensuring Accountability

* Change Management

- Views on Organizational Change
- Preparing for Change
- Communication During Organizational Change
- Handling Organizational Change Simulation
- Starting the Change Process
- Managing the Change Process
- Integrating Change in Your Organization
- Leadership and Change
- Leading Change from the Front Line
- The Six Sigma Change Agent
- Creating Change, Gaining Allies

NEW PA - 27 Performance Factors (Draft 5.14.2013)	CCL - executives 16 competencies	CCL - mid-level 16 qualities	UAA - 20 Factors - 12 Employee +8 Supv	UAF - 13 Factors - 8 Employee +5 Mgmt	UAS - 16 Factors - 10 Employee +6 Supv
COMMUNICATION					
Skill and Clarity	Communicating Effectively		Communication	Communication Skills	Communication
Interpersonal Characteristics	Interpersonal Savvy	Putting People at Ease	Interpersonal Skills	Teamwork/Interpersonal Skills 1:2	
Teamwork	Forging Synergy			Teamwork/Interpersonal Skills 2:2	
Enhances Relationships	Inspiring Commitment	Building Collaborative Relationships		Influencing and Relationship Building	
Straightforwardness & Composure	Executive Image	Composure			
CREDIBILITY					
Job Knowledge			Job Knowledge	Application of Job Knowledge	Job Knowledge
			Attendance and Accountability		Attendance
		Respect For Differences	EEO Policies & Procedures		
			Feedback & Evaluation		
			Resource and Risk Management		Safety and Risk Management
				Decision Making/Problem Solving 1:2	
		Decisiveness	Decision Making		Decision Making

* Communication

- Communicating to Get Results
- Interpersonal Communications: The Process
- The Mechanics of Communicating Effectively
- Workplace Communication Skills
- Communicating for Results
- Leadership Communication Skills
- Communicating for Contacts
- Asserting Yourself Professionally
- Assertiveness from Inside to Outside
- Communicating Assertively Simulation
- Defining Emotional Intelligence
- Communication Business Etiquette
- Communication Skills to Fast-track Your Career
- Leadership Communication Skills

Written Communication

- Writing with Intention
- Avoiding Errors in Usage and Punctuation
- Avoiding Grammatical Errors in Business Writing
- Crisp Composition
- Writing to Reach the Audience
- Getting the Most from Business Documents
- The Writing Process
- Avoiding Errors in Usage and Punctuation

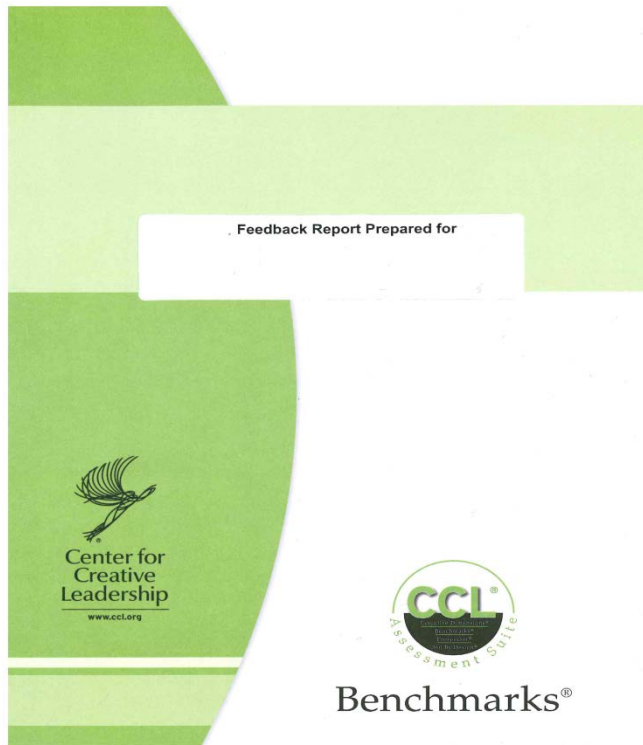
Conflict Management

- Manager's Performance Guide - Team Conflict Skills
- Resolving Conflict with Communication Skills
- Difficult People in the Workplace Environment
- How to Work with Aggressive People
- How to Work with Negative People and Procrastinators
- How to Work with Arrogant and Duplicious People
- Working with and Managing Difficult People Simulation
- Effective Communication with Difficult Coworkers Simulation

Critical Thinking

- The Fundamentals of Effective Thinking
- The Role of Critical Thinking in Organizations
- Developing Fundamental Critical Thinking Skills

Benchmarks® - Center for Creative Leadership



Supplemental Readings	
<p>The Center for Creative Leadership offers a series of targeted guidebooks as well as more general books designed to help you further your development. Below are a few publications we recommend. A full list of CCL publications can be found on the CCL Web page http://www.ccl.org/leadership/publications. This list is just one resource among many to consult on your leadership development journey.</p>	
Leadership Competency	CCL Publication
Strategic Perspective <p>Understands the viewpoint of higher management and effectively analyzes complex problems.</p>	<p>Hughes, R.L., & Beatty, K.C. <i>Becoming a Strategic Leader: Your Role in Your Organization's Enduring Success.</i></p> <p>✓ Sharpe, D., & Johnson, E. <i>Managing Conflict with Your Boss.</i></p>
Being a Quick Study <p>Quickly masters new technical and business knowledge.</p>	<p>✓ Yip, J. <i>Return on Experience: Learning Leadership at Work.</i></p> <p>✓ Dalton, M.A. <i>Becoming a More Versatile Learner.</i></p>
Decisiveness <p>Prefers quick and approximate actions in many management situations.</p>	<p>✓ Cartwright, T. <i>Developing Your Intuition: a Guide to Reflective Practice.</i></p>
Change Management <p>Uses effective strategies to facilitate organizational change initiatives and overcome resistance to change.</p>	<p>✓ Bunker, K.A. <i>Responses to Change: Helping People Manage Transitions.</i></p> <p>✓ Cartwright, T., & Baldwin, D. <i>Communicating Your Vision.</i></p> <p>✓ Bunker, K.A., & Wakefield, M. <i>Leading with Authenticity in Times of Transition.</i></p>
Leading Employees <p>Attracts, motivates, and develops employees.</p>	<p>✓ Criswell, C., & Cartwright, T. <i>Creating Your Vision.</i></p> <p>✓ Hart, W. <i>Seven Keys to Successful Mentoring.</i></p>
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CCL Material In SkillSoft Books24x7®

Appendix B

Supplemental Reading for "Development Planning Guide"

"Benchmarks" - Center for Creative Leadership

Balance Between Personal and Work Life.	1
Being a Quick Study.	2
Building Collaborative Relationships.	3
Career Management.	4
Change Management.	5
Compassion and Sensitivity.	6
Composure.	7
Confronting Problem Employees.	8
Decisiveness.	9
Difficulty Building and Leading a Team.	10
Difficulty Changing or Adapting.	12
Failure to Meet Business Objectives.	13
Leading Employees.	14
Participative Management.	15
Problems with Interpersonal Relationships.	16
Putting People at Ease.	18
Respect for Differences.	19
Self-awareness.	20
Strategic Perspective.	21
Taking Initiative.	22
Too Narrow Functional Orientation.	23

Change Management



[Responses to Change: Helping People Manage Transition](#)
by [Kerry A. Bunker](#)
[Center for Creative Leadership](#) © 2008 (34 pages) [Citation](#)
ISBN:9781604910599

Intended to give you a more precise understanding of the different kinds of individual and organizational responses to change, this guidebook will show you what you can do as a leader to help people move successfully through periods of transition.



[Communicating Your Vision](#)
by [Talula Cartwright](#) and [David Baldwin](#)
[Center for Creative Leadership](#) © 2006 (32 pages) [Citation](#)
ISBN:9781882197965

Showing you how to inspire, clarify and focus the work of your organization, this book will help you communicate a vision to others in ways that will help them understand it, remember it, and then go on to share it themselves.



[Leading with Authenticity in Times of Transition](#)
by [Kerry A. Bunker](#) and [Michael Wakefield](#)
[Center for Creative Leadership](#) © 2005 (118 pages) [Citation](#)
ISBN:9781882197880

By offering an understanding of issues and competencies that contribute to effective leadership during times of change, this innovative book helps leaders assess their impact and learn how to meet the demands of managing a business and leading people.

Website Communication

HR Training

[HR Home](#) [Benefits](#) [Classification & Compensation](#) [Employment](#) [Forms](#) [Procedures](#) [Training](#) [UA Online](#) [Link Resources](#)

→ **Training Home**

→ **UA Policy & Regulations**

→ **Registration**

→ **Contact Information**

→ **e-Learning**

SkillSoft

CompPsych Learning Events

Certification Preparation & Recertification Credits

→ **Log-In SkillSoft**

→ **Contact Us**

Welcome to Employee E-Learning at the University of Alaska

The University of Alaska offers employees many learning and development opportunities! An overview of a few online resources which are available and accessible to employees system-wide are listed below.

Suggestions to add resources may be emailed to syhrtraining@email.alaska.edu

SkillSoft Resources Available through January 30, 2015

See what's [NEW](#) in SkillPort 7.0, effective June 8, 2011. While there will be a different look when users log in to SkillPort, what has NOT changed is the log in process. University employees will still access the resources after logging in through UAOnline or their regional Human Resources Department website.

[Login here to Employee E-Learning](#)

SkillSoft Corporation's online resources are available to employees at no charge to you or your department. The resources are accessible 24 hours a day, 7 days a week at a University desktop computer* or a home computer if you have an internet connection (see [system requirements](#)). Your learning results are automatically recorded and transferred to your learning history within a learning management system called SkillPort.

Online courses include: Business Skills, Desktop (Microsoft Office), Information Technology, Workplace/Legal Compliance, Environmental, Safety and Health.

Courses to prepare for certification, practice exams and recertification credits are also available on SkillPort. For more information, see <http://www.skillsoft.com/catalog/certification/curricula.asp>

A list of suggested online courses based on University of Alaska job family may be found ([click here](#)).

* Employees should communicate with their supervisors as needed, to schedule online training and ensure proper coverage. This is similar to in-class training occurring during normal work hours.

[SkillSoft Resources - The 7 Habits of Highly Effective People](#)

Stephen Covey

- [Signature Program PDF](#)
- Competency Maps (Excel)
 - Habit #1 - [Be Proactive](#)
 - Habit #2 - [Begin With the End In Mind](#)
 - Habit #3 - [Put First Things First](#)
 - Habit #4 - [Think Win/Win](#)
 - Habit #5 - [Seek First to Understand, Then to Be Understood](#)
 - Habit #6 - [Synergize](#)
 - Habit #7 - [Sharpen the Saw](#)

CompPsych® Webinars

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SkillSoft

Getting Started

e-learning Maps

CompPsych Learning Events

Certification Preparation & Recertification Credits

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SkillSoft Resources

SkillSoft Corporation's online courses and job aids are available to employees through a learning management system called SkillPort. You can access these online resources from any desktop computer with an internet connection (see [system requirements](#)). Your learning results are automatically recorded and transferred to your learning history within SkillPort.

QuickStart

Video Clips for Navigating in SkillPort 7.0:

1. Search and Learn - http://www.skillsoft.com/demo/documents/SP70_Search/controller.html
2. My Plan - http://www.skillsoft.com/demo/documents/SP70_My_Plan/controller.html
3. My Progress - http://www.skillsoft.com/demo/documents/SP70_My_Progress/controller.html
4. Catalog - http://www.skillsoft.com/demo/documents/SP70_Catalog/controller.html

For the catalog of courses available to University of Alaska employees, see the course "Catalog" link further below.

Login to Employee E-Learning

In addition to the above "Login" link, employees may login to "Employee E-Learning" through [UAOnline](#) or their regional Human Resources office website.

SkillSoft not running properly? Have you checked if you have the most current version of Java? Click [Here](#) to download.

For more information on the benefits of SkillSoft or how to use the E-Learning system [Get Started here](#).

- [SkillPort FAQs](#)
- [Course Player Instructions](#) (to download courses)
- [Technical Specifications](#)
- [SkillSoft Browser Capabilities Check](#)
- [Books24x7 OnTheGo](#)

SkillSoft Update

*** To Print a Certificate with an Updated Completion Date (added October 19, 2012)

For recertification purposes, employees may need to retake courses annually or produce a certificate with a current date.

» [Click here for instructions - Updated Certificate](#)

*** Print "Certificate of Completion" as Individual Program Report (added October 19, 2012)



Continuing Professional Education - SkillSoft

An important testament to the quality of SkillSoft content is the credit recognition these courses have achieved from several accredited colleges as well as professional certification programs. SkillSoft courses have been approved to offer continuing professional education credit by programs such as Project Management Institute's PMP certification, NASBA (National Association of State Boards of Accountancy) and the Human Resource Certification Institute.

NASBA <u>National Association of State Board of Accountancy</u>	PMI® <u>Project Management Institute</u>	HRCI <u>Human Resource Certification Institute</u>
Six Sigma <u>The Six Sigma Program</u>	Information System Security <u>Information System Security</u>	BRN <u>Board of Registered Nurses</u>
IIBA™ <u>International Institute of Business Analysis</u>	APICS <u>Association for Operations Management</u>	

SkillSoft is a leading SaaS provider of on demand training and an online training solution supplier for global enterprises, government, education and small to medium-sized businesses. To help learning professionals respond effectively to these demands, SkillSoft provides the most comprehensive and current content offering in the learning industry. SkillSoft enables business organizations to maximize business skills and performance through a combination of comprehensive elearning enterprise courseware, flexible online employee training, digital books, and support services. Corporate courseware in IT certification courseware including IT certification preparation are the elearning tools available at SkillSoft to provide an IT certification training solution.

*Certification Prep
courses available*

NEXT STEPS

- Course Evaluation Question Added to determine Learner's use for Recertification
- **Demonstration / Orientation on Employee E-Learning -**
 - **February 21, 2014 @ 9:00 am**
 - **March 28 @ 10:00 am**
 - **May 1 @ 9:00 am**
- Course review – UAA Title IX, Workplace Harassment, etc.
- Encourage Employees to Use SkillSoft Resource Now

Your Questions, Comments, Requests?