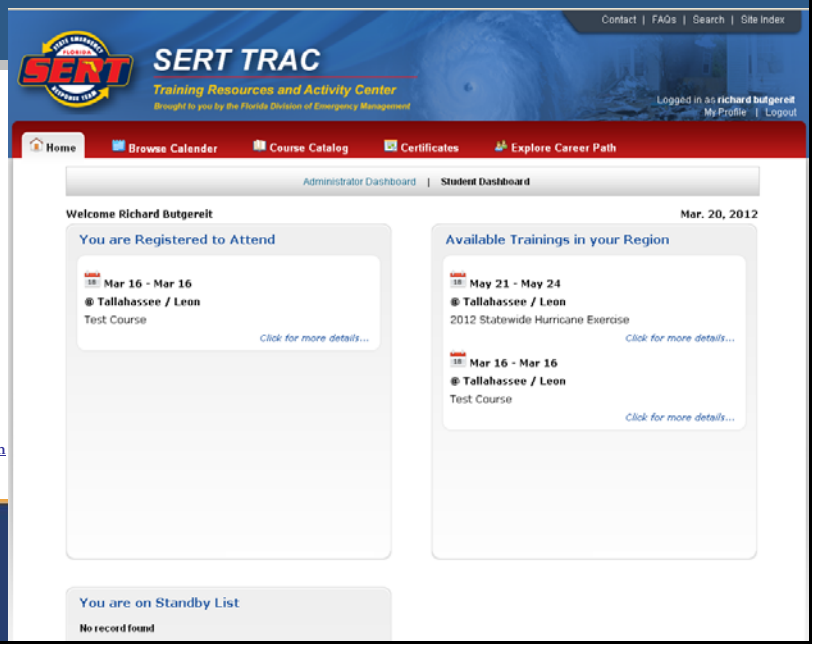
Slide 1

State Emergency Response Team
Training Resources & Activity Center

Version 1.0
05/03/2012

Richard Butgereit
Information Management
850-413-9907
richard.butgereit@em.myflorida.com



This is version 1.0 of this document, dated 05/03/2012.

Please check http://trac.floridadisaster.org/trac/sert_trac_orientation.ppt to confirm that you have the latest version.

More details are coming on using SERT TRAC for Instructors, Regional Administrators, and Managers.

Slide 2

- Introduction
  - Introducing SERT TRAC
  - Major enhancements
  - Some definitions
  - Course catalog considerations
  - Roles
  - Approvals
- Registration
  - How to register with SERT TRAC
- Students
  - Student Dashboard
  - Apply for an Event
  - Uploading Certificates
- Instructors
  - How to apply to be an instructor

Outline

Outline for this presentation

Slide 3

SERT TRAC

- Training calendar in use since 2004
  - Calendar and registration tool
  - Needs have advanced beyond capabilities
- Vision for a comprehensive learning management system in place for several years
  - Project undertaken in April 2011
  - Debuted April 2012

Overview of presentation – the current training calendar available to http://www.floridadisaster.org/trainingcalendar has been in use since at least 2004. Created as primarily as calendar and registration tool, many additional needs were identified – such as tracking attendance and completion of courses; issuance, uploading, and archiving of course completion certificates, career path tools; and other features.

A vision for a comprehensive learning management system was conceived, and a project was undertaken in April 2011. SERT TRAC debuted in April 2011.

Slide 4

SERT TRAC

- Major enhancements
  - To better track student over their career, an account is required for all users
  - In addition to course announcement and registration –
    - Course attendance tracking
    - Course completion certificate generation & archiving (online transcript)
    - Integration with Outlook (and other calendar programs)
    - Online course & instructor evaluation
    - New role-based functionality

Major enhancements undertaken with SERT TRAC include – to better track a student over their career in emergency management, an account is required for all users. This enables you to more easily register for classes, track your successful completion of courses, receive electronic certificates for completion of courses, use the career path tools, and upload and archive your certificates with SERT TRAC. Other enhancements include – online course attendance tracking, course completion certificate generation and archiving, integration with Outlook and other calendar programs to easily download events from the training calendar into your local calendar, online course and instructor evaluation, and new role-based functionality.

Slide 5

Some definitions…

- Event – a course, conference, exercise, meeting, training, seminar, workshop
- Profile – an account, including email (as username), password, password hint, address, phone number, etc.
- Certificate – certificate of course completion
- Course catalog – a comprehensive listing of available courses

Some definitions that will be used throughout this presentation…

Slide 6

Course Catalog Considerations…

- To support certificate upload, tracking of pre-requisites and career path tools…a comprehensive course catalog is used.
- Meaning not just courses that will be scheduled as training events, but many more courses are included…
  - FEMA Independent Study Series, Professional Development Series, Advanced Professional Series
  - Consortium courses
  - Online courses

To support certificate upload, tracking of pre-requisites and career path tools…a comprehensive course catalog is used.

This mean not just courses that will be scheduled as training events, but many more courses are included…including some courses that may not be scheduled as training events through SERT TRAC. Example courses include FEMA Independent Study Series, Professional Development Series, Advanced Professional Series, Consortium courses, Online courses.

Slide 7

Roles

- Students – all users are students
  - can apply to attend events
  - upload certificates, download transcript
  - explore career path
  - fill out course evaluations
  - manage profile
  - specify supervisor (for state employees and others)
- Instructors – everything a student can do plus…
  - apply to teach courses
  - view course evaluations
  - issue course completion certificates
  - contact students

To understand what you can do with SERT TRAC, you must first understand that there are different roles for users of the system. We are all “students” in the system, meaning that anyone who registers to use SERT TRAC can apply to attend events, upload their certificates, download their transcripts, explore their career path, fill out course evaluations, and manager their user profile, changing their email address as they move to different jobs, updating their supervisor’s email as they change positions, update their other contact info, and/or change their password reminder hints.

Additionally, once registered as a student, you can search the course catalog, and apply to teach courses within the catalog. This is the mechanism by which we’ll build and maintain a roster of available instructors for courses commonly taught within the state.

Slide 8

Roles

- Regional Administrators **– designated by FDEM T&E staff**
  - schedule regional events (subject to approval by Administrators)
- Managers – **designated by County/Tribe EM Manager**
  - specifically for county/tribe Emergency Management programs
  - approve applications from respective county/tribe (and is some county, city employees)
- Administrators - **FDEM Training & Exercise staff**
  - administer course catalog, administer events, administer users, administer instructors, approve certificates, manage career path

Other roles include regional administrators – usually regional and county staff actively engaged in supporting training missions in their region – think Regional Planning Council staff and LEPCs. Regional Administrators may directly schedule events in the calendar.

Managers are County or Tribe Emergency Managers, or their designees, who are responsible for approving applications from staff who work for their respective tribe or county.

Administrators are FDEM Training and Exercise staff. Administrators administer the course catalog, administer events, administer users, administer instructors, approve certificates, and manage career path.

Slide 9

Approvals

Level 1 Approval -

For all applications to attend events, approval is required –

– for county/tribe employees (and some cities), approval from the county Emergency Management program is required

– for state or “other” employees, approval is required from the student’s supervisor

For all applications to attend events, approval is required.

In all counties and for the tribes, this includes approval or denial from the county Emergency Management program. This is not just for employees in the emergency management program, but for all employees within that county or tribe . Remember – the county emergency manager has the responsibility to maintain preparedness and readiness across their entire county, not just within their emergency management program. Therefore, they must be actively involved in setting priorities and building capacity throughout their county or tribe. In some counties, the county Emergency Manager even requires review of applications from city employees. If you are a city employee, contact your county Emergency Management program to learn their preference.

For students employed by the state or “other” organizations – and by other we mean private sector, volunteer organizations, etc; approval is required from the student’s supervisor.

When you register for events, your are application is placed on the ‘pending’ list, awaiting this level 1 approval from either your EM program (for county, tribe, and come city employees) or from your supervisor (for state and “other” employees)

Slide 10

Approvals

Level 2 Approval -

Following receipt of a level 1 approval, your application moves to the standby list.

Level 2, or final, approval is made by the FDEM course manager, and is subject to determining that adequate space is available, that the student is the target audience, and other considerations.

Following receipt of a level 1 approval from your supervisor or emergency management program, your application moves to the standby list.

Level 2, or final, approval is made by the FDEM course manager, and is subject to determining that adequate space is available, that the student is the target audience, and other considerations.

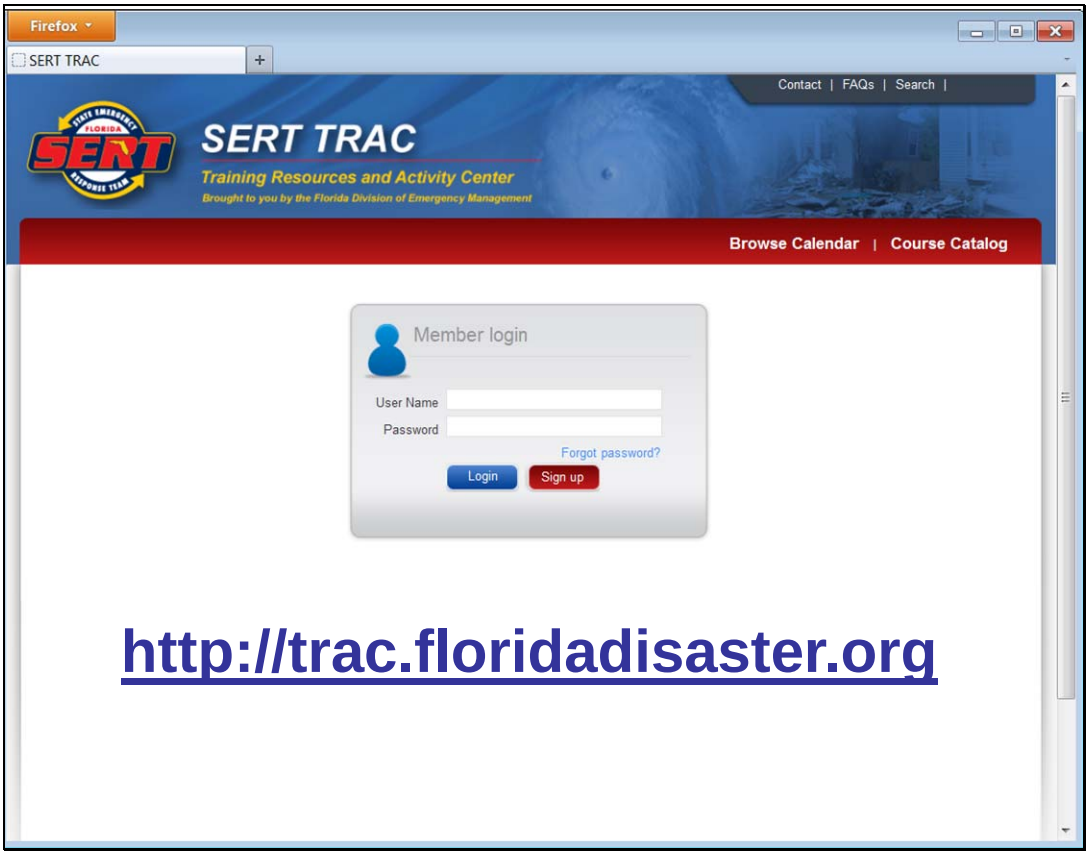
After receiving this final approval, you are now set to attend the event.

Slide 11

Registration

GET A PLAN!
FloridaDisaster.org

Slide 12



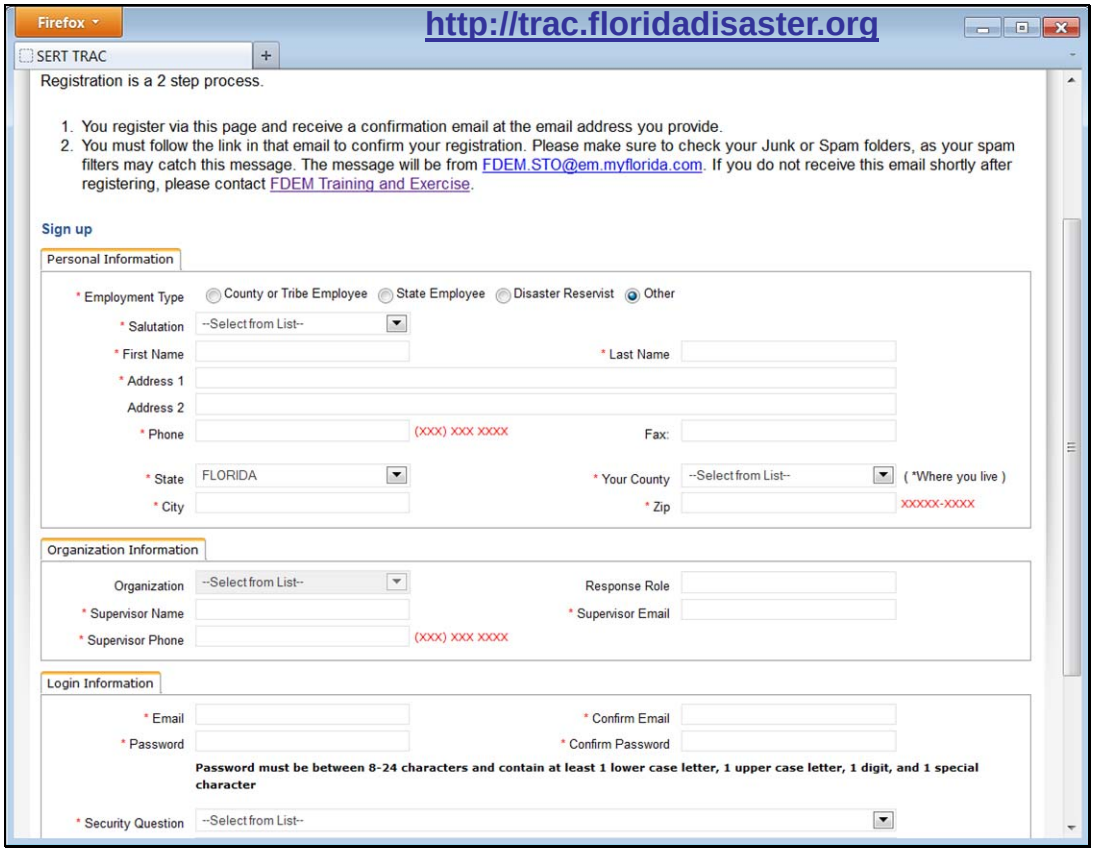
So let's walk through signing up with the site and using it for the first time.

In a browser, go to http://trac.floridadisaster.org. Notice that the calendar and the course catalog may be browsed without logging in.

Note that there is a link for Forgot Password? so that after you registered, if you forget your password, you may follow that link to set a new password.

As this is your first visit to the website, click Sign Up.

Slide 13



On the next page, you are asked to enter information including your name, address, county, and phone number. In the old training calendar, you would have been asked to fill out this information every time you registered for a class. With the new calendar, we only ask you to provide this information once, and then that information is stored with your profile.

If you change positions or jobs, you may log back in and update all information with your profile, including employment type, email address, supervisor's information, and/or password. That way, the system follows you in your career path, and along the way, your transcript, digital archive of course completion certificates, and history of training follows you.

Notice the notes provided at the top of the screen regarding the 2 steps required for registration…

Slide 14

1. After registering you will receive an email with a link to confirm your registration.
2. You must follow this link to confirm your registration and email address

- After following that link, you will receive another email containing your user name and an EM Number.
- SAVE THIS EM NUMBER!!! It is required to reset your password.

Because so much communication between yourself and SERT TRAC takes places via email, we must confirm your correct email with the system, and we must also verify that on your end you are able to receive email from the system. Therefore, after registering, you will receive an email with a link to confirm your registration. You must follow this link to confirm your registration and email address. If after you registering, you don't receive this email, you must contact someone in the FDEM Training and Exercise section, or your account will stay 'inactive' and you will not be able to register for events or use the other features of SERT TRAC.

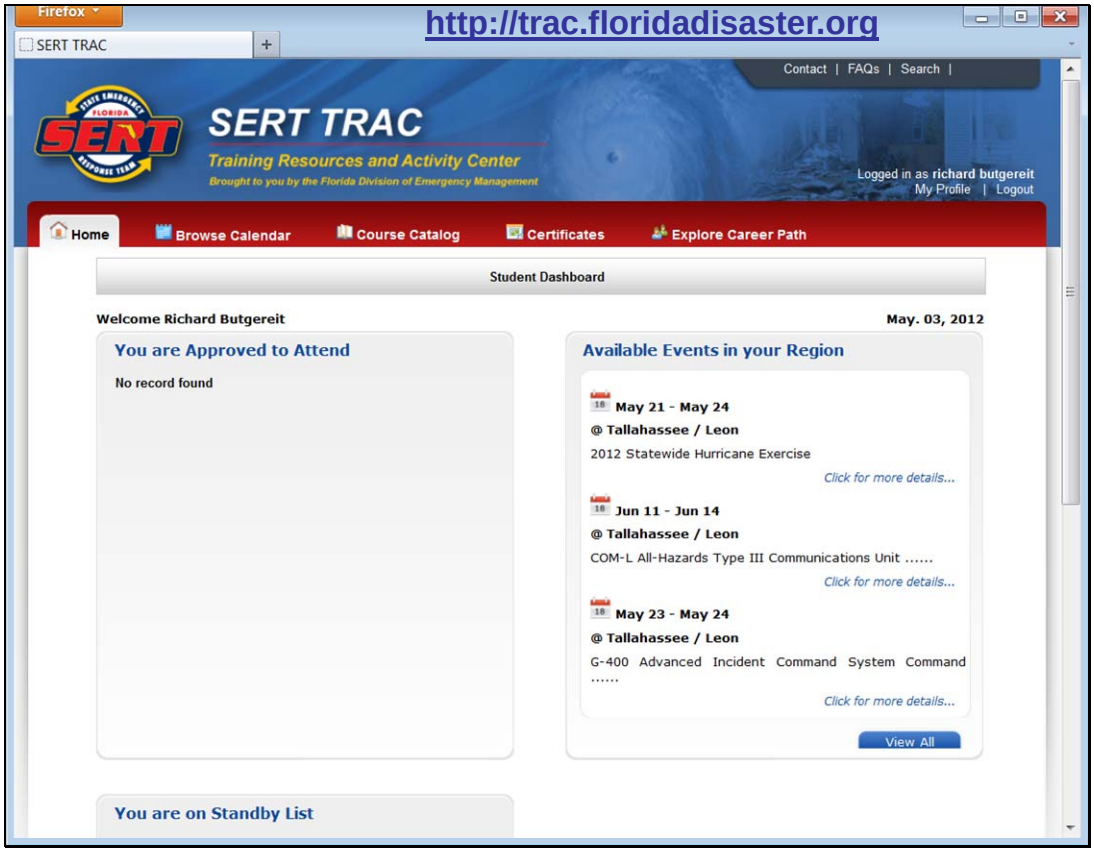
Additionally, after following the link in the email, you will activate your account and receive another email containing your user name and an EM Number. Save this EM Number. Currently, it is required to reset you password, though we are looking into removing that in the future.

Slide 15

Students

GET A PLAN!
FloridaDisaster.org

Slide 16



Once you have registered with the system and confirmed your registration, you may now revisit the website at http://trac.floridadisater.org, log in using your email address as your user name and providing the password you specified when you registered.

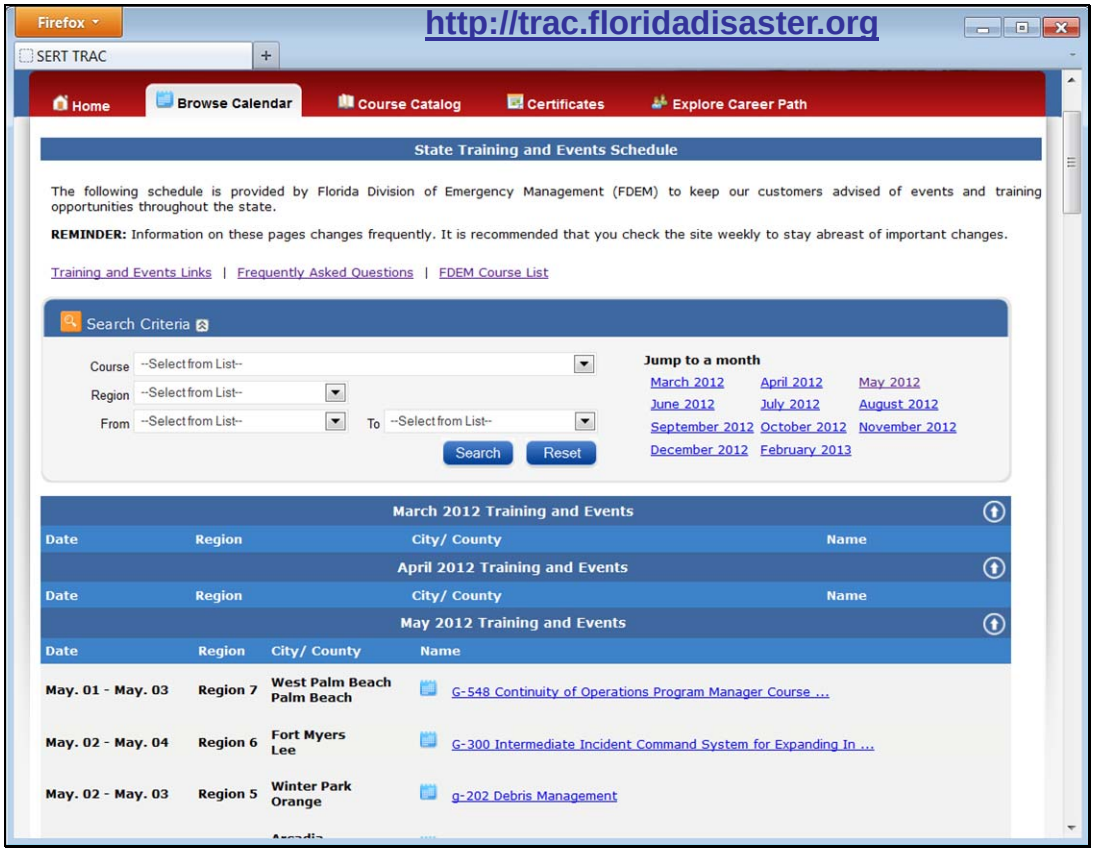
When you first log in, the Student Dashboard will be displayed. This dashboard displays events for which you have received final approval to attend, events for which you are on the standby list, and available trainings in your region (based upon the county you selected when you set up your profile and choose the county that you work in).

Along the top bar, you also have options to Browse the Calendar, browse the Course Catalog, access your Certificates, and Explore Career Paths.

To register for an event, you need to view the event calendar. An easy way to just see events in your region is to look at Available Events in your Region and click View All. That will quickly show you a list of upcoming events just in your region.

To see all events across the state, click Browse Calendar.

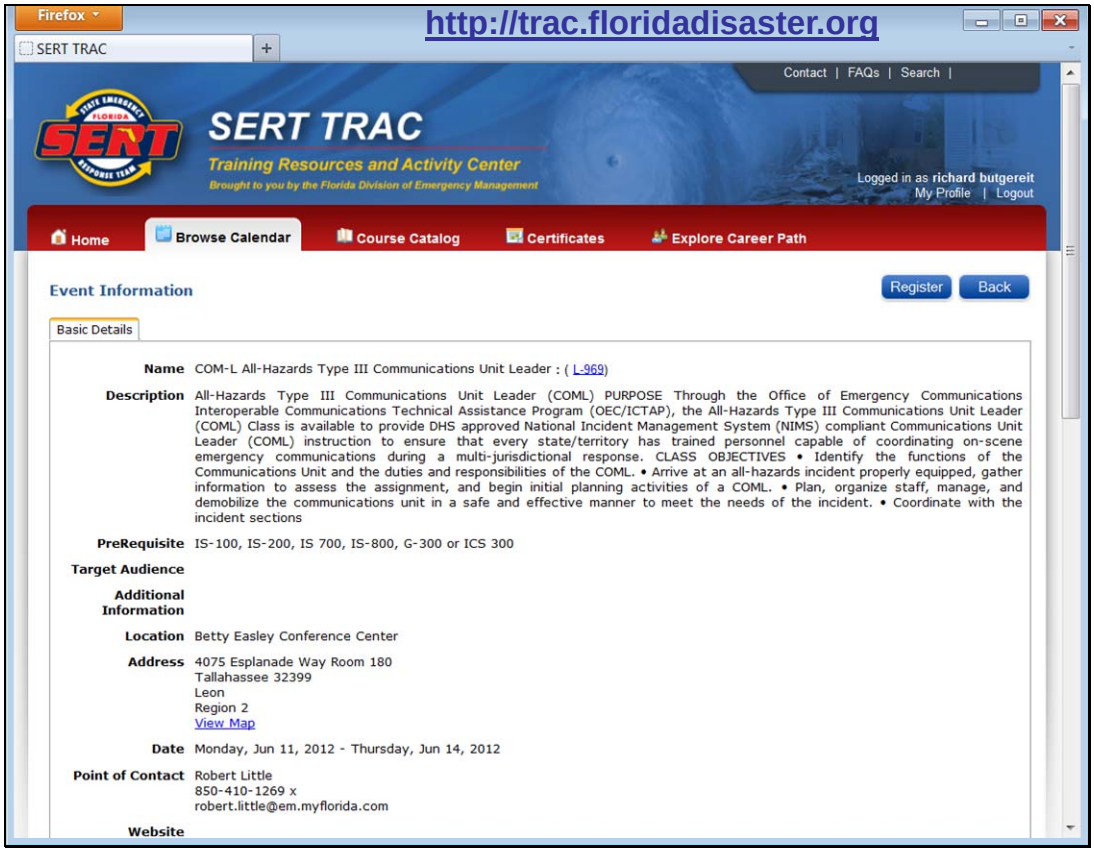
Slide 17



On the calendar, there are tools to search for a specific course, filter by region and/or dates, or jump to specific months. Use these tools to find an event you are interested in, and click on the name of the event to see details.

Note – you don't have to be logged into SERT TRAC to browse the calendar. Right from the log in screen you may click Browse Calendar – but when you find the event you want to attend, you will need to log in to register for that event.

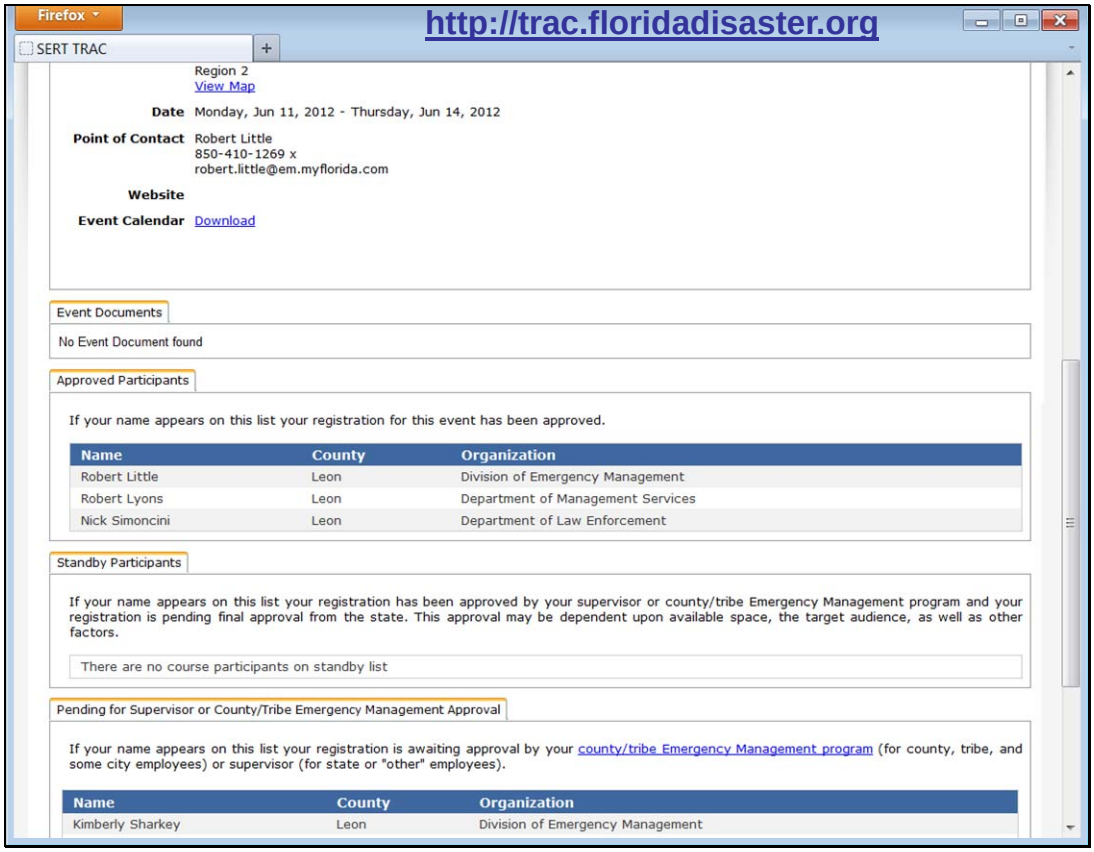
Slide 18



Since you have already created your profile with the system and logged in, we already know who you are, who you work for, what your email, address, phone number and fax number are – so now that you have found an event for which you want to register, just click ‘Register’, and you are done.

Please be patient when you click ‘Register’ – as we have rolled out SERT TRAC, we have seen that many students click ‘Register’ multiple times while the system is processing your first application. Please wait a few seconds, and you should see that the screen will refresh, the ‘Register’ button will go away, and instead you’ll see a note that you are registered for this event.

Slide 19



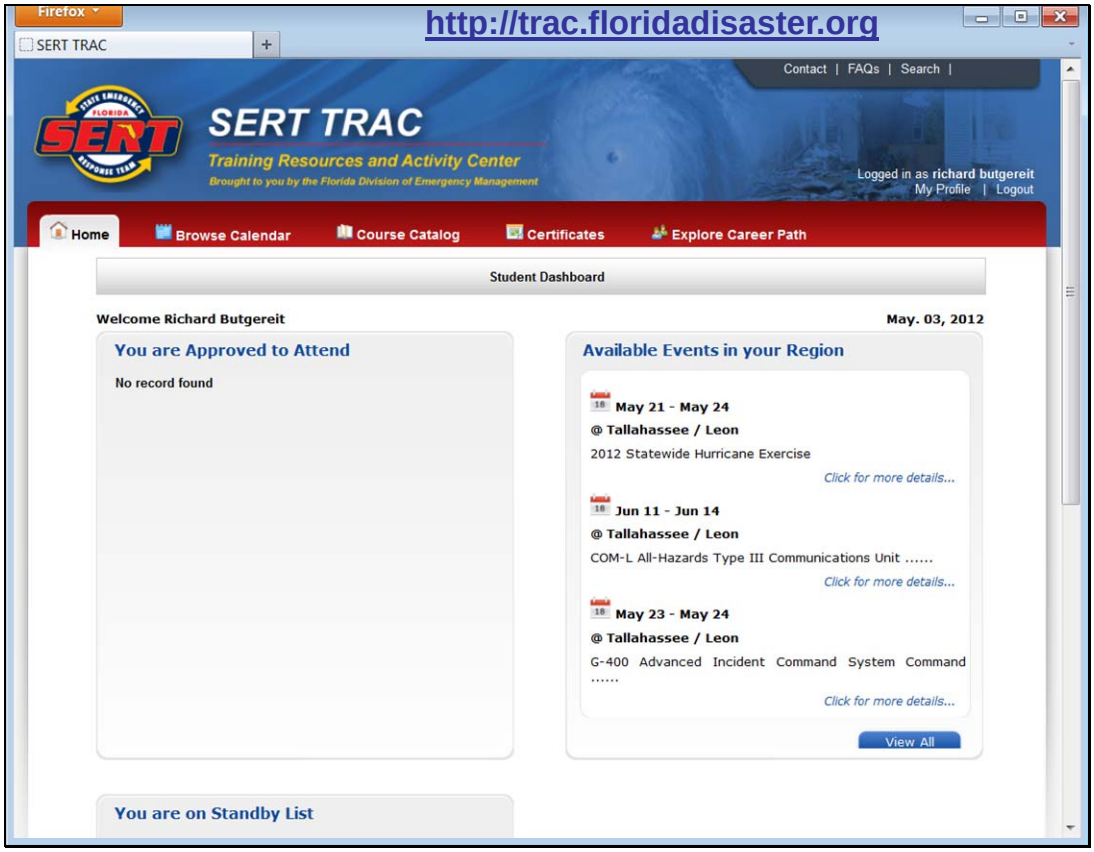
After you give the page a few seconds to refresh, you will see that you are now indicated as registered for this class, and you can also scroll down and see that your name appears on the Pending for Supervisor or County/Tribe Emergency Management Approval.

In addition to getting emails to keep you informed as your registration moves through the required approvals, you can also visit the event registration page and view where you are along the approval process.

Note that also from this page, you can view a map for the event location and obtain driving directions, download the event to your Outlook calendar (many other calendars are supported as well), and obtain any documents that may have been posted for attendees.

This concludes registering for an event. Let’s back to the Student Dashboard and explore uploading certificates.

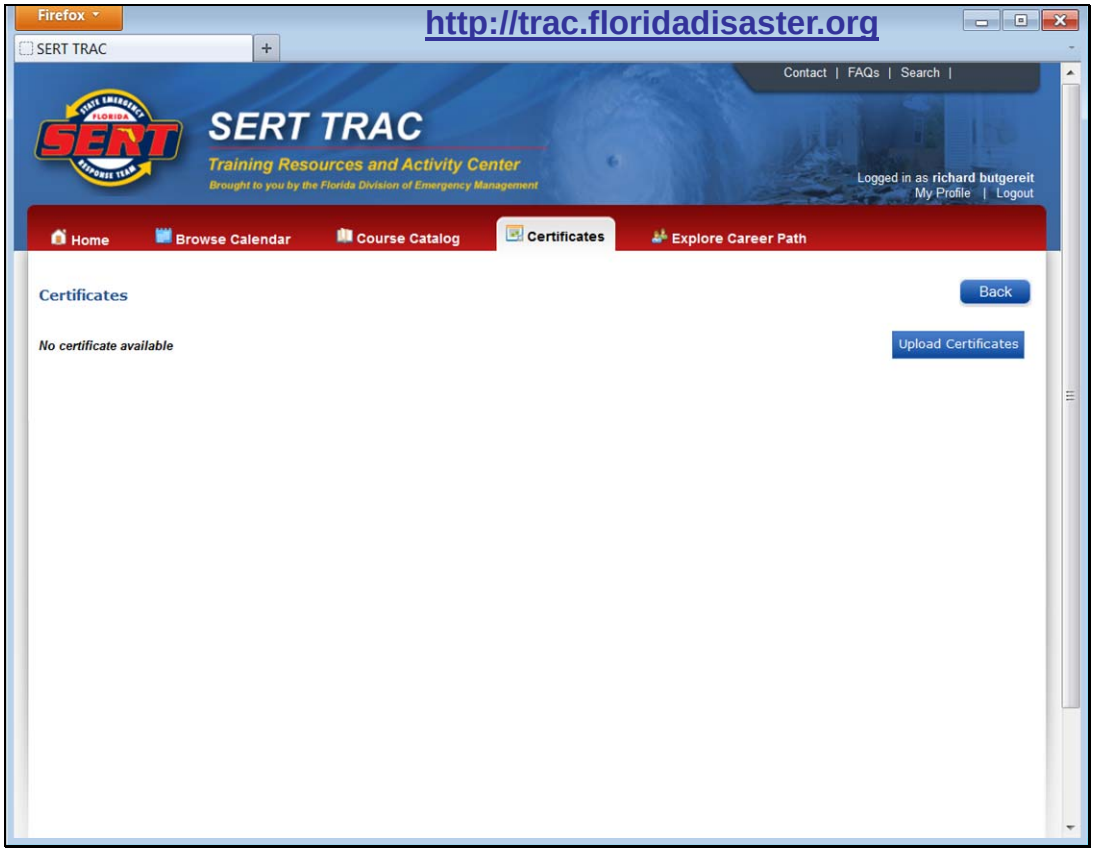
Slide 20



Back on the Student Dashboard, let's take a look at another feature sure to be used by many students – the ability to upload certificates from your prior courses to SERT TRAC to build your transcript and to digitally archive your certificate.

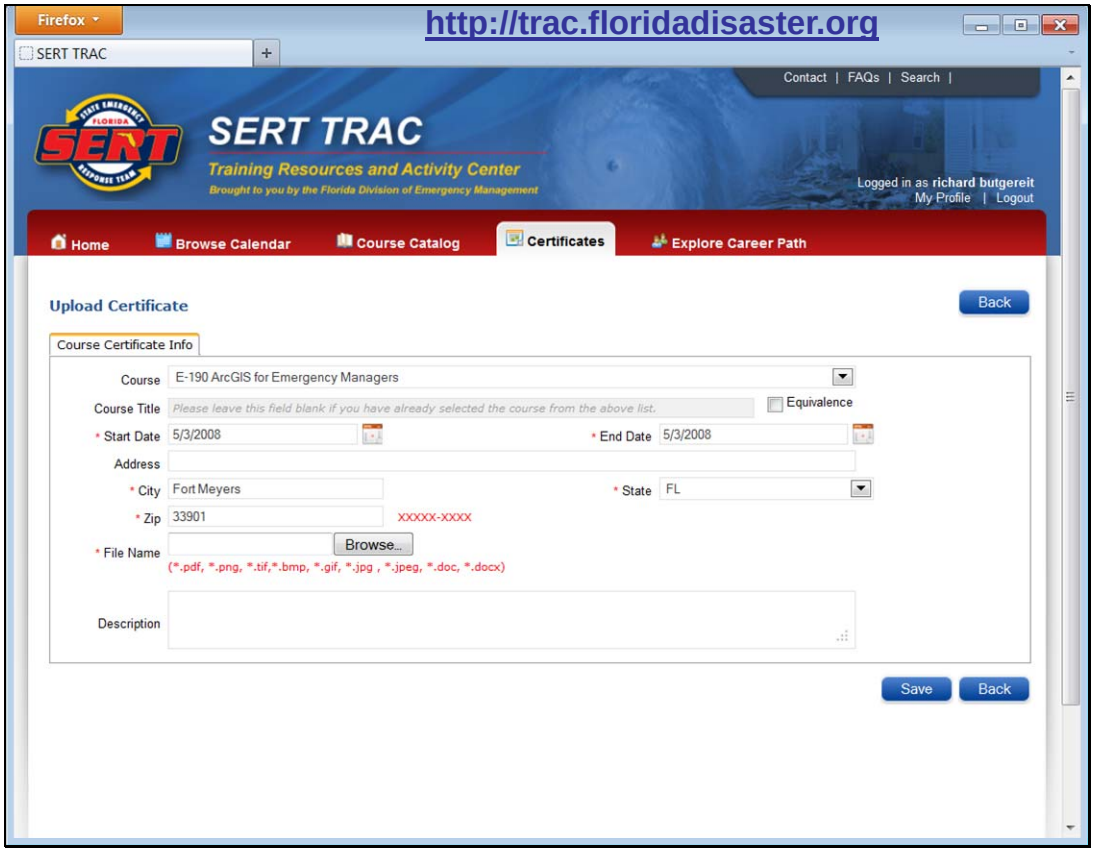
Uploading your certificates from courses taken before the existence of SERT TRAC also helps build your record for meeting pre-requisites for additional courses to be taken and to use with the Career Path tools.

Slide 21



To upload a certificate, click Certificates on the tool bar, and then click Upload Certificates.

Slide 22



If the course is in the Course Catalog, choose it from the pull down menu. This is especially important if this course serves as a pre-requisite for other training commonly offered through SERT TRAC and/or if you wish to use this course with the Career Path tools. Your completion of such a course will only be captured within the system if you choose the course from the existing courses in the Course Catalog.

If the course is not in the Course Catalog, then enter the name for your course --- this should only be courses that don't regularly serve as a pre-requisite for other training commonly offered through SERT TRAC or courses that are used with the Career Path tools.

If you have a certificate to upload to a for a course that you think should be in the Course Catalog, please let FDEM Training and Exercise staff know.

Note – currently, City and Zip are required – but we understand you may not always have this information available. We are working on removing this requirement. In the meantime, if you can't recall this information, please just enter your own City and/or Zip.

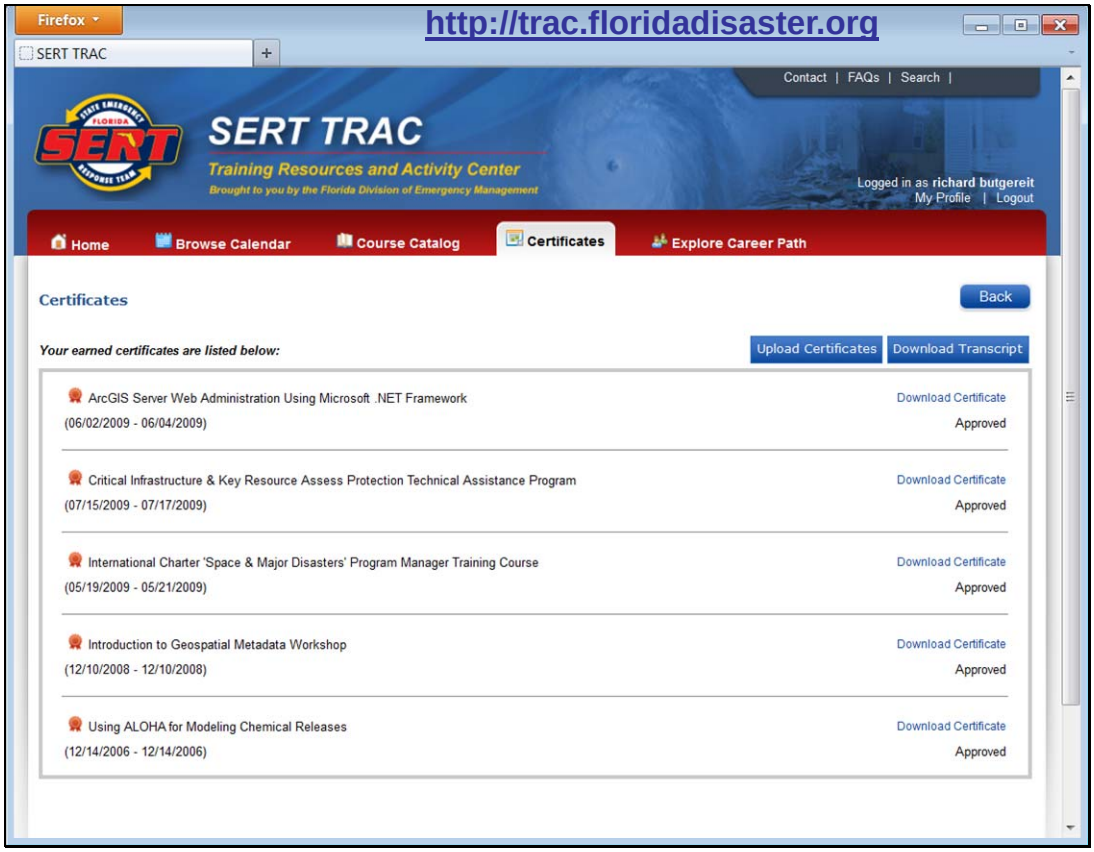
When you have entered all information for the course, click Browse

Slide 23

Clicking Browse opens a File Upload window to explore your computer and select the file you wish to upload. Acceptable file formats are PDF, image files like PNG, TIF, BMP, JPG, and Word Documents.

Once you have found and selected the file you wish to upload, click Open, and the File Upload window will close. Click Save and you have uploaded your certificate.

Slide 24



FDEM Training and Exercise staff will review and approve certificates you upload, making sure that the information you have entered matches your certificate.

In addition to certificates, transcripts from FEMA EMI and other documents may be uploaded in support of building your record of courses completed.

A transcript of your completions may also be downloaded from the system by clicking Download Transcript.

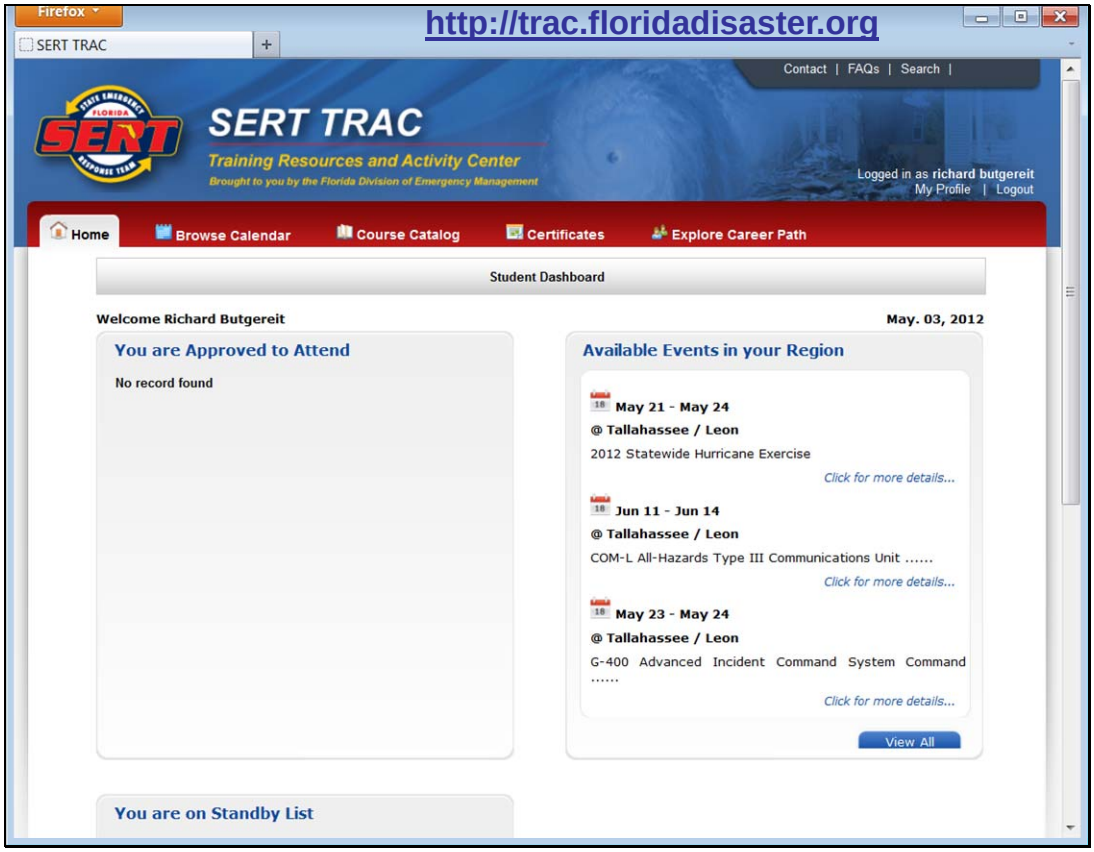
Slide 25

Instructors

STATE EMERGENCY FLORIDA SERT RESPONSE TEAM

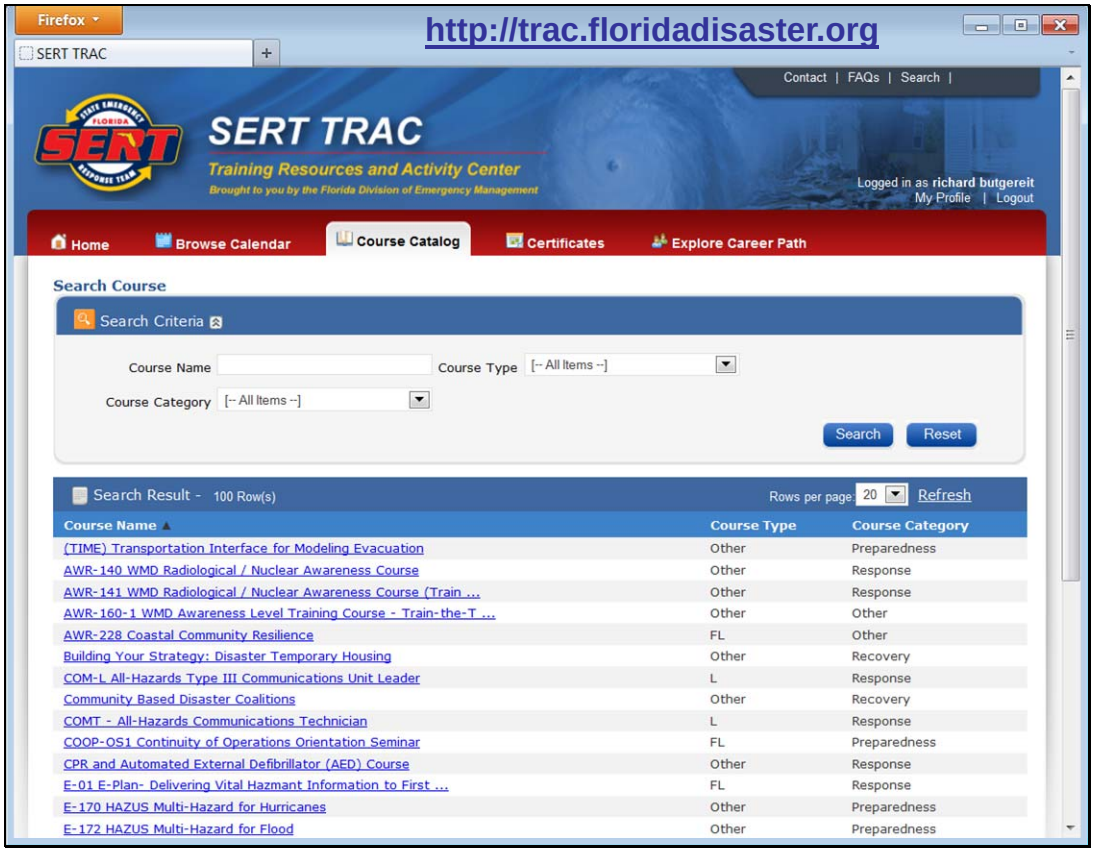
GET A PLAN! FloridaDisaster.org

Slide 26



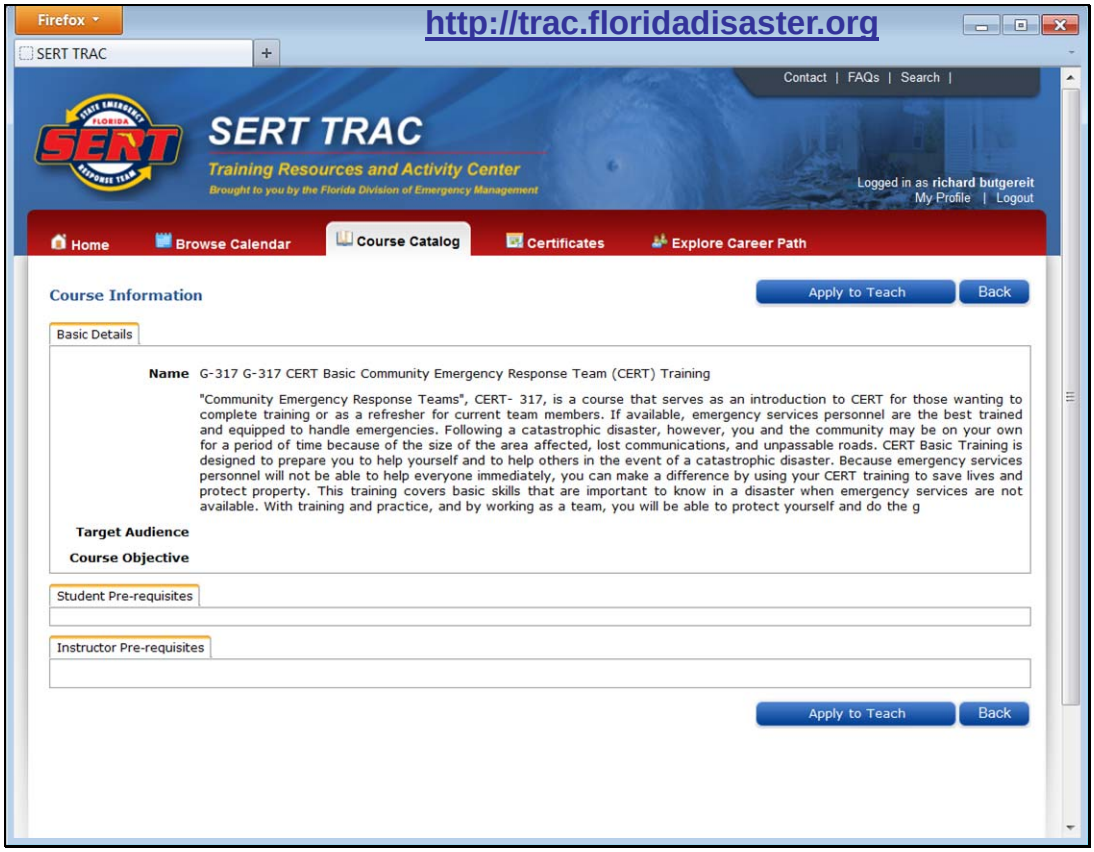
To apply to be an instructor for courses offered via SERT TRAC, go back to the Student Dashboard, and click Course Catalog.

Slide 27



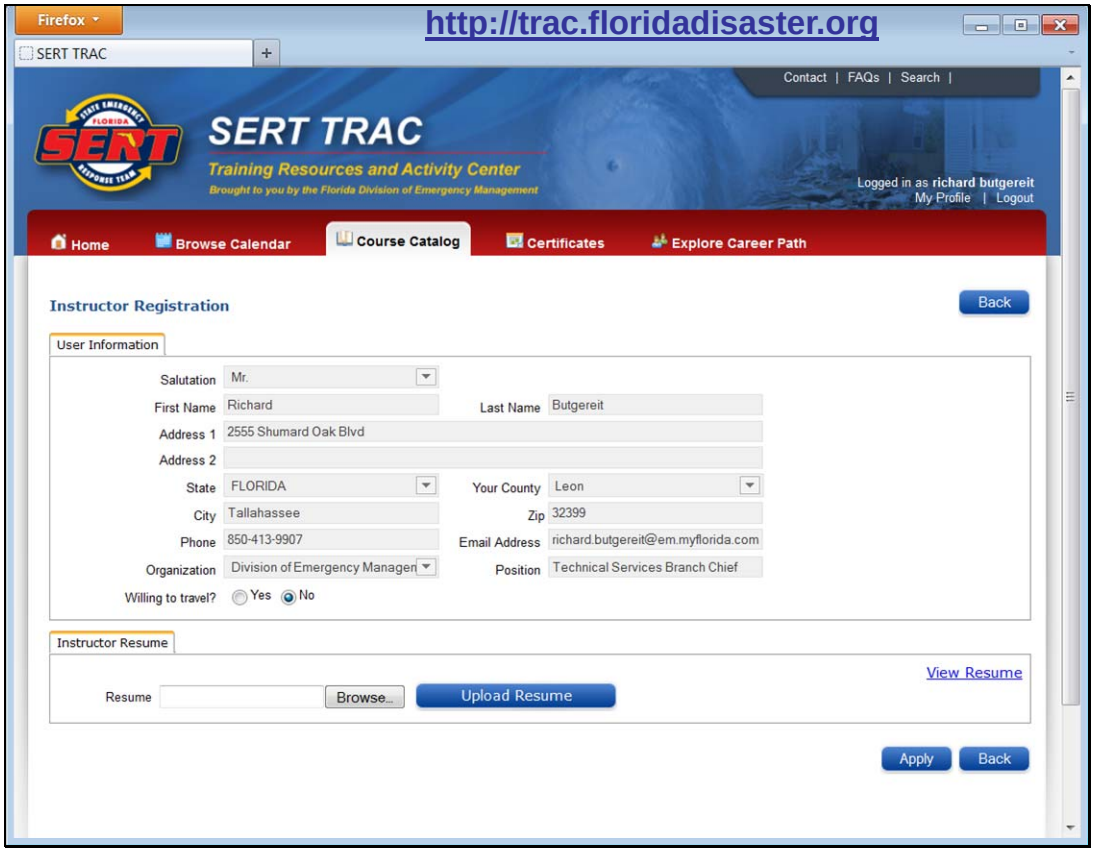
Use Course Name, Course Type, and/or Course Category to filter courses. Select and click on the course you are interested in.

Slide 28



Once you have found the course you are interested in, click Apply To Teach.

Slide 29

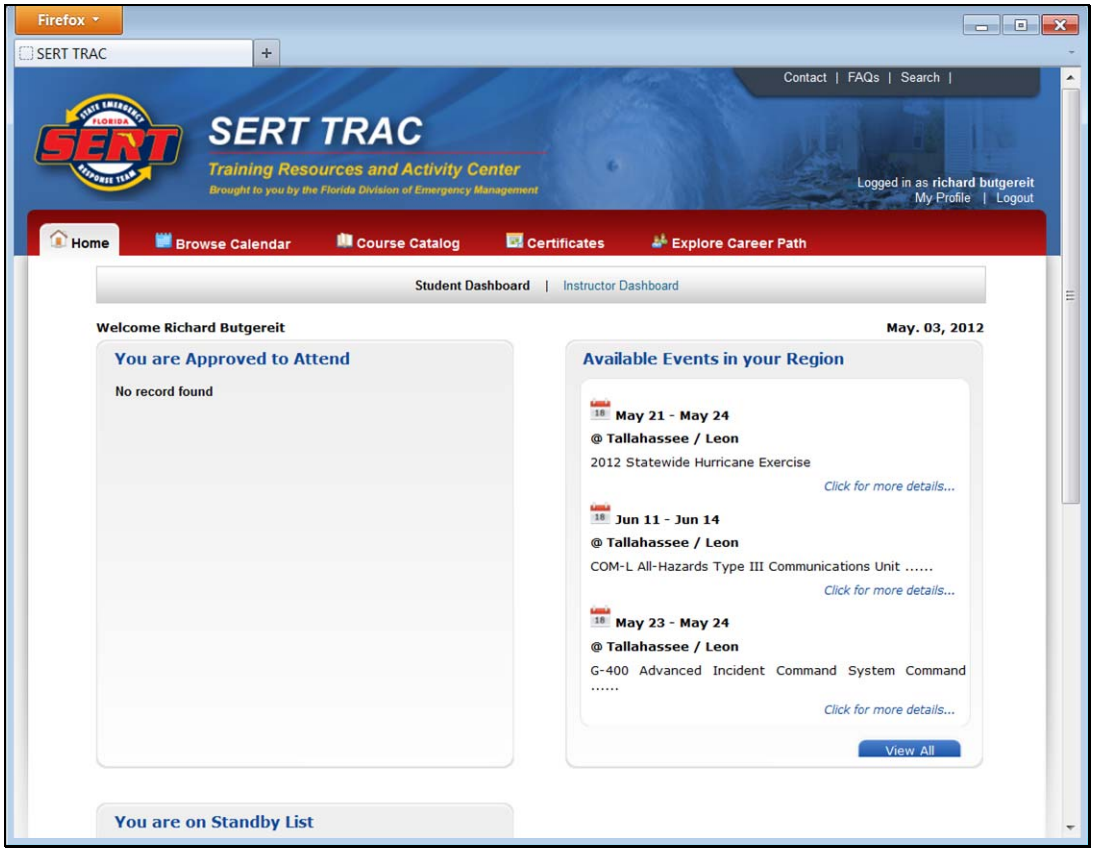


Check whether you are willing to travel or not and click Browse to upload your resume, selecting a file on your computer just like you did when you uploaded certificates.

For instructors, the system stores 1 resume. If you have already uploaded a resume when you applied to teach another course, unless you have updated your resume, you don't have to upload it again.

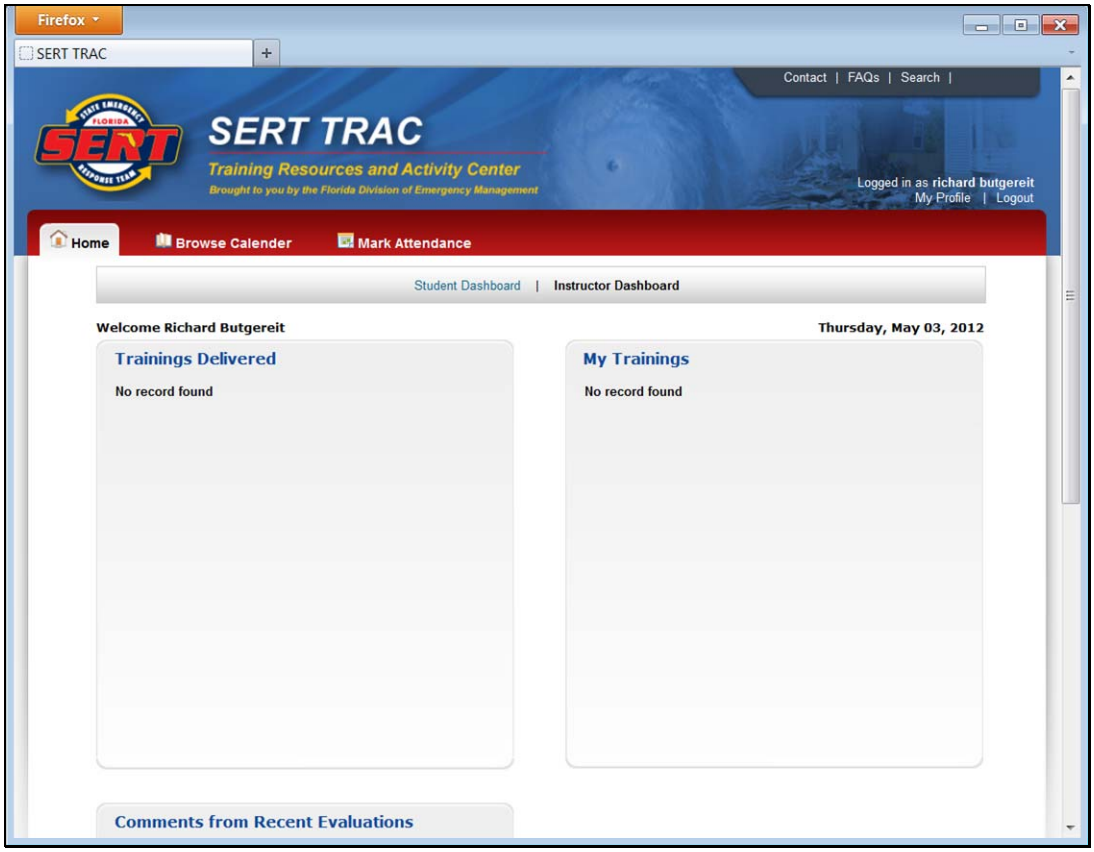
Anytime you upload a resume, any previously loaded resume will be replaced with the new one.

Slide 30



Your application to teach will be reviewed by FDEM Training and Exercise staff, and upon approval, you will notice that there is now also a link to the Instructor Dashboard.

Slide 31



Clicking Instructor Dashboard changes the toolbar to show tools for Instructors as well as new dashboard items displaying your upcoming training, trainings recently delivered, and comments you have received from recent evaluations.

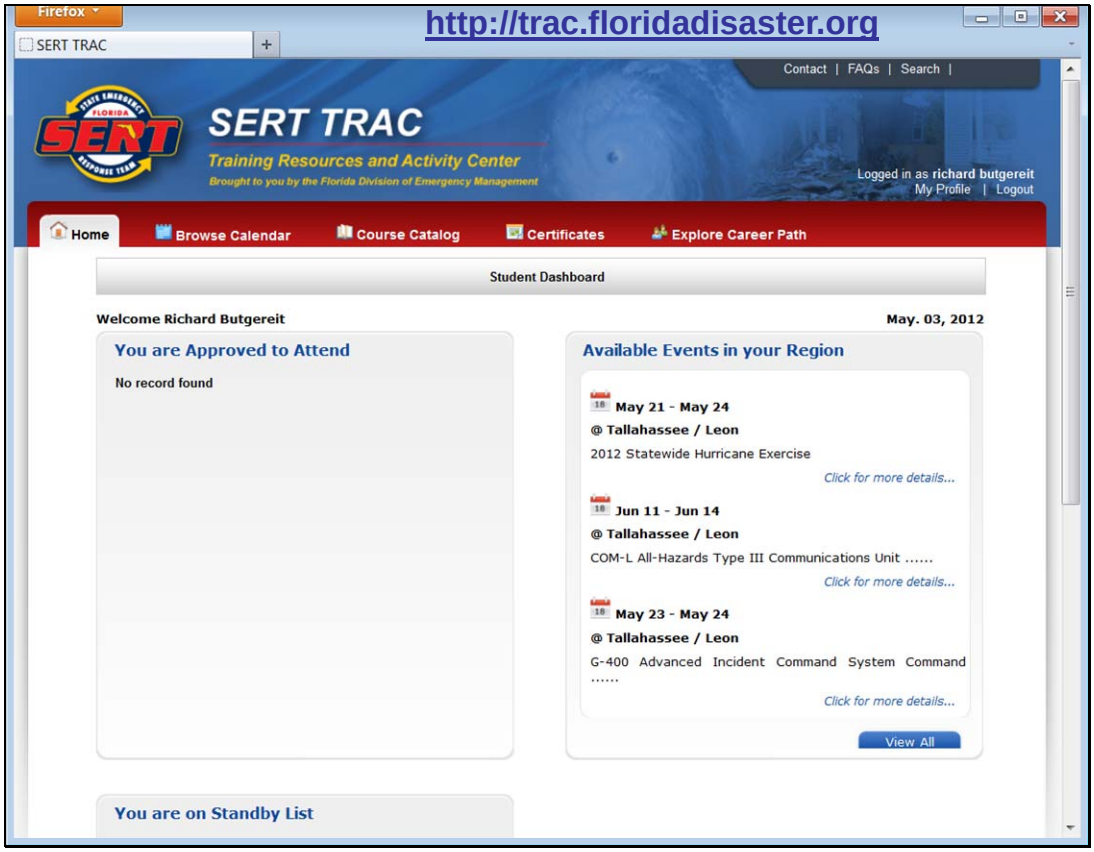
Slide 32

Contact FDEM Training and Exercise

STATE EMERGENCY FLORIDA SERT RESPONSE TEAM

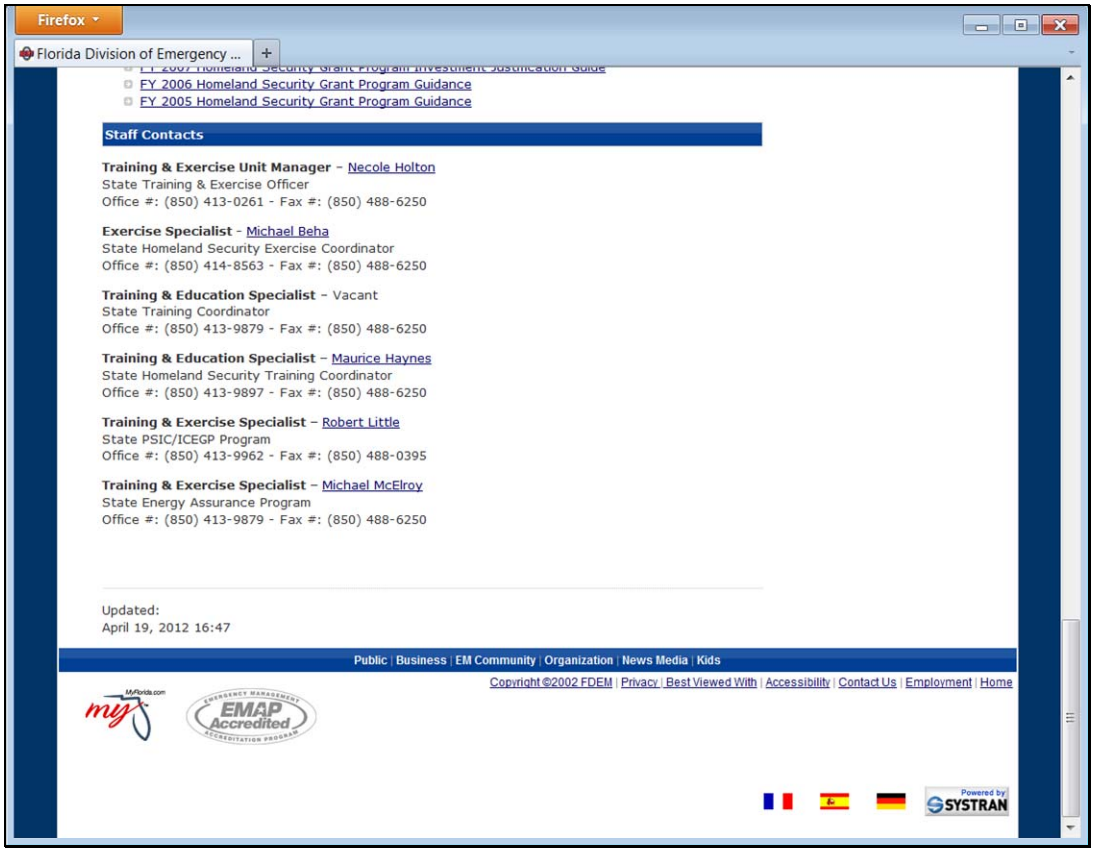
GET A PLAN! FloridaDisaster.org

Slide 33



To contact FDEM Training and Exercise, click Contact up in the upper, right-hand corner of SERT TRAC.

Slide 34



This opens the FDEM Training and Exercise page on FloridaDisaster.org displaying contact information for staff within this section.