



Do it yourself training...

How it works in HCM 8.9

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The Who

- **Carrie Medders**
 - HR Project Manager and Manager, Training & Support
 - Chair, HEUG HRMS PAG



The Who

- San José State University
 - 1 of 23 California State University campuses
 - Approximately 30,000 students
 - Oldest institution of public education on the west coast
 - Silicon Valley's metropolitan university



The Systems

- HCM 8.9
 - Human Resources and Campus Solutions
 - User Base
 - Employees
 - 400+ staff members
 - 2,000+ faculty members
 - 4,500+ use employee self-service
 - Students
 - 30,000 current students
 - 20,000 student applicants



The Systems

- Finance 8.4
 - User Base
 - 400+ staff members
- Portal 8.8
 - Employee and Student Self-Service
- Custom Bolt-Ons
 - Finance Web Component
 - Student Messaging System



The Outline

- Blended Training Approach
 - Web based
 - Instructor led
 - Open labs
- Training & Support Team
- Training for HCM 8.9 Upgrade
- Administer Training Module



The Approach

- Combine web based and instructor led training to give users more flexibility in learning
 - Partnered with Synaptis for development of WBTs
- Use open labs to assist users with real work
- Use documentation to support ongoing needs
- Not just for go-live



The Team

- Training & Support team
 - 1 full-time manager
 - 5 full-time analyst/trainers
 - 2 Campus Solutions
 - 1 Human Resources
 - 1 Finance
 - 1 Finance/Query
 - 4 full-time support staff
 - Help Desk, Documentation, Portal & Web content management



The 8.9 Training

- Web based introductory course
 - Look and feel
 - New terminology
 - Navigation
- No major instructor-led effort
 - Determined changes were minor enough not to warrant large-scale effort
- Open Labs & individual training planned as needed



The Tool

- Administer Training
 - Track courses, sessions, instructors, training history
 - Self-service enrollment, transcript review



The Tool

- Customizations
 - Pre-requisite functionality
 - Modified page and code to allow and/or functionality
 - Self-service
 - Removed workflow to allow user to enroll without approval from manager
 - Numerous page modifications to incorporate pre-req change, campus information, etc.
 - Demonstration



The End

- Questions?
- More information...
 - <http://www.sjsu.edu/depts/cms>
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