

L&OD Highlights

October 2020



In this Edition



October Feature: eLearning
& Instructional Design

COR Learning Highlights

Performance Management
and EPM

Recruitment and Development
Programs

Employee Referral Program Ends

New Employee Orientation

College Relations and Community
Events

Internship and ESP

Welcome to our first monthly Learning & Organizational Development newsletter!

We'll be compiling and distributing this newsletter monthly for distribution to our HR Executive team and HR Business Partners. Each newsletter will be sent the first week of the month and will contain important updates from our team, as well as a "featured topic of the month." We hope you enjoy the content.

Please feel free to contact us at HRL0D@Rivco.org, should you wish to see a specific topic in an upcoming newsletter! -HR L&OD Team

eLearning and Instructional Design

What is eLearning?

eLearning, or electronic learning, is learning conducted through electronic media. It has many names, for example web-based training, computer-based training, and online learning, but it all falls under the same eLearning umbrella. Not all e-learning courses are the same. They may include any combination of interactions, such as complex decision-making, engaging characters and role-playing; quiz questions, knowledge checks, and surveys; microlearning, adaptive learning, social learning, and mobile learning; graphics, videos, and much more.

Through eLearning, County employees benefit from convenient updated training accessible anywhere, 24/7 and the ability to use training as reference materials to increase retention. In return, our organization gets cost saving, time-efficient training that promotes scalability, adoption, consistency, increased productivity and compliance rates, which ultimately improves our service to our partners and community.

What is the role of Instructional Designers?

Humankind is in a state of continual learning through their experiences and expanding their knowledge on a variety of topics through developed courses. County of Riverside's Instructional Designers (IDs) provide online learning opportunities for all County employees. Online learning provides convenience, cost savings, increases productivity, and much more. With many County employees now telecommunicating, there is an even greater demand for online learning options. This strive towards the newer learning environment fosters more opportunities for innovation and development of online course content for IDs.



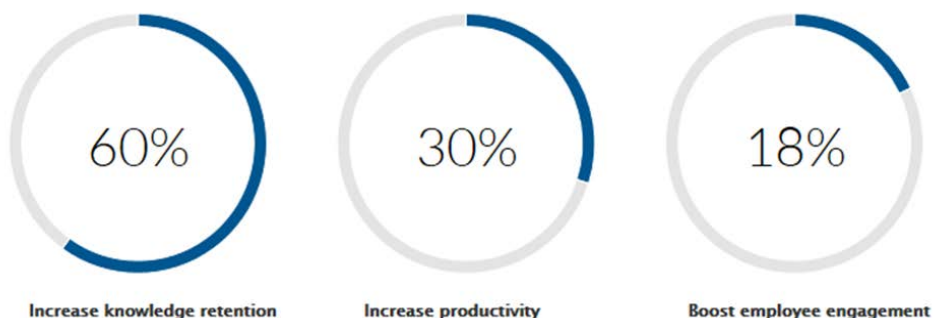
The role of the County’s Instructional Designers is to work with department Subject Matter Experts (SMEs) in creating and developing online courses to meet our organization’s current and future needs.

The first step in this ID process is the initial project scope, during which time the IDs will meet with the SMEs to discuss the needs, requirements, timeline, and plan for developing the online course. The second step involves the IDs consulting with the SMEs and reviewing any content, materials, final script, and answering any questions. Next comes the third step, the course development phase, which includes recording/editing audio, creating Closed Captions, adding assets (pictures, music, video, etc.), designing interactions/quizzing functions, and communicating with SMEs during the whole process. This step is where you will want to establish what the course should look like, how the course should function, perform multiple tests in the authoring tool, review, and edit. The fourth step is testing in the Learning Management System (LMS) Stage environment. During this time, the course is uploaded/set-up and course testers (SMEs, other department representatives, and the COR Learning team) are enrolled and required to perform testing functions, such as test in multiple internet browsers and make sure the designed functionality and quizzing works in the course.

Based on the initial Stage test, revisions and retesting may be required. The following fifth step involves uploading, setting up, and scheduling a launch date in LMS Production. Lastly, online courses require continual course maintenance based on possible course escalations or technical issues, LMS or course specification changes, and course content updates such as policy changes. For more information on our COR Learning course development plan, process, and time requirement, please visit the following link: [Online Course Development](#).

As you probably have seen, whether through County training or your children’s education, everyone is turning to eLearning for education and training in today’s world. Prior to COVID however, corporate and higher education were well on their way and utilizing a variety of online learning methods, including courses delivered asynchronously, or pre-recorded video lessons and tutorials that are self-paced; synchronously, or live, instructor led courses in a virtual environment conducted at a specific time; and microlearning, which is a bite-sized, short-term learning activity. COVID has only increased the demand for online learning offerings. Look at a few of these eLearning statistics and trends.

Benefits of of Elearning in Corporate Training





How do employees want to learn?

Source: Docebo



Key Microlearning Takeaways

- ✓ Microlearning is the best to deliver knowledge in the modern workplace where employees dedicate 4.8 minutes a day to training.
- ✓ With attention spans dwindling, more and more organizations are set to adopt microlearning.

Key Video-Based Learning Takeaways

- ✓ The ability to capture learner's attention without fail makes video learning a must-try for organizations.
- ✓ With all its benefits, video-based learning is fast becoming the standard model of elearning.
- ✓ Interactive videos will continue to gain popularity in elearning.

- ✓ For the past 16 years, small businesses have increased their use of e-learning by 900%, making online learning the new normal.^[7]
- ✓ Among businesses that use LMS systems, 74% of employees take advantage of the BYOD policy, as this enables learning from the comfort of their own device.^[8]
- ✓ As adults spend up to five hours daily watching videos, 98% of organizations worldwide are using video-based training programs in their digital learning approaches.
- ✓ Compared to instructor-led training, eLearning uses 40%-60% less employee time, which allows organizations to cut the time staff are away from their jobs, including removing the need for travel.^[19]

Source: [7] Smallbiztrends.com
[8] Techrepublic.com
[19] Dashe.com

COR Learning Highlights

The Fall 2020 Supervisor Academy started on October 1st with 33 participants!

Fall 2020 Virtual Academy Graduation

This month we're celebrating 18 Supervisor Learning Journey graduates and 19 Flood Control Mentor Leadership Program graduates!

A big "Thank You!" goes out to the HR Communications Team including Ulices Del Toro for helping us produce this awesome video that will be sent to the grads along with their certificates.

Check it out on Vimeo: <https://vimeo.com/461144947/625464c3ff>

COR Learning Statistics September

Professional Development

September Writing Advantage-
34 participants (sold out!)

Mandated Training

5,042 Online Course
completions

6 Disciplinary Process
Virtual Classes created
(Oct, Nov & Dec 2020 classes full!)

LMS Administration

95 New RUHS EPIC classes

78 New Dept. of Waste Mgmt.
courses (33 in Sept.)

HR Trainings for Dept. Supervisors & Managers

3 Courses completed
2 Courses in review/revision
9 Courses in development

PeopleSoft Upgrade Tutorial Videos

26 Course scripts written
and screen captures made

Want to know more?
[Click Here](#)



Upcoming Courses- October

6 Critical Practices for Leading a Team- Supervisor Academy, 10/08 (sold out!)

Crucial Conversations- Supervisor Academy, 10/22 (sold out!)

Crucial Conversations- Open enrollment, 10/27 (sold out!)

Skillsoft License Consumption

The LMS Skillsoft Library license consumption has seen a significant increase since February 2020. There are four learning collections, not including our unlimited legal and safety collections. Below shows the County's license consumption percentage increase from February 2020 to September 2020. These stats continue to demonstrate employee desire for professional learning and development, and the increased need for online learning.

Collection	February	March	April	May	June	July	August	September	% Increase Feb - Sept 2020
<i>No data available from vendor for month of April</i>									
Skillsoft Leadership Development Program	3	33	N/A	79	175	244	258	260	8566.7%
Technology & Developer	45	56	N/A	90	9	100	109	113	151.1%
Production & Collaboration	68	98	N/A	255	286	316	334	348	411.8%
Business	184	538	N/A	761	893	1,062	1,097	1,118	507.6%

Performance Management and EPM

The L&OD team is in the process of acquiring the administration of the County's performance management system, Employee Performance Manager. As part of this effort, our team recently worked with IT to implement new monthly auto generated EPM reports.

These reports are run on the first of the month and detail, at a department-specific level, evaluations are due per manager, as well as any evaluations that affect compliance rates on the HR Dashboard.

Reports are sent to each Business Partner and can be sent to Departmental contacts as well.

Should you have any questions, or if you would like to add any Departmental contacts to the distribution list, please e-mail us at

PerformanceMgmt@Rivco.org.

We're receiving *great* feedback on the Passport Program from all parties involved-- see below for a few examples.

"I have really enjoyed the hands-on experience and learning from these 2 amazing ladies so far. They have provided me with a ton of great information and hands on experience."

"LOD is going a great job in offering the Passport Program and doing the very best especially with the current environment we are working in."

"Thanks for this opportunity. I am really enjoying learning how Risk, WComp and safety are interrelated."

Recruitment and Development Programs

The Passport Program is open for travel!

As of July 1st, 2020, the Passport Program began boarding travelers!

Our team is hard at work monitoring and administering the program, and we're preparing to market the program for County-wide use in early 2021!

As feedback comes in, the team has been making slight adjustments to the program, its components, and its administration.

Number of current travelers: **6**

Number of travelers who have completed a Passport: **1**

Visit the Passport Program SharePoint site for more information:

<https://rivcounty.sharepoint.com/sites/PassportProgram>

Employee Referral Program Disbanded

The Board of Supervisors approved disbanding use of the Employee Referral Program (ERP) at the September 29th, 2020 Board meeting.

After acquiring responsibility for the program in September of 2019, L&OD staff began evaluating the program, policy, and its associated administrative processes. After discussing the results of our research with the HR Executive Team, it was decided that the program's initial purpose, to increase the number of individuals being hired in to 'hard to recruit' positions, was not being met and the policy would be disbanded effective August 31st, 2020.

All referrals submitted prior to August 31st, 2020 will be honored and will be processed for payment upon meeting all program eligibility requirements.



Our Onboarding team is also working on creating an “Onboarding Experience Guidebook” for use in County departments.

This guidebook includes useful tips, templates, and checklists to help create a better onboarding experience for our new County employees.

We anticipate that the Onboarding Experience Guidebook will be ready and available by our next newsletter launch.

One such example of an onboarding tip that we provide in the guidebook is shown below!

“Initial Team Greeting: Put together a team Introduction PowerPoint that you send out to welcome your new employee. Have one of their first tasks be to make their own slide to send out to the team and be added to PowerPoint.”

[Click here to see the LOD team’s introductory team PowerPoint!](#)

New Employee Orientation and Onboarding

- Our New Employee Orientation (NEO) has gone virtual!
- Due to COVID, in-person NEO sessions were transitioned online effective June 2nd.
- New hires can expect to receive a link to view the online NEO course within 1-2 weeks of starting their new position.

Online NEO Stats

September Online NEO Completions: **65**

September Online NEO “In Progress” Sessions: **8**

Online NEO Feedback

“The information was clear, organized, and highlighted relevant content from a variety of County departments. A great County-wide overview.”

“No recommendations. I am a rehire with 14 prior years with the County, so much of the information was familiar to me. However, I am very impressed with the video presentation and would like to commend all those involved in designing and producing the virtual delivery of this orientation. Well done!”

“The county has so many different departments and having all the numbers and different information on how to look something up within the county from the start helps significantly. Especially my future within the county!”

“I enjoyed learning about the history of the County of Riverside. I've lived here my whole life and I learned a lot about my community. I found the quizzes to be helpful because it allowed me to interact with the training and kept me alert.”

College Relations and Community Events

- 3** College Relations events attended or held in September
- 5** Promotional videos completed with our School Partners in September
- 1** County promotional video filmed for Chamber of Commerce Job Fair
- 5** Information sessions held for college partners



Internship and ESP Program

Current number of interns: **146** in **18** different departments

Current number of ESP participants: **74** in **15** different departments

17 Tuition reimbursements completed during the month of September

7 Career Development Plans created

7 career counseling sessions held in September

Coming Next Month



Veteran and Military Families Month

November's Featured topic: Onboarding Program



RIVCO 1HR
learning & organizational development