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From: Forum for Human Resource trainers [AMS-HRTRAINERS-L@LISTSERV.TAMU.EDU] on behalf of Hsieh, Patricia [PHsieh@TAMU.EDU]  
Sent: Wednesday, January 09, 2008 12:59 PM  
To: AMS-HRTRAINERS-L@LISTSERV.TAMU.EDU  
Subject: [AMS-HRTRAINERS-L] Update on training technology issues

Dear A&M System Training Coordinators:

Hope your new year is going well so far. Just wanted to update you on a few training issues.

First, according to plan, TrainTraq sent out a batch of e-mail reminders to employees last Wednesday (Jan. 2). However, there were so many e-mails (about 26,000 for Fraud alone, including new notifications and reminders from last month) that the queue for the mail server was filled, so the e-mails were cancelled. We tried again yesterday, but had the same result. The programmers are now breaking the job into batches. Non-Fraud e-mails will be sent today during the day. Then Fraud notifications will be run one workstation at a time until they are all done, hopefully by the end of this week. Hopefully, employees will take their Fraud training this month, so the numbers will be smaller next month.

Second, regarding the Information Security Awareness course, in a handful of instances, the server at Texas A&M University (which hosts the course) is not updating the TrainTraq server when an employee completes the course. As a result, the completion doesn't show on the employee's TrainTraq transcript and the employee continues to receive monthly reminders to take the course. We have had so few cases of this problem so far (about 20 people out of several thousand who've taken the course with no issue), that the programmers at TAMU have not been able to find a pattern and solve the problem. So, for the time being, if you have an employee who experiences this problem, please do the following:

1. Send Kris or me the names and UINs of employees whose completions fail. Also, if convenient, please ask those employees to provide details about what they were doing just before the problem occurred and if they saw any error messages. We will forward this information to the programmers so they can continue to troubleshoot and find the root cause.
2. Update these employees' records by giving them a completion for the course. You can do this using the "Add Completions to Transcript" button in TrainTraq. After you add the completion, the assignment will automatically be removed. You can verify that an employee has completed the course by asking them to send you their congratulations e-mail or a screenshot of the completion certificate from the course.

Third, for people who use Netscape, the Information Security Awareness course sometimes will not let users out of the module pre-tests. It tells the them that they need to complete all the questions in order to proceed (even though they already have). If you have employees who experience this problem, please suggest that they try a different browser, such as Internet Explorer.

Please let Kris ([wuenshe@tamu.edu](mailto:wuenshe@tamu.edu), 979-458-6173) or me know if you need more information. Thanks for your patience.

Pat

Patricia Yee Hsieh  
Sr. Instructional Designer  
Office of the Deputy Chancellor  
The Texas A&M University System  
A&M System Building, Suite 1281  
200 Technology Way  
College Station, TX 77845-3424  
Voice: (979) 458-6166 / Fax: (979) 458-6359  
E-mail: [phsieh@tamu.edu](mailto:phsieh@tamu.edu)