

## Hsieh, Patricia

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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:** Monday, September 22, 2008 4:24 PM  
**To:** AMS-HRTRAINERS-L@LISTSERV.TAMU.EDU  
**Subject:** [AMS-HRTRAINERS-L] TrainTraq enhancements  
**Attachments:** TrainTraq Enhancements.doc

Dear A&M System Training Coordinators,

I'm pleased to announce that the Enterprise Software Initiatives staff (Mark Schulz's team) will be enhancing TrainTraq over the next several months. The system will be rebuilt with a look-and-feel similar to LeaveTraq and TimeTraq, and have additional features that many of you have been requesting for some time.

Attached please find a preliminary analysis and requirements document developed by ESI that provides high-level requirements for the new enhanced TrainTraq. Please review this document and let us know:

1. if there are any other high-level requirements that should be added; and
2. if any of the listed requirements should be revised or deleted.

**Please send your comments by Tuesday, Oct. 7.** You can either reply directly to me at [phsieh@tamu.edu](mailto:phsieh@tamu.edu) or, if you would like to share your questions or comments with the other A&M System training coordinators, send your e-mail to [AMS-HRTRAINERS-L@LISTSERV.TAMU.EDU](mailto:AMS-HRTRAINERS-L@LISTSERV.TAMU.EDU).

Thanks for your input.

Pat

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## **TAMUS – TrainTraq Enhancements Early Analysis and Requirements**

### **1. Overview**

The TAMUS Enterprise Software Initiatives (ESI) group has been tasked with enhancing TrainTraq with additional capabilities and features to support a more complete “Learning Management System” for employee training and education. ESI has reviewed TrainTraq and other similar systems to identify critical features that can be enhanced and/or leveraged.

#### **Summary of findings on existing TrainTraq**

The TrainTraq application is currently the umbrella application that manages and tracks employee assignments and completions for both required and some optional training. Its strengths are that it:

- provides a single repository for assignments for required employee training.
- provides a means for recording online and batch records of training from other systems.
- integrates with the existing TAMUS HR system (BPP and HR Connect) and currently successfully assigns TAMUS required training.
- provides management and departmental reporting of employee activity.
- integrates into HRConnect and SSO so that all employees can access most training online in a single location.

Some of the weaknesses / deficiencies of TrainTraq are that it:

- does not provide a solid foundation for future code and application development.
- lacks flexibility in the assignment engine (recurring assignments are currently limited in that they can only be controlled by job title or department/adloc).
- does not support a supervisory view/role in the training process.
- contains very limited search and discovery for employees and supervisors to find existing training. The course inventory system is difficult to navigate and has an inflexible structure for organization.
- is not standards-based in its integration with other applications.

#### **TrainTraq – Training Delivery and Course development**

The current framework used for courseware developed internally for the TAMU System has adequately met the need for course development. However, it suffers from the following deficiencies:

- Course development requires low level knowledge of HTML and Javascript.
- Course development changes must go through a source control system that is more intended for software development.
- The quiz building framework is difficult to support and maintain. It also lacks flexibility in question delivery. Currently only multiple choice questions are accommodated.

#### **TrainTraq – Classroom Registration**

TrainTraq does not currently support classroom registration. TrainTraq does provide a mechanism for the bulk loading of completions and assignments from these systems, but this mechanism has several limitations. Existing classroom registration applications in place at other Members may have other limitations. An enhanced, complete classroom registration system would handle:

- Employee self registration
- Billing
- Scheduling

## **TAMUS – TrainTraq Enhancements Early Analysis and Requirements**

- Evaluations
- Integrate with TrainTraq.

### **2. High level requirements for an enhanced solution**

The new enhanced application should have many technical components and also a wide variety of users in multiple roles. The application must meet the needs of TAMUS employees in all of these roles and in all of the functional areas.

These requirements are not a comprehensive final list, but are a high level outline. Detailed requirements will be developed in the next phase of the project.

#### **Requirements Summary by Role**

1. Employee
  - Allow employees to search and discover all available institutional training in a “one stop” environment.
  - Provide a launching point for online courses, and link to classroom registration site(s).
  - Provide a full employee transcript and history
  - Inform employees of training assignments.
  - Notify employees of classroom training events.
2. Supervisors/Managers
  - Allow managers to review all training activity by their employees.
  - Allow managers to make training assignments (if course also allows).
  - Allow managers to create a training/learning plan for their employees
3. Departmental Training Administration
  - Provide departmental administrators reports and tools so they can assist employees with completing all required training.
  - Allow departmental administrators to make training assignments
4. University/Agency (Central) Training Administration
  - Provide central administrators reports and tools so they can assist employees with completing all required training.
  - Provide central administrators the ability to define assignments for various groups of employees.
  - Provide central administrators with the ability to set up new courses and link to new external content.
5. Courseware Authors
  - Provide courseware authors tools for the creation of online courses.
  - Provide courseware authors the ability to create question sets and banks to be used by employees throughout and at the end of courses.
6. Instructors
  - Provide classroom instructors with tools to assist in the delivery of classroom training including, but not limited to, rosters, attendance tools, notifications, and evaluations.
7. Classroom training “registrar”
  - Provide tools for an employee in the role of classroom training registration. Allow this employee to assist employees with registration, register and drop employees, and handle employee billing.

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- The registrar should be able to set up classes and sessions and define instructors.

### 3. Summary of the application components

ESI believes the application will break down technically into the following components.

#### **Part 1: Learning Management System (Currently known as “TrainTraq”)**

This part of the application will:

- Allow creation of employee lists for job-specific required training (for example, 200 Procard holders for HUB Training) and maintain lists to allow follow-up or refresher training to be assigned if needed.
- Maintain a searchable course inventory of all available training, which can be organized into many categories and/or keyword tags.
- Provide comprehensive viewing and reporting by employees in various roles.
- Provide a starting/launching point for training
- Maintain employee history and transcripts.
- Links and integrates with course content – both internal and external.
- Should be SCORM (and possibly AICC) compliant.
- Should have the ability to collect survey data from trainees and produce reports based on survey results.
- Integrate with existing TAMUS HR system (BPP/HRConnect).
- Track CPE and CEUs.

*ESI believes that this part of the system will be enhanced and developed internally.*

#### **Part 2: Courseware development and content delivery**

This part of the application will:

- Give instructional designers tools for creating and uploading course content.
- Provide quiz building tools to go with employee training.
- Set a new TAMUS standard for online courseware.

*ESI believes that packaged “off the shelf” solutions may be available for this part of the system.*

#### **Part 3: Classroom training registration and management**

This part of the application will:

- Manage the registration process for stand-up classes
- Provide interfaces for employees, trainers, and registrars

*ESI believes that current System Member solutions (such as TAMU’s technology training registration system) may meet these needs – provided that, at a minimum, an interface is built to put completions into TrainTraq. Consideration will be given to re-writing such systems if they can be used by other System Members.*