

**FEARS**

**FOR**

**TIERS**

**CLARIFYING THE PROCESS**

The choice of which features of the Learning Management System (LMS) your program would like to use is finally here. Since July, all programs have had all current features available for your use via Tier 4. We feel these are all necessary resources as they support the requirements of communication and local customization that are prerequisites to the future of our IBEW/NECA training model. Through these last four months, we have learned from you and worked to implement all the wonderful feedback you shared. We are nowhere near done, and there are other tools in the works...but before we get into the selection process, here is a quick summary of what you are selecting.

# TIER 1

The base system that all programs will have includes the Training Management System (TMS) itself and its ability to have unlimited users, unlimited admins, and a grades management system. It supports giving users course completions and qualifications via a learning record store (LRS). This is the default set of features that all programs using the PTSI systems have as each tier of features builds upon the last. One of the added values to these basic features is that in time the My Records area for users will be available to all IBEW-NECA affiliated learners throughout their careers; meaning we are working on making it such that apprenticeship graduates, and journey-level workers can access their training records via the mobile app without need of a subscription. Also, as a part of this basic set of features, there is the ability for online assessments. We currently have one system for this and are rolling out another. We will continue to support and most importantly, improve the ability for online knowledge assessments.

TRAINING LOCATION TIER TABLE

OLS Features	Tier 1	Tier 2	Tier 3	Tier 4
1. TMS	■	■	■	■
2. Online Assessments	■	■	■	■
3. Transcripts/Credentials	■	■	■	■
4. Calendar	■	■	■	■
5. Course Assignments	■	■	■	■
6. Discussion Forums	■	■	■	■
7. Messaging	■	■	■	■
8. Custom Courses	■	■	■	■
9. Notifications + App / Pages	■	■	■	■
<b>Yearly Fee:</b>	\$400	\$1,800	\$3,600	\$4,200

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# TIER 2

The next level of system ability offers an increase in functionality as you would imagine. It gives the program an integrated calendar system, a course assignment feature, and the discussion forums application. The calendar, while seeming a pretty simple resource, supports all manner of communication and notification for programs and their members. It will even be tied to the LRS to announce the expiration dates for training and qualifications directly to the members. The course assignment tool allows instructors to create online assignments in custom and *etA* content. These offer the program resources for user upload and submission to dig deeper into the application of training content, supporting instructors supplying feedback as well. This can take the training to another level with assignments that get students to take what they are learning and work on its application. The online discussion forums harness the power of unique online communication and learning. While learning is asynchronous; meaning we all absorb and understand things at our own pace, discussion forums and course assignments can bring learners and trainers together to work out and support group learning individually and as a group.

## TIER 3

The Tier 3 feature set again levels-up a program for what we see as necessary communication and customization. This tier includes a messaging application and a program-changing tool in custom course creation. The messaging app in the LMS allows students and instructors to talk to each other right while they are working on their learning. A tool like this allows the learners and trainers who may be working or delivering content at their own pace, in their environments, to have a community space for talking with each other, within groups, and with their trainers, in effort to support learning as well as one of the most powerful aspects of learning, community.

Likely the most impactful advanced capability offered within all tiers comes here in Tier 3 with the ability for programs to author their own locally custom courses. While a custom course cannot replace the required IBEW-NECA training courses for apprenticeship that are part of plan documents, it is a tool that allows programs to create all manner of locally specialized or unique training to meet your jurisdiction's needs. A full suite of tools allows the program to build courses from the ground up using the same mechanics for course construction as the *etA* does. This feature allows programs to build an unlimited number of courses and then freely enroll unlimited numbers of students and instructors in them.

Example topics of use for this by programs include, but are in no way limited to:

- Specific Journey-Level Training
- Local Human Resources Courses
- Jobsite Specific Training
- Content Application Courses
- Content Review
- Leadership
- Local High School and Pre-Apprenticeship
- Local Boot Camp Training

## TIER 4

Finally, the current Tier 4 system allows programs to send notifications and create your own pages on the PTSI-Mobile App for your members. The notifications can be sent to a single person or any manner of groupings of members. Totally controlled locally, the use of the Filter Group section of the TMS supports programs gathering rostered members however you would choose to do so and placing them into groups for enrollments, calendar events, these notifications, and more. The notifications are sent to the member via the mobile application as well as the LMS and the integration makes it so the member can acknowledge the note from either location.

The pages area of the mobile app offers you the ability to share documents and custom app pages with your members or again to specific groups or individuals all with the use of the filter grouping.

### SOME DAY

...someday future software tools and tiers will become available. Keep a lookout for communications and presentations later this year and next.

# CHOOSE YOUR TIER

Starting on November 6, 2023, we will be posting a pop-up window on the TMS. This window will appear after the system admin at your program logs in. The window has two components.

The screenshot displays the Training Management System (TMS) interface. A pop-up window titled "INFORMATION FOR TS0008" is centered on the screen. The window contains the following fields and sections:

- Name of Training Location:** Training Sandbox
- Training Director:** Greg Greiner
- CONTACT INFORMATION:**
  - Legal Name of Org.:** PTSI Training
  - Mailing Address:** [Empty field]
  - Phone Number:** 301-715-2300
- BILLING INFORMATION:**
  - Billing Address:** [Empty field]
  - Phone Number:** [Empty field]

Below the fields, there is a note: "Note: You can also update this information via the 'Contact Information' section of the Training Management System." The current tier is set to "Tier 4 (\$4,200 per year)". A dropdown menu labeled "Select a tier" is visible, along with a link for "More Information on Tiers". "Cancel" and "Save Changes" buttons are at the bottom of the pop-up.

## STEP 1. ACKNOWLEDGE PROGRAM INFORMATION

This page of the popup will address the need for the ProTech Skills Institute (PTSI) to obtain and verify important program information. On this screen we will ask for the following:

- Name of Training Location
- Training Director Name
- Legal Name of Organization
- Mailing Address
- Phone Number
- Billing Address
- Billing Phone Number

If any of the above information is already within the PTSI TMS system, we will populate it and allow you to update or simply acknowledge its accuracy. Please note that all fields are required, and the data is secured and not shared or sold.

There is also a new section of the TMS titled Contact Information where the Training Director for each program can manage this info at any time.

## STEP 2. SELECT YOUR TIER

Below the program information area of the popup will be a selection for your tier choice. The tier choice can be changed at any time by contacting PTSI customer service. After you have selected your Tier and saved the changes, if you have selected something other than Tier 4, there will be a slight delay (1-2 business days) for us to make the changes to your TMS and LMS portals. You may continue working in the systems as there will be no system shutdowns for us to make the changes. If you choose to use a tier below Tier 4 and you or your program members did try out the features, its associated data will no longer be accessible once your program is moved to the lower tier.

## THE TIMELINE

The popup window can be dismissed for the first month so that programs can keep working in the TMS while any needed finalization of choice is managed internally. If your program does not select a Tier by December 6, 2023, the PTSI system will automatically select Tier 1 for your program. More communication is forthcoming in hopes that all programs can make their choice.