

1. Title

Approval, Development, Delivery, and Maintenance of Mandatory Online Training Courses for System Administration Employees

2. Policy

Sec. 1 Purpose. The purpose of this Policy is to provide each U. T. System Administration office with the flexibility and discretion to develop mandatory online training efficiently and to increase the opportunity to achieve training objectives while establishing accountability for course approval, development, delivery, and maintenance.

Sec. 2 Policy Statement. The University of Texas System Administration requires that its employees receive the training necessary to comply with the requirements of State and federal law and regulations, and with U. T. System Policies. U. T. System Administration also requires that any training developed for its employees meet its standards for quality and consistency; training courses reflect current statutory, regulatory, or policy requirements; the necessity for each course designated as mandatory for all U. T. System Administration employees is regularly reviewed; and the methods for delivery of training allow U. T. System Administration to track compliance with its training mandates. This Policy establishes the standards for approving, developing, delivering, and maintaining all mandatory online training for U. T. System Administration employees. This Policy applies only to online training courses that are mandatory for all U. T. System Administration employees. This Policy does not apply to courses that are mandatory only for subgroups or selected groups of U. T. System Administration employees, or to courses available to U. T. System Administration employees on an elective or voluntary basis.

Sec. 3 Comprehensive and Uniform Process. A comprehensive and uniform process for approving, developing, delivering, and maintaining mandatory online training for U. T. System Administration employees will enable U. T. System Administration to provide training courses that meet its standards for quality; encourage efficient course development; eliminate overlapping, inconsistent, and unnecessary courses; prompt regular review of all mandatory courses; and ensure that mandated courses reflect current legal, regulatory, and policy standards. A comprehensive and uniform process will also enhance compliance with U. T. System Administration training mandates and allow U. T. System Administration to certify that compliance.

Sec. 4 Developing a New Mandatory Online Course and Substantially Revising an Existing Mandatory Online Course via the Course

Management Approval Process. A Sponsoring Office wishing to propose and develop a new mandatory online training course must complete Steps 1-11, below. A Sponsoring Office wishing to make Substantial Revisions to an existing mandatory online course must complete Steps 4-11, below.

- Step 1: The Sponsoring Office identifies the need for a new course.
- Step 2: The Sponsoring Office completes the New Course Proposal, submits it to the Employee Training Committee (ETC), and advocates for course approval.
- Step 3: The ETC reviews the New Course Proposal. The ETC may approve the proposal, decline approval, or refer it to the Sponsoring Office for further action.
- Step 4: Once the New Course Proposal is approved, or once a Sponsoring Office determines that a course must be substantially revised, the Sponsoring Office and the Course Management Team create a Course Management Plan for the proposed course.
- Step 5: The Sponsoring Office submits the Course Management Plan to the ETC.
- Step 6: The ETC reviews the Course Management Plan, using the Evaluation Standards for System Administration Mandatory Online Training (see link under Item 5), and makes a recommendation to the Associate Vice Chancellor for Employee Benefits and Services regarding the proposed course. The ETC may recommend approval, disapproval, or that the Course Management Plan be referred to the Sponsoring Office for further action.
- Step 7: The Associate Vice Chancellor for Employee Benefits and Services reviews the ETC's recommendations, and approves the course for development, declines approval, or refers the request to the ETC for further action.
- Step 8: Once the course is approved for development, the Course Management Team executes the Course Management Plan and develops the course.
- Step 9: Once the Sponsoring Office and the Course Management Team have developed the course or completed Substantial Revisions to an existing course, the Sponsoring Office

submits the course to the Office of General Counsel (OGC) for review and approval. OGC reviews and approves the course content for legal sufficiency. OGC certifies the approval via memorandum. The date on which the OGC certifies approval of the course is the Effective Date of the course.

Step 10: Once OGC has submitted its memorandum of approval, the Sponsoring Office briefs the Executive Officer Group (EOG).

Step 11: Once the Sponsoring Office has completed the briefing of the EOG, the Sponsoring Office announces the course. The Office of Employee Services (OES) delivers the course to U. T. System Administration employees.

Step 12: The OES tracks course completion by U. T. System Administration employees, and collects course evaluation data based on participant evaluation of the course. OES reports course completion to the Responsible Officer for each U. T. System Administration office, and reports to the Sponsoring Office participant evaluation of the course. The Responsible Officer for each U. T. System Administration office must take appropriate action to ensure that those U. T. System Administration employees whom he or she supervises, and who are required to complete the training, do so in keeping with the training schedule established by the Sponsoring Office. The Sponsoring Office maintains the data collected by OES from participant evaluation of the course, and uses the data in conducting regular reviews of its mandatory online courses, as described in Section 5 of this Policy. The Sponsoring Office will provide the ETC with regular, summary reports regarding participation evaluation data.

Sec. 5 Reviewing and Maintaining Mandatory Online Courses via the Course Review Process. Each U. T. System Administration office is responsible for reviewing and maintaining the courses it sponsors.

5.1 Reviewing Courses.

(a) Frequency of Course Reviews. At a minimum, each Sponsoring Office must review each of its mandatory online courses within six months of the conclusion of each regular session of the Texas Legislature, within 30 months of the course Effective Date, or within

30 months of the Last Reviewed date, whichever occurs first.

In addition, it is the responsibility of the Sponsoring Office, in consultation with OGC to determine if statutory, regulatory, or policy requirements or practical or operational considerations require one or more reviews in advance of the minimum review requirements set out above.

- (b) Purposes of Course Reviews. In reviewing its mandatory online courses, the Sponsoring Office must determine whether statutory, regulatory, or policy requirements or practical or operational considerations require changes or revisions to course content; whether, based on the available data, the course is effective in helping participants to achieve the stated learning objectives; and whether, based on participant feedback collected routinely through the process for course delivery, any other improvements or modifications to the course are desirable.

5.2 Maintaining and Deleting Courses. Based upon its review of a given course, within 60 days of completion of the review, the Sponsoring Office must determine if the mandatory online training course in question requires revisions.

- (a) Maintaining a Course in its Existing Form. If the course requires no revision, the Sponsoring Office must notify the ETC that the course remains in effect and provide the ETC with a new Next Scheduled Review date.
- (b) Making Nonsubstantial Revisions to a Course. If a course requires only changes that do not rise to the level of Substantial Revision, the Sponsoring Office and the Course Management Team will create a budget and timeline for course revisions and submit the budget to the ETC. The ETC will review the budget, and submit a recommendation for approval or disapproval to the Associate Vice Chancellor for Employee Benefits and Services. Once the Associate Vice Chancellor for Employee Benefits and Services approves the budget, the Sponsoring Office and the Course Management Team will make the proposed revisions based on the agreed upon timeline, and the Sponsoring Office will

provide the ETC with a new Next Scheduled Review date.

- (c) Making Substantial Revisions to a Course. If the course requires Substantial Revision, the Sponsoring Office must complete Steps 4-11 of the Course Management Approval Process, as set out in Section 4.
- (d) Deleting a Course. If the Sponsoring Office determines that an existing mandatory online course should no longer be required, it must notify the ETC and provide a brief description of the statutory, regulatory, or policy changes, or the changes in operational or practical considerations that have rendered the course unnecessary. The ETC will review the Sponsoring Office's description and recommend to the Associate Vice Chancellor for Employee Benefits and Services that the course no longer be required for U. T. System Administration employees. Once the Associate Vice Chancellor for Employee Benefits and Services has approved the recommendation, the Course Management Team will delete the course from the schedule of mandatory online training courses and stop delivering it.

Sec. 6 Compliance with Course Review and Maintenance Requirements. The ETC will notify the Responsible Officer and the Associate Vice Chancellor for Employee Benefits and Services if the Sponsoring Office has not met its course review and maintenance responsibilities for a given mandatory online training course within 60 days of the Next Scheduled Review date.

Sec. 7 Reporting Requirements for Mandatory Online Training. The ETC will provide the Associate Vice Chancellor for Employee Benefits and Services with an annual report summarizing mandatory online training courses offered during the period covered by the report, and detailing any changes or enhancements made to mandatory online training during that period.

3. Definitions

Associate Vice Chancellor for Employee Benefits and Services - the U. T. System Administration Executive Officer responsible for review and approval or disapproval of the recommendations of the Employee Training Committee.

Course, Courses - as used in this Policy, any reference to "course" or "courses" means mandatory online training courses as defined in this Policy.

Course Management Plan - a blueprint created by the Sponsoring Office and the Course Management Team for developing or for substantially revising a mandatory online training course. The Course Management Plan must include

- a statement of background, including the following elements: a brief description of the statutory, regulatory, or Policy requirements, or the practical or operational considerations that have created the need for a new course, or for Substantial Revisions to an existing course; and a brief description of the purposes, goals, and learning objectives of the course;
- a statement of course content, course assessment procedures, and employee completion requirements, including a brief, sequential outline of the course's substantive content; the estimated duration of the course (how long it will take participants to complete the course); a brief description of course assessment procedures for measuring satisfaction of the stated course learning objectives; a brief description of course assessment procedures for participant evaluation of the course; a brief description of employee completion and review requirements (whether an employee must only complete the course once, or, if more than once, the intervals upon which employees must repeat the course);
- a schedule for course development, including a chronological listing of the key action steps involved in course development and the target dates for each;
- a budget for course development, including an itemized estimate of course development costs, with estimated dollar amounts for each category of cost and an estimated total cost for course development. Please include an estimated budget for course delivery, including an itemized estimate of course delivery costs, with estimated dollar amounts for each category of cost and an estimated total cost for course delivery.

Course Management Team - the working group of individuals designated by the Sponsoring Office to develop or revise a mandatory online training course. Typically, the Course Management Team will be composed of a representative of the Sponsoring Office, together with representatives of any other U. T. System Administration offices involved in implementation or enforcement of the statutes, regulations, or policies on which the training is based.

Course Review Process - the set of steps through which a Sponsoring Office periodically ensures that its courses meet all statutory, regulatory, or policy requirements and that the courses also address any relevant practical or operational considerations with U. T. System Administration.

Effective Date - the date on which the OGC certifies approval of course content for legal sufficiency for a given mandatory online course.

Employee Training Committee (ETC) - the working group established at the direction of the Chancellor to provide ongoing oversight to mandatory online training course for U. T. System Administration employees.

Last Reviewed - the month, day, and year on which the Sponsoring Office most recently reviewed a given mandatory online training course.

Mandatory Online Training Courses (Course, Courses) - a brief class or program of study, delivered via the Internet, that all U. T. System Administration employees are required to complete, and that is designed to communicate statutory, regulatory, or policy standards, behaviors, or other requirements with which all U. T. System Administration employees must comply.

Next Scheduled Review - the month, day, and year upon which a mandatory online course should again be reviewed by the Sponsoring Office to determine if changes or revisions to the course are necessary. The Next Scheduled Review date must be the first of following three dates:

- within six months of the conclusion of the next regular session of the Texas Legislature;
- within 30 months of the course Effective Date;
- within 30 months of the Last Reviewed date.

Policy, this Policy - any reference to “Policy,” or to “this Policy” means this Policy, INT161, *Approval, Development, Delivery, and Maintenance of Mandatory Online Training Courses for System Administration Employees.*

Responsible Officer (RO) - the U. T. System Administration Executive Officer who provides oversight of a U. T. System Administration office, or the person designated by an Executive Officer. The RO of an affected U. T. System Administration Office must take appropriate action to ensure U. T. System Administration employees whom he or she supervises, and who are required to complete the training, complete the training within the training schedule established by the sponsoring office.

Sponsoring Office - the office or department within U. T. System Administration responsible for implementing, or when appropriate, enforcing, the standards, requirements, or behaviors defined or described in a given mandatory online course. The Sponsoring Office must comply with this Policy in order to establish a new mandatory online course or to recommend revision, modification, or deletion of an existing course. The Sponsoring Office advocates for any new course, for any course revisions it proposes, or for the deletion of any of its courses it deems no longer necessary. The Sponsoring Office is responsible for reviewing its courses on a regular basis, and for revising them as necessary to ensure that those courses reflect current statutory, regulatory, and policy requirements, or for recommending the elimination of courses that it deems no

longer necessary. Any U. T. System Administration Office or any U. T. System institution may confer with the Sponsoring Office to request a new course, or substantial revisions to an existing course.

Substantial Revision(s) - the standard for determining whether requested changes to an existing course trigger application of the Course Management Process. "Substantial Revision to an existing course" means changes in the scope or application of the standards set out in the course in question, or changes to the substantive standards, requirements, or behaviors with which participants must comply, that have a significant impact on the activities, responsibilities, behaviors, procedures, or expectations for all U. T. System Administration employees as set out in the course. Changes that broaden or narrow the scope or application of an existing course, or that alter its substantive terms, may constitute a substantial revision if those changes otherwise satisfy the standards set out above.

4. Relevant Federal and State Statutes, Policies, and Standards

None

5. Relevant System Policies, Procedures, and Forms

[New Course Proposal form](#)

[Course Management Plan form](#)

[Evaluation Standards for System Administration Mandatory Online Training](#)

[Course Development and Approval Process Chart \(PDF Document\)](#)

6. System Administration Office(s) Responsible for Policy

Office of Employee Services

7. Dates Approved or Amended

March 20, 2009

November 15, 2012