



State of New Jersey
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DEPARTMENTAL BULLETIN NO. 3

6 March 2012

**ON-LINE WORKPLACE VIOLENCE PREVENTION TRAINING VIA THE LEARNING
MANAGEMENT SYSTEM (HRD)**

1. This Bulletin applies to all State employees within the New Jersey Department of Military and Veterans Affairs (DMAVA) regarding on-line workplace violence prevention training via the online Learning Management System (LMS).
2. LMS is a web-based application that meets three primary functions:
 - Provides access to learning content, such as online training and policy documents.
 - Provides the ability to administer and track training.
 - Provides the ability to create reports on training activity.
3. This online course is designed for students to gain a new knowledge that will help them to understand, recognize, prevent, and respond to workplace violence. The courses offered can be taken without additional charges to the Department or student. See enclosed attachment for instructions on accessing the course.
4. The on-line training course will be mass assigned by the agency Learning Management System (LMS) coordinator Mr. Paul Serdiuk. All DMAVA staff with existing network computer user accounts will receive email notification of their course enrollment.
5. The training shall be completed no later than June 30, 2012 for current employees or within three months of hire for new employees. Employees that need special accommodations due to a lack of computer resources or an LMS account should contact Mr. Paul Serdiuk (HRD) at (609) 530-6878 or paul.serdiuk@njdmava.state.nj.us.
6. The training is authorized to be taken on all State computer systems and is also accessible from any home PC with Internet connection and appropriate browser version and required software applications and setting identified below.
 - a. **System Requirements**

SumTotal's *Maestro* learning management system is an Internet-based tool that only requires a connection to the Internet and access to a web browser to gain access to the application. Users access *Maestro* on a variety of client computing platforms, devices, web browsers and varying levels of Internet bandwidth. The following provides minimum and recommended guidelines for client devices accessing

the *Maestro* system. The following are the minimum system configuration recommendations for running SumTotal's *Maestro* learning management system. These recommendations are intended to assist you in determining optimal system configurations for your computer.

The *Maestro* Learning Management System supports the following browsers:


Browser	Comments
Internet Explorer 6 and higher	SumTotal supports SP2 and SP3 for IE 6.
Firefox 2.0.10 and higher	
Google Chrome	SumTotal supports non-beta versions only. Chrome will update itself with stable, non-beta versions.
Apple Safari version 3.2 and higher	

b. Recommendations

- **A high-speed Internet connection** will ensure the best user experience especially if you are working with online courseware, video streaming or large files.
- For authentication purposes and bookmarking online courses, the **browser's cookies and scripting** must be enabled.
- **Pop-up blockers** should be deactivated when launching online courses.
- **Firewall programs** may need to be temporarily disabled if learners are experiencing issues launching or tracking online courses.
- **Third-party toolbars** may need to be temporarily disabled if learners are experiencing issues launching or tracking online courses.
 - To help with the overall performance of the LMS and courses, <https://gm1.geolearning.com/> should be added as a trusted site.
- *Maestro* is designed to function with SVGA monitor with **display settings** at a minimum of 800 x 600 pixels. Recommended resolution settings are 1024 x 768 pixels.

c. Browser Support and Configuration

- **Internet Explorer (IE) 6** is known to work with Java 1.4 through Java 5 update 11 or Java 6 update 7
 - Vendor based courseware such as Skillsoft have been tested with the Java versions listed above and they do work properly.
 - IE6 with Java 5 update 12 to Java 6 update 7 may not work properly with custom courses created through authoring tools such as Articulate and Lectora in certain instances. This is due to an issue between Microsoft and Java Sun.
 - URL for 5 update 11: https://cds.sun.com/is-bin/INTERSHOP.enfinity/WFS/CDS-CDS_Developer-Site/en_US/-/USD/ViewProductDetail-Start?ProductRef=jre-1.5.0_11-oth-JPR@CDS-CDS_Developer
 - IE 7 can use any Java but 5 update 11 or newer is recommended
- **FireFox** can use any version of Java, however Java Version 5 Update 11 or newer is recommended.

•  **Warning!** The LMS supports FireFox but courseware might not function as it does in IE. You will want to test your courses in FireFox prior to releasing the courses to your end users.

- **AOL Web Browser Connection:** make sure the Learner is using Internet Explorer to launch the courseware independent of AOL. Cookies and Scripting: should be enabled on the learner's workstation in order to allow bookmarking of courseware.

d. **Java**

Report Analytics operates using Java, and will work in any Java 1.5 or 1.6 environment.

Some courses require Java. The specific version of Java will depend on the course, how it was designed or what authoring tool was used. Refer to the courseware vendor or software manufacturer for details.

- The Microsoft JVM reached its end-of-life on December 31, 2007 and is not supported.
- We recommend you use the latest supported version of Java.
- For courses authored in SCORM or AICC API, Java 1.4 or higher is required.
 - Depending on the course and how it was created, a higher version of Java may be required.
 - Some vendors or authoring tools may require a specific version of Java to pass the course information back to the LMS.

If third-party software and modules are post-End-of-Life by their vendor/developer, SumTotal will not support the configuration.

e. **Flash**

There are certain components of the system that utilize Flash for presentation. These include some of the dashboards and upload progress bars. For full functionality using the application's organizational charts and instructional videos, the Macromedia Flash plug-in is needed but it is not required to operate the system.

f. **Adobe Acrobat**

Adobe Acrobat Reader should be installed if trying to access course completion certificates or approval forms.

7. To access the LMS training you must have a MyNewJersey portal account and establish an HRDI e-Learning Solution link on your portal account. If you need assistance with configuration on a state owned computer issued or maintained by the department please contact your local facility IT help desk support staff for assistance before making any changes to your workstation.

If you require additional information for computer set-up on a non-state owned computer the following web link contains the on-line instructions from the MyNewJersey portal and HRDI e-learning Solution internet site http://services.geolearning.com/Help/en-US/Global/Content/Learning_Center_Basics/System_Requirements.htm The above settings and software configurations are only suggestions for best practice in the LMS.

8. If you encounter computer problems with your Flash Player, Internet Explorer browser or Adobe Acrobat version which interferes with completing this training on a department owned computer, please contact your local Information Technology Help Desk at one of the following number below.

All field offices located outside of the Lawrenceville headquarters and/or the Veterans Memorial Homes should contact the Central Operations IASD Help Desk for IT support request.

- a. Menlo Park Help Desk –732-452-4204
- b. Paramus Help Desk – 201-634-8537
- c. Vineland Help Desk – 856-405-4322
- d. Central Operations – (609) 530-7177

9. For all specific questions or inquiries concerning the training course content, course completion certification, contents of this bulletin and/or the MyNewJersey Portal access / LMS Authorization codes should be addressed to Paul Serdiuk (HRD) at (609) 530-6878 or paul.serdiuk@njdmava.state.nj.us.

OFFICIAL:



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Director, Information and
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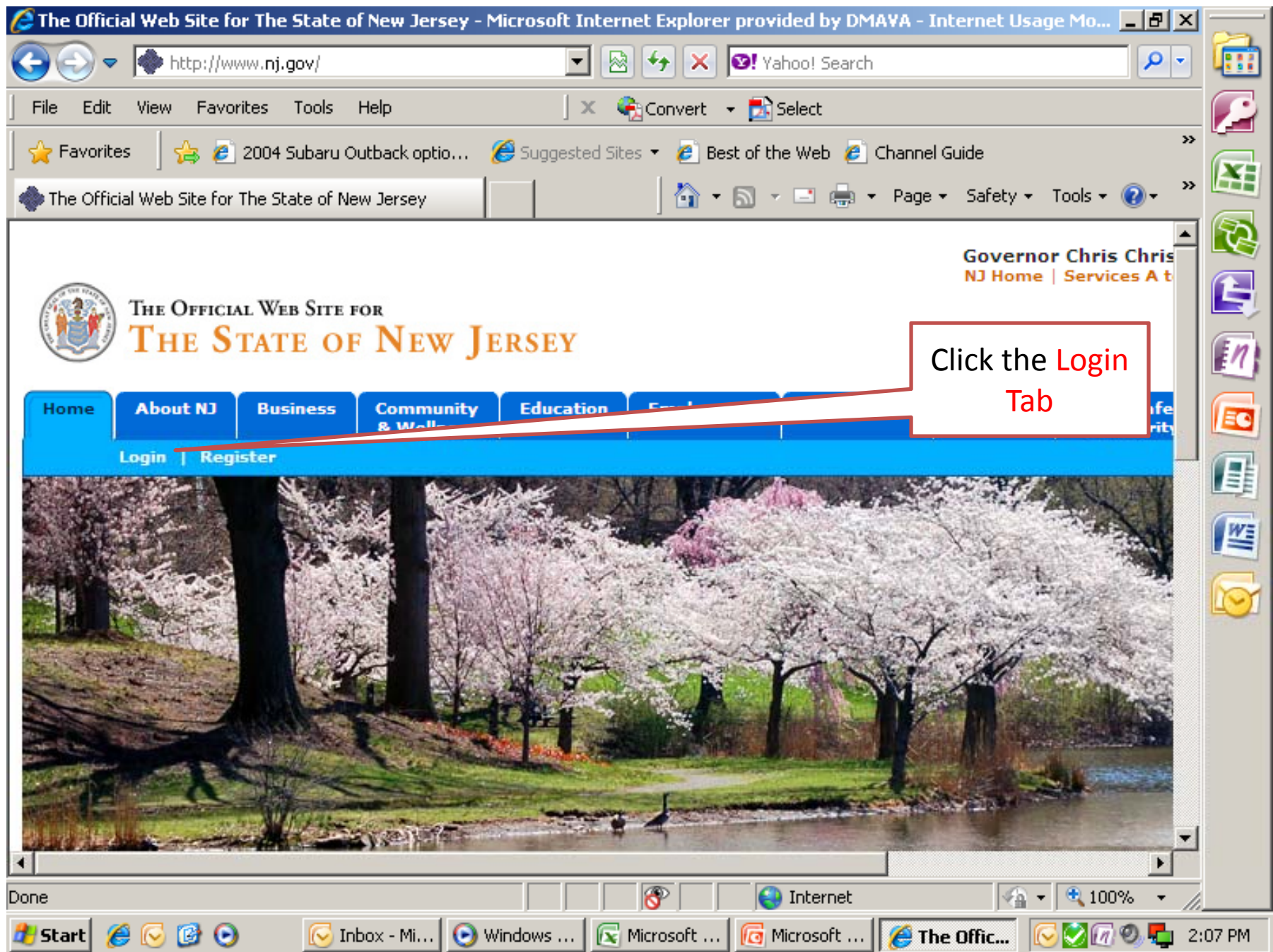
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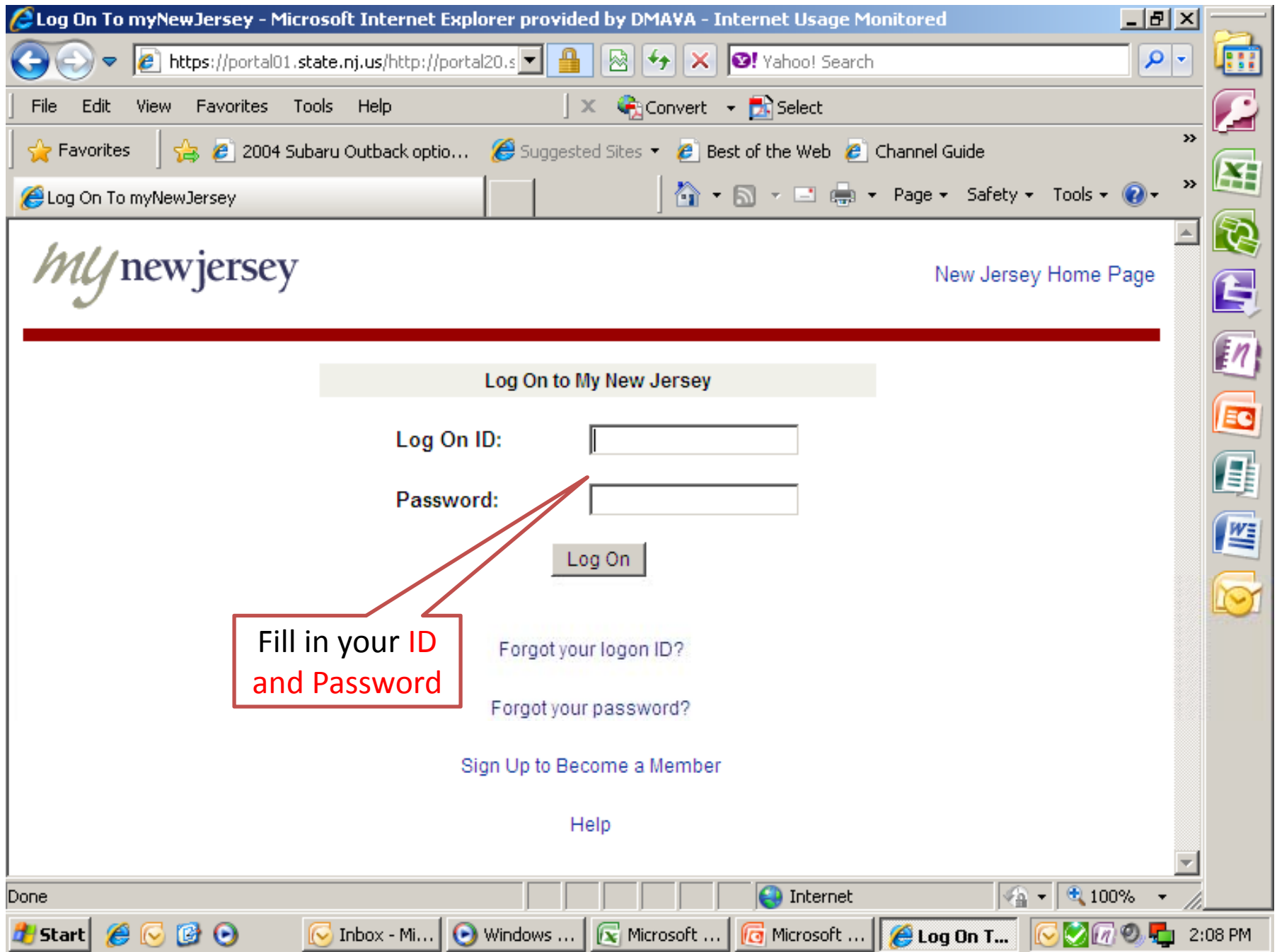
- 1. Accessing Workplace Violence Prevention Course via LMS Presentation

State Mandatory Course via LMS

Follow this power point presentation
on how to select and take the LMS On
Line Training (OLT) course

Work Place Violence: Act or React





State of New Jersey - Microsoft Internet Explorer provided by DMAVA - Internet Usage Monitored

https://portal01.state.nj.us/http://portal20.s

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State of New Jersey

THE OFFICIAL WEB SITE FOR
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Treasury Links

Office of Workforce Initiatives and Development

[HRDI eLearning](#)

New Jersey Events

Travel Guide

myNJ.earthWatch

View NWS weather for: 08625

Air Quality: Central Delaware Valley

Current: Good Forecast: n/a

OPRA Open Public Records Act

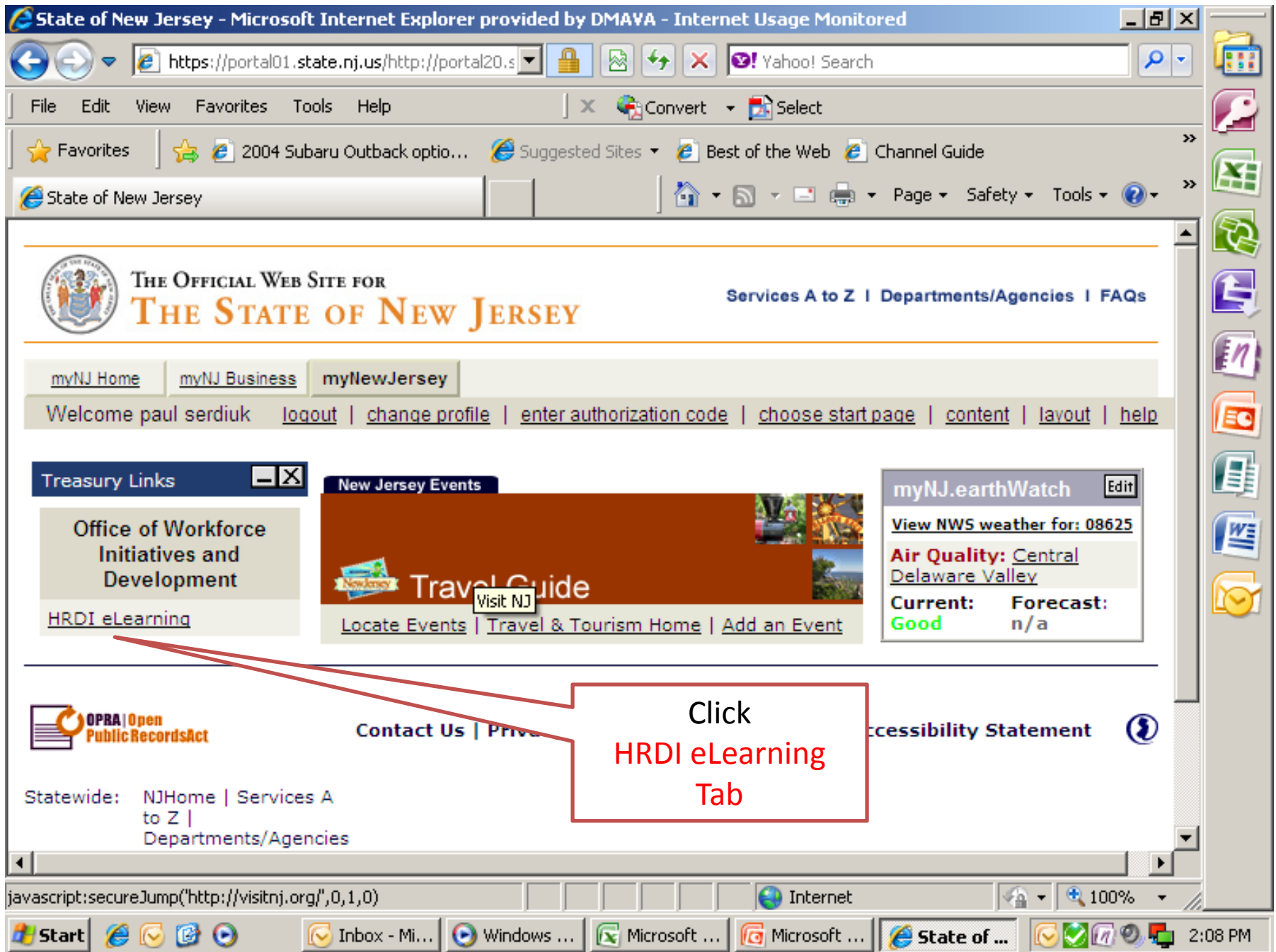
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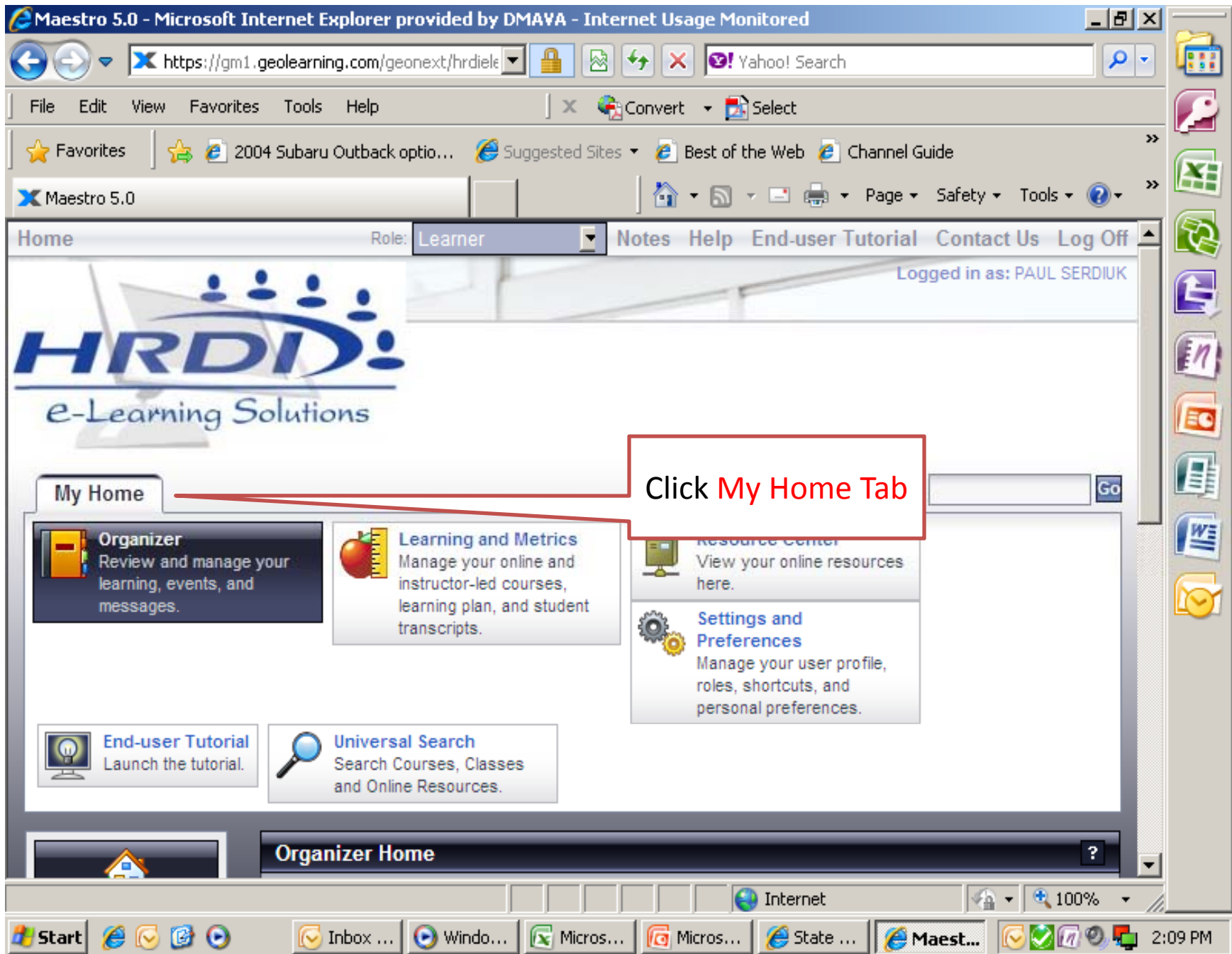
Statewide: NJHome | Services A to Z | Departments/Agencies

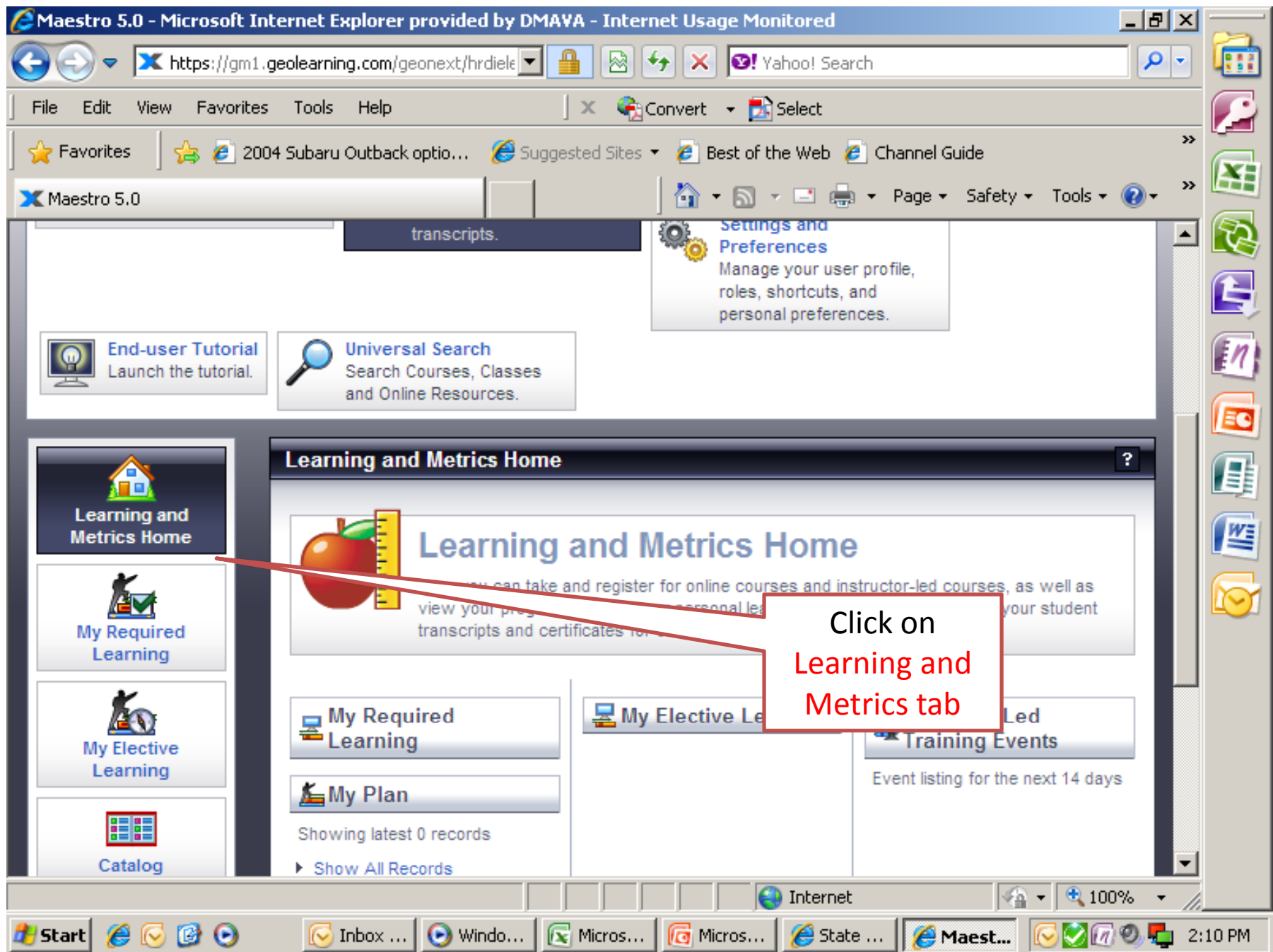
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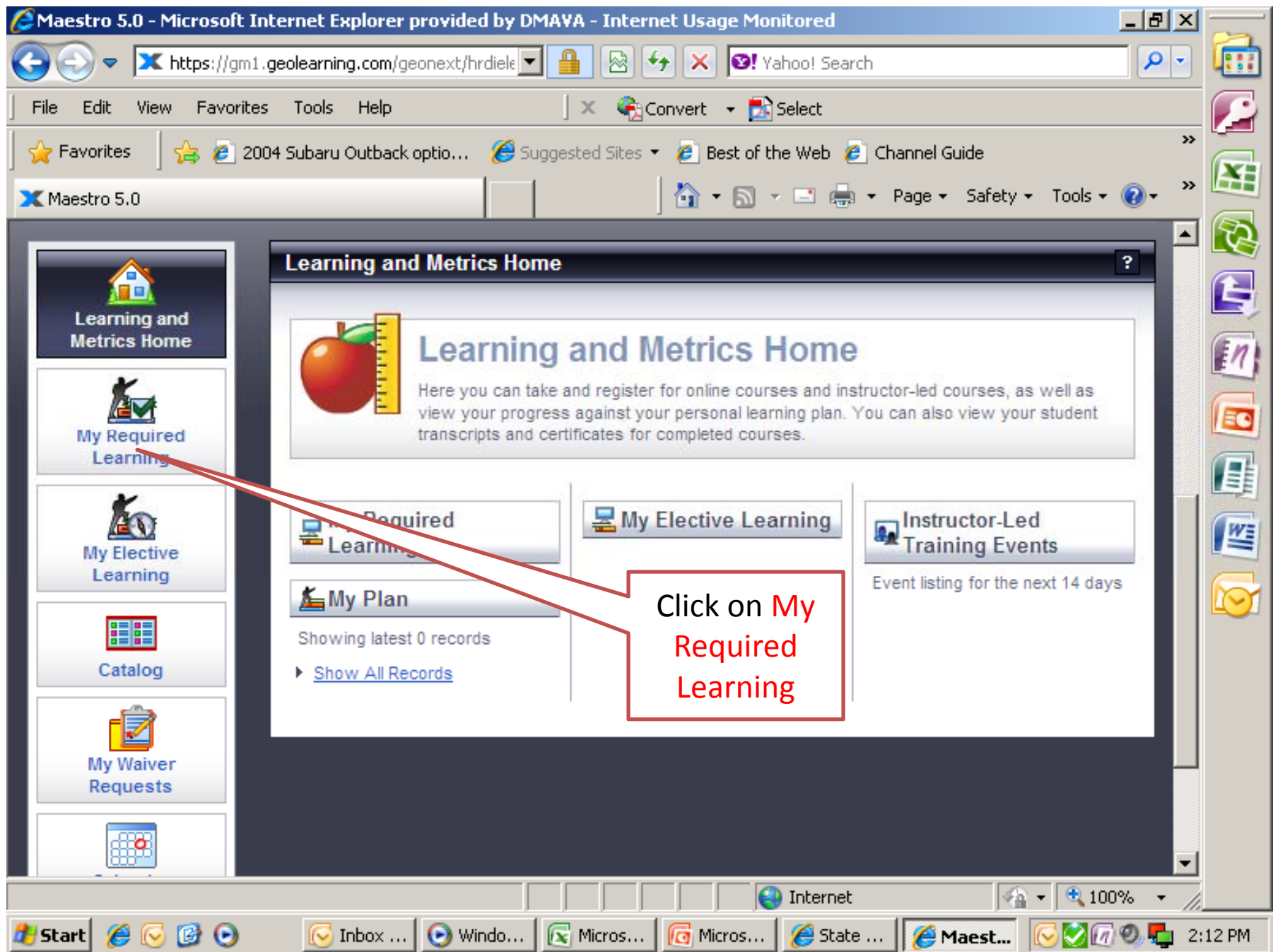
Internet 100%

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My Home Search: **Go**

- Organizer**
Review and manage your learning, events, and messages.
- Learning and Metrics**
Manage your online and instructor-led courses, learning plan, and student transcripts.
- Resource Center**
View your online resources here.
- Settings and Preferences**
Manage your user profile, roles, shortcuts, and personal preferences.
- End-user Tutorial**
Launch the tutorial.
- Universal Search**
Search Courses, Classes and Online Resources.

- Learning and Metrics Home**
- My Required Learning**
- My Elective Learning**
- Catalog**
- My Waiver Requests**
- Calendar**

Learning and Metrics Home

Here you can take and register for online courses and instructor-led courses, as well as view your progress against your personal learning plan. You can also view your student transcripts and certificates for completed courses.

My Required Learning	My Elective Learning	Instructor-L
State of New Jersey's Workplace Violence: Act or React? In Progress This course is designed to help participants identify prevention and response strategies to workplace violence and recognize the roles of employees, supervisors/managers and other staff in the prevention of and response to workplace v [...]	DEP New Supervisor Training Online course covering the basics a new Supervisor needs to know	
	Microsoft Course - Intermediate Skills in Microsoft® Excel® 2010 In Progress	
	Microsoft Course - Beginner Skills in Microsoft® Excel® 2010 In Progress	

My Plan
Showing latest 0 records
[Show All Records](#)

Click on Topic Title

https://gm1.geolearning.com/geonext/hrdielearning/c State of New Jersey Maestro 5.0

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e-Learning Solutions

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Organizer
Review and manage your learning, events, and messages.

Learning and Metrics
Manage your online and instructor-led courses, learning plan, and student transcripts.

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End-user Tutorial
Launch the tutorial.

Universal Search
Search Courses, Classes and Online Resources.

Learning and Metrics Home

My Required Learning

My Elective Learning

Catalog

My Waiver Requests

Calendar

My Transcript

Course Catalog: OLT Activities ?

Course: State of New Jersey's Workplace Violence: Act or React?

OLT Activities Details

Progress: Not Attempted **Required:** Yes **Duration:** 1 hour 20 minutes **Subscription:** Request

Description:

This course is designed to help participants identify prevention and response strategies for workplace violence and recognize the roles of employees, supervisors/managers and other staff in the prevention of workplace violence situations.

To launch a learning activity, click the activity name.

OLT Lessons

Activity Name	Score	Progress	Last Accessed	Time Taken	Attempts
State of New Jersey's Workplace Violence: Act or React?		Not Attempted			

Course Activities

Activity Name	Type	Score	Progress	Last Accessed	Time Taken
Course Evaluation for State of New Jersey's Workplace Violence: Act or React?	Survey	N/A	Not Attempted	N/A	N/A

125%

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Click on The State of New Jersey Tab

https://gm1.geolearning.com/geonext/hrdielearning/n

State of New Jersey State of New Jersey Maestro 5.0

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e-Learning Solutions

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Search Courses, Classes and Online Resources.

Learning and Metrics Home

My Required Learning

My Elective Learning

Catalog

My Waiver Requests

Calendar

My Required Learning: All Required

Search for: Go

All Required By Course Only By Plan LP History History

Select a course, then choose an option below the list.

Displaying records 1-1 of a total of 1.

Select	Course Name	Plan Name	Type	Status	Progress	Due Date	Request Type	Test	Survey
<input checked="" type="radio"/>	State of New Jersey's Workplace Violence: Act or React?		Course	Attempted					<input checked="" type="checkbox"/>

Open Drop Course Submit Waiver Request

Pages: 1

10 Show

Click on the Radio button

125%

2:51 PM 1/24/2012

Start of Program

Workplace Violence: Act or React? 10 v

SHOW MENU

NEXT

RETURN TO LMS

Workplace Violence: **Act** or **React?**



Click the Arrow to Launch the Course